

WARRANTY BULLETIN



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

NO: D-24-16

DATE: September 24, 2024

SUBJECT: (XR1) Urea Delivery Module –
Select 2019 - 2022 RAM Trucks
(DJ/D2/DD/DP)

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

PURPOSE:

To announce a warranty extension on the **Urea Delivery Module** on the following vehicles:

- 2019 - 2022 RAM 2500 Pickup (DJ)
- 2019 - 2022 RAM 3500 Pickup (D2)
- 2019 - 2022 RAM 3500 Cab Chassis (DD)
- 2019 - 2022 RAM 4500/ 5500 Cab Chassis (DP)

Affected Vehicles:

This warranty extension bulletin applies only to the following vehicles:

- Vehicles equipped with a 6.7L I6 Cummins Turbo Diesel engine (Sales Codes ETL and ETN) or a 6.7L I6 Cummins HO Turbo Diesel engine (Sales Code ETM).

NOTE: This warranty extension coverage period is **7 Years / Unlimited miles** from the vehicle's In-Service Date.

TIMING:

Effective Immediately

ACTION:

Always check *DealerCONNECT* or *WiADVISOR VIP* to verify if a vehicle is involved in a warranty extension. A vehicle involved in this warranty extension will display an **(XR1) Urea Delivery Module** message in VIP. If no (XR1) coverage message displays in VIP, the vehicle is not in the scope of this warranty extension and no further action is required on your behalf.





All technicians are required to familiarize themselves with Technical Service Bulletin 14-008-24 before replacing the Urea Delivery Module on select vehicles.

The Global Claim System (GCS) will honor the warranty extension coverage on the labor operation number(s) in the Service Bulletin.

Refer to Technical Service Bulletin 14-008-24 for Part and LOP information.

A copy of the generic owner letter is attached to this bulletin.

ADDITIONAL INFORMATION:

If a customer has already experienced this specific condition and paid to have it repaired, please direct them to www.fcarecallreimbursement.com to submit their reimbursement request online. Customers can also mail their original receipts and / or other adequate proof of payment to the following address for reimbursement consideration:

FCA US LLC Customer Care
P.O. Box 21-8004
Auburn Hills, MI 48321-8004
Attention: Reimbursement

Customers with questions or concerns about this issue are advised to contact their dealership. In the event further assistance is necessary, customers should be advised to contact Customer Care at the following.

- RAM Information Center: 1.866.726.4636 or 1.866.RAM.INFO

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.



Owner Name
1234 Anywhere St
Anytown, St XXXXX
VIN: xxxxxxxxxxxxxxxxxxxx

Dear (Name):

This letter is to inform you that the warranty period on your vehicle's Urea Delivery Module has been extended to 7 years/ unlimited mileage from the vehicle's In-Service Date. In order to avoid inconveniencing customers with a repair that may not be needed, we have replaced Customer Satisfaction Notification 90A with this Warranty Extension.

This warranty extension on the Urea Delivery Module applies to certain [2019 - 2022 RAM 2500 Pickup, 2019 - 2022 RAM 3500 Pickup, 2019 - 2022 RAM 3500 Cab Chassis, 2019 - 2022 RAM 4500/ 5500 Cab Chassis] vehicles. Our records show that you either own or lease one of the vehicles affected by this warranty extension.

We are extending the warranty period on the Urea Delivery Module because some of the vehicles within the above referenced population may experience the Malfunction Indicator Lamp (MIL) illuminating and a message may indicate to "Service DEF (Diesel Exhaust Fluid) system, see the dealer" on the instrument panel cluster. If you are experiencing this condition now, or in the future, contact your dealer to have the appropriate diagnosis performed to determine if the warrantable failure has occurred. **Conversely, if you do not experience this condition, then your Urea Delivery Module is operating correctly, and no repair is necessary.**

If you have already experienced this condition and previously paid for a repair, you may be eligible to receive a reimbursement. Visit www.fcarecallreimbursement.com to submit an online reimbursement request. You may also complete the enclosed Customer Reimbursement Claim Form and send your original receipts, invoices and/or repair order to the following address for reimbursement. Your claim will be acted upon within 60 days of receipt:

FCA US LLC Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004
Attn: Reimbursement

If you have questions or need any assistance, please contact your dealer or the FCA US LLC Customer Care. FCA US LLC Customer Care is available 24 hours a day / 7 days a week. They can be reached at: 1-866-726-4636 or 1-866-RAM-INFO.

Please keep this letter in your glove box along with your vehicle's other warranty information for future reference if necessary. This warranty extension applies only to the Urea Delivery Module condition described above; the other terms and the "What's Not Covered" items of your warranty remain the same as stated in your Warranty Information book.

FCA US LLC is taking this action to demonstrate its commitment to your continued satisfaction.

FCA US LLC

