

WARRANTY BULLETIN



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

NO: D-15-21

DATE: November 2, 2015

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

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

PURPOSE:

To announce the addition of:

- 9-Speed 948TE Automatic Transaxle assembly replacements to the Powertrain Service Center Pre-Authorization program. **NOTE:** Applies only to 2014/2015 Jeep Cherokees (KL).

To reiterate the repair / replace policy for:

- 8-Speed Automatic Transmissions
- TREMEC 6-Speed Manual Transmissions (Viper and Challenger Only)
- Repairs authorized by STAR, Enhanced Customer Satisfaction, Technical Advisors, Field Technical Support or Customer Care

ACTION:

Disregard Warranty Bulletin D-14-09 and reference this bulletin.

9-Speed 948TE Automatic Transaxle: - Effective November 2nd, 2015

Removal and reconditioning of any 9-Speed 948TE Automatic Transaxle is not an approved warranty repair.

Repair/Replace Policy:

9-Speed 948TE Automatic Transaxle assembly replacements in a 2014/2015 Jeep Cherokee (KL) submitted as a Warranty (W), or MOPAR (M) claim require pre-authorization through the Powertrain Service Center in order to be eligible for payment.

In many cases the 9-Speed 948TE 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.

Updates
WAM





The following message will display in the Warning Messages Section of DealerCONNECT > VIP when 2015MY 9-Speed software has been installed in 2014 vehicles.

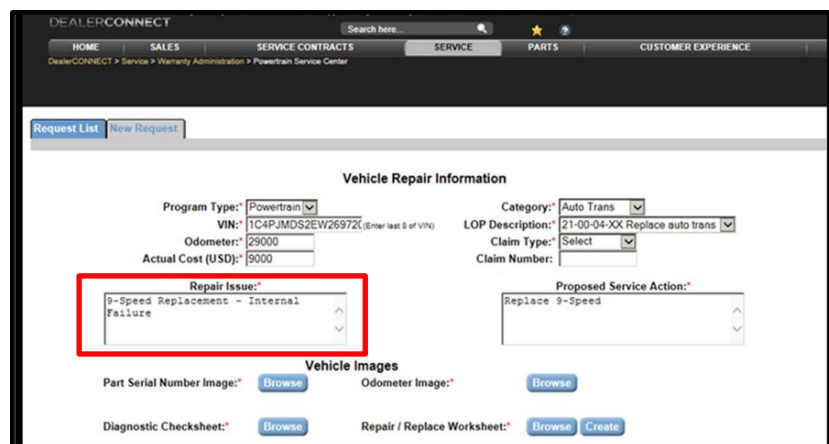


In cases when diagnosis requires the replacement of a 9-Speed 948TE Automatic Transaxle in a 2014/2015 Jeep Cherokee (KL), perform the following steps:

- 1) Submit a Powertrain Pre-Authorization request to the Powertrain Service Center.

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.

- 2) When submitting the pre-authorization request, enter **“9-Speed Replacement”** along with the issue description in the “Repair Issue” field. Reference the screenshot below.
- 3) Complete the Replacement section of the Repair/Replace Worksheet.” The new *Repair/Replace Worksheet* automatically calculates the part mark-up, and also displays the proper LOP(s) for the parts requested. It will display a **Red Box** for replacement. **NOTE: PDF versions submitted will not be accepted in the PTSC request application.**
- 4) Upon approval, the Powertrain Service Center will order the 9-Speed assembly for the dealer.





The following repairs are allowed during the Basic Warranty, Powertrain Warranty or applicable Mopar Warranty period without Powertrain Pre-Authorization:

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

8-Speed Automatic Transmissions: - Effective May 27th, 2014

Removal and reconditioning of 8-Speed Automatic transmissions is not an approved warranty repair.

Repair/Replace Policy:

All 8-Speed Automatic Transmission assembly replacements submitted as a Warranty (W) or MOPAR (M) claim do not require pre-authorization through the Powertrain Service Center in order to be eligible for payment.

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 following repairs are allowed during the Basic Warranty, Powertrain Warranty or applicable Mopar Warranty period without Powertrain Pre-Authorization:

- 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
- Manual Lever Shaft Lip Seal replacement

NOTE: Oil Pump replacements are not allowed





The completed Diagnostic Worksheet must be returned with **ALL** transaxle/transmission assemblies. The Worksheet is used to assist FCA US 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.

Any assembly received by FCA US 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 6-Speed Manual transmission: - Effective May 27th, 2014

NOTE: Applies only to Viper and Challenger vehicles.

Repair/Replace Policy:

The TREMEC 6-Speed Manual transmission submitted as a Warranty (W) or MOPAR (M) claim, **do not** require pre-authorization through the Powertrain Service Center in order to be eligible for payment.

ADDITIONAL INFORMATION:

NOTE: The Powertrain Pre-Authorization Quick reference guide has been updated to assist dealers in determining Transaxles/Transmissions requiring Powertrain Pre-Authorization. The guide can be found in *DealerCONNECT > Service Tab > Warranty Administration > Powertrain Pre-Authorization Quick Reference Guide.*

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

In order to simplify the approval process, for those transmission/transaxles assemblies that still require Pre-Authorization, if a Technical Advisor, STAR agent, ECS Specialist, or FTS Specialist recommends a replacement of a Transmission/Transaxle assembly, a subsequent request to the Powertrain Service Center is **not 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.





Customer Care Center Pre-Authorization Guidelines:

If the Customer Care Center feels a complete unit should be replaced, your dealership still needs to submit a request in the Powertrain Pre-Authorization application including the diagnostic check sheet and the replacement section of the Repair / Replace Worksheet. The PTSC group will review the DM notes in the claim system and CAIR cases for the reason for replacement.

If the replacement is for goodwill, the PTSC will review the DM notes in the claim system and CAIR case for this VIN to find out what goodwill was discussed and if there will be Co-pay from the customer. The PTSC group may request more info such as data recordings or event data prior to approval.

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

WARRANTY OPERATIONS

FIAT USA 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

