



AUTHENTIC PERFORMANCE

# WARRANTY BULLETIN

**TO:** Dealer Principal, Service Manager,  
Service Advisor & Warranty Claims  
Administrator

**NO:** D-13-35  
**DATE:** August 20, 2013

**SUBJECT:** Fast Feedback Program – *Select  
Components* – 2014 Jeep Cherokee (KL)

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

## PURPOSE:

To announce a Fast Feedback Program for replacing or repairing the following components on the 2014 Jeep Cherokee (KL) in an effort to collect, monitor and correct quality issues in a timely and efficient matter.

- **3.2L Engine**
- **948te 9 Speed Transmission**
- **Electrical Components ( as referenced below):**  
*Radio, Passive Entry, Central Body Controller (CBC), Fobik*

*Please note: All parts with past model (common) usage have been removed from part restriction programs.*

Note: At the end of this Fast Feedback program, the authorization for a Long Block or complete engine or transmission / transaxle replacement must be secured by submitting a Powertrain Pre-Authorization Request. Refer to Warranty Bulletin D-13-03 and D-13-04 for further guidelines.

## Model affected:

2014 Jeep Cherokee (KL)

## TIMING:

August 21, 2013 – March 14, 2014

## ACTION:

When customer input and technician diagnosis suggests an engine / transmission defect, drivability or electronic issue, the dealer must:

- Review the nature of the problem and perform all necessary diagnostics.



- Contact the STAR Center at **1-800-850-7827** and review the details of the problem and the diagnostics. **Note:** All parts needed for these repairs will be “order restricted” during the term of this program. If these need replacement, please contact the STAR Center for critical warranty information.
- If an engine / transmission repair is necessary, you will be advised by STAR of any special instructions regarding component removal and return.
- To avoid damage and fluid spills, all returned parts must be shipped in the same container provided with the new replacement part.

**NOTE: DO NOT disassemble the engine or transmission without prior approval from STAR. Any unauthorized internal engine/transmission disassembly is subject to a complete or partial claim chargeback based upon the circumstances.**

All replaced engine / transmission assemblies must be returned using UPS (Heavy) transportation. A STAR Center representative will initiate the FasTrack process to ensure proper component packaging and return.

DO NOT return engines / transmissions via DDS.

#### **ADDITIONAL INFORMATION:**

Note: It is possible for a vehicle to have multiple parts on restriction.

Alternate transportation reimbursement requests can be submitted on the same claim as the warranty repair.

**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.