



WARRANTY BULLETIN

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

NO: D-16-10

DATE: November 30, 2016

SUBJECT: 12 Volt Battery Return Process
– Great Lakes, Mid-West, Southwest,
Southeast and Mid-Atlantic Business
Centers and Phoenix Area (Rev. B)

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

*****Revisions are noted in Red*****

PURPOSE:

To announce the addition of the Great Lakes, Mid-West and Southwest Business Centers to the 12 Volt battery return process. The process will continue in the Southeast and Mid-Atlantic Business Centers and the Phoenix Area as well.

With the success of the dealer participation in the Southeast and Mid-Atlantic Business Centers and the Phoenix Area, we are expanding the battery return process to the Great Lakes, Mid-West and Southwest Business Centers. This return program has allowed FCA to better understand the root cause of “Bad Cell” specific battery failures for all 2016 and 2017 models.

TIMING:

Effective with the release of this bulletin.

ACTION:

The Great Lakes, Mid-West and Southwest Business Centers are being added to the battery return process with the same collection process listed below. FCA requests that all batteries that fail the GR8 or ED-18 test with a “Bad Cell” reading be held in a separate collection in the holding area from other battery cores.

- Returned batteries must be determined by the Midtronics GR8 or ED-18 slip stating “Bad Cell”
- Place a copy of the Repair Order (that has VIN, dealer name, etc.) and GR8 or ED-18 test slip attached to the battery utilizing a free envelope (Part number PM1568).
- Be certain to place the bad cell batteries on a separate pallet for Interstate to pick up.
- Dealers are requested to email Supplier Quality at Steve.semian@fcagroup.com to notify of a bad cell battery.
- Supplier Quality will coordinate with the Interstate logistics team for proper battery pick up and handling.
- Interstate will pick up and send back to the respective engineering center for further analysis.





NOTE: All other battery failures should follow the existing core return process.

Once Supplier Quality is notified, Interstate will pick up the discharged batteries from your dealer and deliver to the respective teardown facility. Interstate distributors will pick up these batteries during their normal delivery and pick up schedules and deliver to FCA for further analysis. Please ensure the proper paperwork is attached as stated above.

Chargebacks will NOT be assessed, and core credit will continue to be paid to dealers as normal.

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.

