

WARRANTY BULLETIN



TO: Dealer Principal, Service Manager,
Service Advisor, and Warranty Claims
Administrator

NO: D-24-15

DATE: September 18, 2024

SUBJECT: Addition of Rear Axle
Assembly for 2019 - 2024 RAM 3500 Cab
Chassis (DD), RAM 4500/ 5500 Cab
Chassis (DP), RAM 3500 Pickup (D2),
RAM 2500 Pickup (DJ), RAM 1500 Pickup
(DS) and RAM 1500 Pickup (DT) to the
Powertrain Service Center (PTSC) Pre-
Authorization Program – ALL DEALERS
(Rev. A)

FOR: All U.S. Dealers
All U.S. Business Centers

*****Revisions are noted in Red*****

PURPOSE:

To announce the addition of the Rear Axle Assembly replacement for 2019 - 2024 RAM 3500 Cab Chassis (DD), RAM 4500/ 5500 Cab Chassis (DP), RAM 3500 Pickup (D2), RAM 2500 Pickup (DJ), RAM 1500 Pickup (DS) and RAM 1500 Pickup (DT) vehicles to the Powertrain Pre-Authorization program for all dealers (Base, Plus & Premium) to ensure proper repair of Rear Axle Assembly failures and to assist in quality improvements.

Pre-authorization is required only for Full Axle Assembly replacement. All axle repairs do not require pre-authorization. Axle repairs can be initiated by dealers and will follow standard claim review processes that do not require pre-authorization.

TIMING:

Vehicles received for repair on or after September 10, 2024 (DD vehicles)

Vehicles received for repair on or after September 18, 2024 (DP/D2/DJ/DS/DT vehicles)

ACTION:

All 2019 - 2024 RAM 3500 Cab Chassis (DD), RAM 4500/ 5500 Cab Chassis (DP), RAM 3500 Pickup (D2), RAM 2500 Pickup (DJ), RAM 1500 Pickup (DS) and RAM 1500 Pickup (DT) Rear Axle Assemblies submitted as a Warranty (W) or Mopar (M) claim type must be pre-authorized and approved through the PTSC Pre-Authorization program in order to be eligible for warranty reimbursement.





The PTSC Program link is located in *DealerCONNECT > Service > Warranty Administration > Pre-Authorization Programs > Powertrain Service Center*.

Request Support Requirements:

- ✓ A fillable Powertrain Estimator Worksheet **must be** attached in the Repair/Replace Worksheet (RRWS) field by using the “Browse” button. The “Create” link function will not work.
- ✓ To ensure all required fields are properly completed, please note that the Axle Serial Number/ID Tag is located on the top, front of the axle housing. This can reduce request returns and ensure the customer concern is handled as quickly as possible.
- ✓ A Diagnostic Worksheet is not available for the 2019 - 2024 RAM 3500 Cab Chassis (DD), **RAM 4500/ 5500 Cab Chassis (DP), RAM 3500 Pickup (D2), RAM 2500 Pickup (DJ), RAM 1500 Pickup (DS) and RAM 1500 Pickup (DT)** Rear Axle Assembly. **Attach an additional affected area image in this field.**
- ✓ Include supporting images of the Case, Tube or Mount damage to support the need for an Axle Assembly replacement instead of rebuilding.

When submitting the pre-authorization request, select the Category of “Special” for submission.

DealerCONNECT > Service > Warranty Administration > Powertrain Service Center

Request List New Request

Vehicle Repair Information

Program Type: Powertrain
VIN: (Enter last 8 of VIN)
Odometer:
Actual Cost (USD):

Category: Special
LOP Description: SP-EC-IA-LX Special LOP
Claim Type: W-Warranty
Claim Number:

Repair Issue:
Proposed Service Action:

Vehicle Images

Part Serial Number Image: Browse
Odometer Image: Browse
Diagnostic Checklist: Browse
Repair / Replace Worksheet: Browse Create
Affected Area Image 1: Browse
Affected Area Image 2: Browse
Affected Area Image 3: Browse
Affected Area Image 4: Browse
Affected Area Image 5: Browse
Affected Area Image 6: Browse
Affected Area Image 7: Browse
Affected Area Image 8: Browse





If you have any questions or concerns regarding submitting a request, please submit an inquiry to WIC Ask A Question.

ADDITIONAL INFORMATION:

NOTE: The Powertrain Pre-Authorization Matrix has been updated to assist dealers in determining repairs requiring Powertrain Pre-Authorization. The Matrix can be found in *DealerCONNECT > Service > Warranty Administration > Pre-Authorization Programs > Powertrain Pre-Authorization Matrix*.

The Powertrain Service Center Request Guide can be found in *DealerCONNECT > Service > Warranty Administration > Pre-Authorization Programs > Powertrain Service Center Request Guide*.

Please ensure that all affected dealership personnel are aware of this bulletin.

WARRANTY OPERATIONS

FCA US LLC reserves the right to change any or all of the rules set forth in the Dealer Policy Manual and the Warranty Administration Manual by means of Warranty Bulletins and also by making the amended manual available to you on DealerCONNECT.

