

NUMBER: 23-033-14

GROUP: Body

DATE: October 31, 2014

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-091. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN'S HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.

SUBJECT:

Key Code Missing

OVERVIEW:

This bulletin involves reporting the key code on the vehicle repair order.

MODELS:

2015	(PF)	Dodge Dart
2015	(MK)	Jeep Compass/Patriot

NOTE: This bulletin applies to vehicles built on or after September 29, 2014 (MDH 0929XX) and on or before October 17, 2014 (MDH 1017XX).

SYMPTOM/CONDITION:

The key codes were not recorded during manufacturing.

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair.

REPAIR PROCEDURE:

1. Inspect the vehicle for a plastic bag with key code label. Bag is typically located in the glove box. Key code will either begin with or contain a letter "M" in the number/letter sequence. Refer to the key code examples shown in (Fig. 1).
2. Was the key code bag found?
 - a. YES>>> Record on the vehicle repair order = "**Key Code**" followed by "**entire number sequence (all numbers/letters)**" as shown in (Fig. 1).
 - b. NO>>> Note on the vehicle repair order = "**Key Code Was Not Found**".

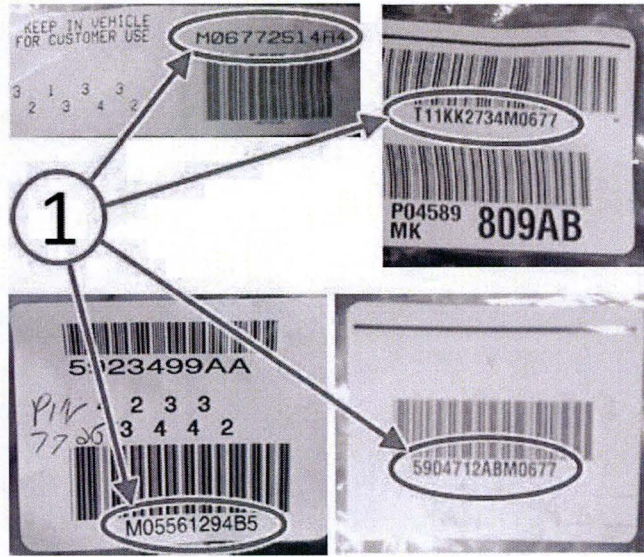


Fig. 1 Key Code Bag Examples

1 - Key Code Location

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
23-40-52-91	Record "Key Code Number" or "No Key Code Found" On Repair Order	0.0 Hrs.

NOTE: In the Uncodeable Narrative box record the results.

	Special Service	
95-20-01-90	Record "Key Code Number" or "No Key Code Found" On Repair Order Fee	\$10.00

NOTE: Key code recording fee is only applicable during the active RRT coverage and paid in US dollars.

FAILURE CODE:

UC	Uncodeable Narrative
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