

WARRANTY BULLETIN



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

NO: D-19-15
DATE: May 1, 2019

SUBJECT: (X78) Emission Control System –
3.0L Diesel - 2014/2015/2016 Ram 1500 (DS)
and 2014/2015/2016 Jeep Grand Cherokee
(WK)

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

PURPOSE:

To announce a warranty extension on certain components of the Emission Control System for all eligible vehicles that receive the Approved Emissions Modification. Below is a list of component groups that may be covered by this warranty extension. The specific components must be identified using a LOP code search in *DealerCONNECT* or *wiADVISOR VIP*.

- Catalysts
- Diesel Exhaust Fluid (DEF) System
- Parts of the Fuel System
- Parts of the Exhaust Gas Recirculation (EGR) System
- Other Sensors And Modules
- Parts of the Cylinder Head Assembly
- Turbocharger System

Additionally, the Extended Warranty shall cover the cost of any OBD Diagnostic Scan for malfunctions that trigger the OBD Malfunction Indicator Light (MIL), regardless of whether the malfunction is attributable to a part that is covered under the Extended Warranty. To be reimbursed for this situation, use LOP 85-41-04-78 - *Warranty Extension X78 - Perform OBD Scan for Customer Pay Repairs*. This LOP is not to be used with any other Labor Operations in the same condition and will require corporate authorization.

This warranty extension for the Emission Control System applies to the following select vehicles:

- 2014/2015/2016 Ram 1500 (DS)
- 2014/2015/2016 Jeep Grand Cherokee (WK)

Affected Vehicles:

This extended warranty bulletin applies only to vehicles equipped with a:

- 3.0L Diesel Engine (Sales Code EXF)





NOTE: This warranty extension coverage period for all eligible vehicles that receive the Approved Emissions Modification. The Extended Warranty period shall be the greater of: (i) 10 years from the date of initial sale or 120,000 actual miles on the vehicle odometer, whichever comes first; and (ii) 4 years or 48,000 miles, from date and mileage of installing the Approved Emissions Modification on the vehicle, whichever comes first.

TIMING:

Effective with the launch of Recall V08/V11

ACTION:

Always check *DealerCONNECT* or *wiADVISOR VIP* to verify if a vehicle is involved in a warranty extension. A vehicle involved in this warranty extension will display an **(X78) 3.0L Diesel** message in VIP. If no (X78) coverage message displays in VIP, the vehicle is not in the scope of this warranty extension and no further action is required on your behalf.

ADDITIONAL INFORMATION:

Customers with questions or concerns about this issue are advised to contact their dealership. In the event further assistance is necessary, customers should be advised to contact Customer Care at the following.

- RAM Information Center: 1.866.726.4636 or 1.866.RAM.INFO
- Jeep Brand Vehicles: 1.877.426.5337 or 1.877.IAM.Jeep

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

WARRANTY OPERATIONS

FCA US 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.

