

**Technical Service Bulletin (TSB)**  
**Oil Leak In Transfer Case Rear Output Shaft Seal**

<b>REFERENCE:</b>	<b>TSB:</b> 21-031-25 <b>GROUP:</b> 03 - Differential and Driveline	<b>Date:</b>	April 15, 2025	<b>REVISION:</b>	—
<b>VEHICLES AFFECTED:</b>	<p>2024 (DJ) RAM 2500 Pickup 2024 (D2) RAM 3500 Pickup</p> <p>This bulletin applies to vehicles built on and after May 01, 2024 (MDH 0501XX) and on and before November 18, 2024 (MDH 1118XX) equipped with either the:</p> <ul style="list-style-type: none"> <li>6.4L V8 Heavy Duty Hemi MDS Engine (Sales Code ESB).</li> <li>6.7L I6 Cummins Turbo Diesel Engine (Sales Code ETL).</li> </ul>	<b>MARKET APPLICABILITY:</b>			
<b>CUSTOMER SYMPTOM:</b>	<p><b>Customers may experience the following:</b></p> <ul style="list-style-type: none"> <li>Oil leak from transfer case rear output shaft seal.</li> </ul>				
<b>CAUSE:</b>	Dirt contamination				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 25-064, date of issue April 15, 2025. All applicable RSU VINs have been loaded. To verify this RSU service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty.

**REPAIR SUMMARY:**

This bulletin involves inspecting and possibly replacing the rear transfer case rear output shaft seal.

**CLAIMS DATA:**

Labor Operation No:	Labor Description	Skill Category	Labor Time
21-03-20-92	Inspect - Transfer Case Seal (2 - Skilled)	03 - Differential and Driveline	0.2 Hrs.
21-03-20-93	Inspect and Replace Transfer Case Seal (2 - Skilled)	03 - Differential and Driveline	0.7 Hrs.
Failure Code	ZY	Service Action	

**SPARE PARTS:**

Qty	Part No.	Description	Notes
1 (AR)	68718876AA	Seal	

## DIAGNOSIS:

If a customer's VIN is listed in VIP or your RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits any of the symptoms listed above in the customer symptom section, perform the Repair Procedure.

## REPAIR PROCEDURE:

1. Is the vehicle on the RSU VIN list?
  - YES>>> Proceed to [Step 2](#).
  - NO>>> This bulletin does not apply.
2. Raise and support the vehicle. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info>04 - Vehicle Quick Reference / Hoisting / Standard Procedure.
3. Inspect the output shaft seal on the rear of the transfer case.
4. Is there oil leaking from the transfer case rear output shaft seal [Fig. 1](#)?



**Fig. 1**  
Oil Leak

- YES>>> Proceed to [Step 5](#).
  - NO>>> This bulletin does not apply. Use Inspect LOP (21-03-20-92) to close the active RSU.
5. Replace the rear output shaft seal. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 21 - Transmission and Transfer Case / Transfer Case/ Seal, Extension Housing, Rear / Removal and Installation.

## POLICY:

Reimbursable within the provisions of the warranty.

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