



WARRANTY BULLETIN

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

NO: D-14-09
DATE: May 27, 2014

SUBJECT: Powertrain Service Center – Pre-Authorization Program **Updates** – 8-Speed / 9-Speed and TREMEC

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

PURPOSE:

To communicate updates/enhancements to the Powertrain Pre-Authorization Program:

- Repair/Replace Policy changes for the 8-Speed and 9-Speed transmissions/transaxles
- Remove the TREMEC Manual transmission from the Pre-Authorization Program
- Technical Advisor/STAR/ECS/Field Technical Support Powertrain Service Center Pre-Authorization
- Addition of a Powertrain Pre-Authorization MATRIX Tool

TIMING:

Effective Immediately

ACTION:

Disregard Warranty Bulletin D-12-21 and reference this bulletin.

Repair/Replace Policy:

All 8-Speed and 9-Speed Automatic Transmission/Transaxle assembly replacements submitted as a Warranty (W), or MOPAR (M) claim, **no longer require pre-authorization** through the Powertrain Service Center in order to be eligible for payment.

8-Speed Automatic Transmissions:

Removal and reconditioning of 8-Speed Automatic transmissions, is no longer an approved warranty repair.

In many cases the 8-Speed Automatic transmission assembly will need to be replaced; unless the diagnosis leads to one of the listed repairs below. Further disassembly for recondition of the unit is **not allowed**.

The completed Diagnostic Worksheet must be returned with the transmission assembly. The Worksheet is used to assist Chrysler Engineering in the analysis of returned units for root cause and corrective actions. Failure to return the worksheet will result in a \$75 Chargeback.

Updates
WAM



Only the following repairs are allowed during the Basic and Powertrain Warranty period:

- Oil Pan/Filter replacement
- Oil Pan/Filter Gasket replacement
- Gearshift Selector Shaft Seal replacement
- Mechatronics/Valve Body replacement
- Torque Converter replacement
- Output Shaft Seal replacement
- Parking Pawl and Rod Lock replacement
- Oil Pump replacement
- Manual Lever Shaft Lip Seal replacement

9-Speed Automatic Transaxles:

Removal and reconditioning of 9-Speed Automatic transaxle, is not an approved warranty repair.

In many cases the 9-Speed Automatic transaxle assembly will need to be replaced; unless the diagnosis leads to one of the listed repairs below. Further disassembly for recondition of the unit is not allowed.

The completed Diagnostic Worksheet must be returned with the transaxle assembly. The Worksheet is used to assist Chrysler Engineering in the analysis of returned units for root cause and corrective actions. Failure to return the worksheet in the box with the returned assembly will result in a \$75 Chargeback.

Only the following repairs are allowed during the Basic and Powertrain Warranty period:

Only the following repairs are allowed on the **9HP48** Transaxle:

- Oil Feed Tube
- Torque Converter replacement
- Differential Seals
- Cover Kit
- Cover Gasket
- Access Hole plug

Only the following repairs are allowed on the **948TE** Transaxle:

- Oil Feed Tube
- Torque Converter replacement
- Differential Seals
- Oil Pan
- Valve Body
- Transmission Range Sensor
- Cover Kit
- Cover Gasket
- Access Hole plug

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 to the unit, are subject to a complete or partial assembly chargeback based on the circumstances.



TREMEC Manual transmission:

The TREMEC 6-speed manual transmission, in the VIPER and the Challenger, no longer requires Powertrain Pre-Authorization for replacement.

Technical Advisor, STAR, Enhanced Customer Satisfaction (ECS), or Field Technical Support (FTS):

In order to simplify the approval process, for those assemblies that still require Pre-Authorization, if a Technical Advisor, STAR agent, ECS Specialist, or FTS Specialist recommends a replacement of a Powertrain Assembly, we are pleased to announce a subsequent request to the Powertrain Service Center is **no longer required for Warranty or MOPAR Repairs**. The Technical Advisors or STAR, ECS, or FTS specialists will create a DM Note in the claim system, PRIOR TO REPAIR COMPLETION, in order to validate their direction for replacement. The claim must be submitted using RA as the Authorization type, for review and payment determination by the Warranty Contact Center.

Please ensure 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.



Powertrain Pre-Authorization Matrix

Note: This matrix has been created to assist dealers in determining Transaxles/Transmissions requiring Powertrain Pre-Authorization.

Is Powertrain Pre-Authorization Required?					
Automatic Transaxles			Automatic Transmissions		
Front Wheel Drive	Warranty	MOPAR	Rear Wheel Drive	Warranty	MOPAR
Continuously Variable Transaxle	NO	NO	8HP45	NO	NO
C633 Dual Dry Clutch Auto	NO	NO	845RE	NO	NO
6F24 PowerTech	NO	NO	8HP70	NO	NO
9HP48	NO	NO	30RH	YES	YES
948TE	NO	NO	32RH	YES	YES
31TH	YES	YES	36RH	YES	YES
40TE	YES	YES	42RE	YES	YES
41TE	YES	YES	42RLE VLP	YES	YES
42LE	YES	YES	44RE	YES	YES
42TE VLP	YES	YES	45RFE	YES	YES
62TE	YES	YES	46RE	YES	YES
Aisin F21 Auto	YES	YES	46RH	YES	YES
Manual Transaxles			47RE	YES	YES
C510 MANUAL	YES	YES	47RH	YES	YES
C514 MANUAL	YES	YES	48RE	YES	YES
C635 MANUAL	YES	YES	545RFE	YES	YES
Getrag DMT6	YES	YES	65RFE	YES	YES
T350 MANUAL	YES	YES	66RFE	YES	YES
T355 MANUAL	YES	YES	68RFE	YES	YES
T850 MANUAL	YES	YES	Aisin AS68RC	YES	YES
Engines			Aisin AS69RC HD	YES	YES
FWD/RWD GAS/DIESEL	Warranty	MOPAR	AW4	YES	YES
Short Block	NO	NO	W5A380	YES	YES
Heads	NO	NO	W5A580	YES	YES
Long Block	YES	YES	W5J400	YES	YES
Complete Engine	YES	YES	Manual Transmissions		
			G56 MANUAL	YES	YES
			Getrag 238 MANUAL	YES	YES
			NSG 370 MANUAL	YES	YES
			TREMEC MANUAL	NO	NO