



WARRANTY BULLETIN

TO: Dealer Principal, Service Mgr., Service Adv., Parts Mgr., Warranty Administrator

NO: D-13-03

DATE: January 9, 2013

SUBJECT: *Powertrain Service Center – Gas Engine Launch / Cummins Diesel Engine Updates*

FOR: U. S. Dealers
All Business Centers

PURPOSE:

To announce the launch of Gas engines and updates to the Powertrain Pre-Authorization Process for Cummins Diesel engines.

ACTION:

Vehicles received for repair On or After January 10, 2013:

Cummins Diesel Engine Long Blocks and Gas Engine Long Blocks claims require Pre-Authorization for all Warranty (W) and Mopar (M) claim types. NOTE: Cummins Diesel Engine Short Blocks have been removed from the program. Remember that Mopar Vehicle Protection (MVP) claims (type F) continue to be excluded from this program.

The Powertrain Pre-Authorization (PTPA) application is located in *DealerCONNECT>Service>Warranty Administration>Pre-Authorization Programs>Powertrain Service Center*. If you have any questions or concerns regarding submitting a request call 1-866-262-8517 (Prompt 1). Powertrain Service Center (PTSC) hours are: Monday – Friday – 8:00 AM – 8:00 PM EST.

When creating a *New Request* remember to fill in ALL red * required fields.

Fillable PDF Version of the Repair/Replace Powertrain Worksheet:

The original version is still available within *DealerCONNECT>Service>Repair Information>Repair/Replace Worksheet*. This worksheet must be submitted as a PDF document. **Scanned copies or pictures of a Repair/Replace Powertrain Worksheet will no longer be accepted.**

The first 2 damaged part pictures are now required to submit any request. The application has been improved by increasing the number of pictures of damaged parts allowed from 4 to 12. The application will now show you the picture, instead of just the file name. You will be notified if a picture has already been attached to the submission, so a different picture can be selected. All damaged parts listed in the Repair Section of the Repair/Replace Powertrain Worksheet must have a picture submitted to be considered for approval.

Both a Cummins Diesel Engine Replacement Diagnostic Worksheet and Gas Engine Diagnostic Worksheet are required for all Cummins Diesel engine and Gas engine assembly replacements. Cummins Diesel and Gas engine assemblies must be repaired when the repair can be completed without the removal of the assembly from the vehicle.

Updates
WAM

**Repair/Replace Determination:**

If diagnosis indicates the repair cost would be GREATER than 70% of the unit replacement cost, the dealer must submit a Powertrain Pre-Authorization Request showing the most severely damaged parts in descending order on the *Repair/Replace Powertrain Worksheet* and include pictures of all those listed parts in the submission.

If diagnosis indicates the repairs would be LESS than 70% of the unit replacement cost, then the unit must be repaired.

ADDITIONAL INFORMATION:

The following LOP can be submitted on the Warranty or Mopar Claim on approved Pre-Authorization Requests for Gas and Cummins Diesel engines. Any other uses will cause the claim to reject.

- PTSC Gas /Cummins Diesel Engine Administrative LOP 85-70-00-01 @ .8 hrs.

Any assembly received by Chrysler that has missing parts, is damaged in shipping due to loose parts, or has components installed that are not applicable with the unit, is subject to a complete or partial assembly chargeback based on the circumstances.

Any assembly replaced, when the Repair/Replace Threshold has not been exceeded is subject to a complete or partial assembly chargeback based on the circumstances.

Refer to *WAM > Claim Procedure > Authorization and Repair Guidelines > Powertrain Pre-Authorization Program* section for complete details on the Pre-Authorization Process.

This warranty bulletin replaces: D-11-32/33/68, D-02-21/27, D-03-08/16/17/18,
D-05-20 and D-06-08

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

WARRANTY OPERATIONS

Chrysler Group 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.