



WARRANTY BULLETIN

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

NO: D-13-04
DATE: January 9, 2013

SUBJECT: *Powertrain Service Center – Transmissions/Transaxles Updates*

FOR: U. S. Dealers
All Business Centers

PURPOSE:

To announce updates to the Powertrain Pre-Authorization Process for Transmissions/Transaxles.

ACTION:

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

Transmissions/Transaxles claims require Pre-Authorization for all Warranty (W) or Mopar (M) claim types. 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.

1. 2008 MY and Newer vehicles received for repair On or After January 10, 2013:

When creating a *New Request* and entering a 2008 MY or newer VIN (last 8 digits), as you tab off the "VIN" box, the new *Repair/Replace Powertrain Worksheet "Create"* button will appear in the "Vehicle Images" screen portion. Remember to fill in ALL red * required fields for *the New Request*.

Repair/Replace Powertrain Worksheet for Transmissions/Transaxles:

You must complete this worksheet to determine if a replacement is required. The new *Repair/Replace Powertrain Worksheet* automatically calculates the part mark-up, and also displays the proper LOP(s) for the parts requested. The form allows the technician to select by name the parts required to complete the repair to the unit. It will determine when the Repair/Replace threshold has been met and display a **Red Box** for repair, or a **Green Box** for replace. *PDF versions submitted for 2008 MY vehicles and newer will not be allowed in the new application.*

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 New Repair/Replace Powertrain Worksheet must have a picture submitted to be considered for approval.

Updates
WAM



CVT Assemblies

The CVT Transaxle must be replaced if there is a major internal failure. Be aware though that valve bodies and most connectors, seals and gaskets are available for service. If a CVT assembly is needed, a PTPA request must be completed in order to authorize the proper amount for claim payment. The request must include a: *CVT Transmission Diagnostic Worksheet* (see below) and **complete** the REPLACEMENT section of the new *Repair/Replace Powertrain Worksheet*. Two (2) pictures of the damaged Transaxle are required for submission in addition to the pictures of the Transaxle ID Tag and Vehicle Odometer

CVT Transmission Diagnostic Worksheets:

Go to DealerCONNECT > Service > Repair Information > Diagnostic Check Sheets to obtain all appropriate Diagnostic forms. The "fillable" PDF Diagnostic forms can be opened, edited and saved as a PDF file and submitted in the Pre-Authorization request.

Additional Requirements:

For disassembly and reassembly procedures for automatic transmission/transaxles, refer to **Service Bulletin 21-021-08** for specific guidelines. Do not disconnect the battery until all diagnostic codes and event data has been recorded.

For disassembly and reassembly procedures for manual transmissions/transaxles, Refer to **Service Bulletin 21-013-11**. Do not disconnect the battery until any diagnostic codes have been recorded.

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.

If the cost of clutch discs, clutch plates, seals, gaskets, and filters exceeds the cost of the Mopar Master Overhaul Kit the kit should be used in its entirety. Front Pumps MUST be disassembled and the defects should be identified in an image.

2. 2007 MY and Prior vehicles received for repair On or After January 10, 2013:

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

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 applies to vehicles 2007 MY and prior and required to 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



AUTHENTIC PERFORMANCE

selected. All damaged parts listed in the Repair Section of the New Repair/Replace Powertrain Worksheet must have a picture submitted to be considered for approval.

3. Valve Body Replacement Policy – Vehicles received for repair On or After January 10, 2013:

Replace any defective valve bodies with remanufactured units when available. Disassembly, cleaning, and reassembly of valve bodies are no longer an approved repair.

ADDITIONAL INFORMATION:

The following LOP can be submitted on the Warranty or Mopar Claim on approved Pre-Authorization Requests for Transmissions/Transaxles. Any other uses will cause the claim to reject.

- PTSC Transmissions/Transaxles 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.