



WARRANTY BULLETIN

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

NO: D-19-24

DATE: November 13, 2019

SUBJECT: DIPAP Requirements – Addition
of Jeep Wrangler (JL) Rear Flipper Glass
Replacement – All Dealers

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

PURPOSE:

To announce the temporary addition of Jeep Wrangler (JL) Rear Backlite Flipper Glass replacements to the Vehicle Digital Imaging Pre-Authorization program to collect, monitor and correct quality issues in a timely and efficient manner. These are very low volume replacements and it has been difficult to determine the Quality Issues because of no part return requirements, so we are asking for very clearly defined pictures of the on-vehicle issue when submitting for Pre-Authorization.

NOTE: If replacement is due to the defroster grid connection coming loose from the glass, please see **Service Bulletin 08-037-19 Rev. B** for the repair procedure to reinstall.

TIMING:

Vehicles received for repair from December 2, 2019 to April 30, 2020

ACTION:

The following repair will now require Pre-Authorization through the Vehicle Digital Imaging Program:

- Backlite Glass, Liftgate Movable (Flipper) - Replace (LOP 23-30-13-16)

Backlite Glass replacement on Jeep Wrangler (JL) vehicles will require Pre-Approval. This Pre-Authorization will be administered through the **Vehicle Digital Imaging Pre-Authorization program**.





When submitting the request, select the Category of "Special" for submission.

A list of LOPs for repairs that require Vehicle Digital Imaging pre-authorization can be found in:

- ✓ *DealerCONNECT>Service>Warranty Administration>Pre-Authorization Programs>Repair Pre-authorization LOP Checker*
- ✓ *DCMail>Mopar Technical Service>Warranty Pre-Authorization Programs>Vehicle Digital Imaging LOPs Requiring Pre-Authorization*

NOTE: All Warranty claims must have the mandatory entry of the 3 C's (Customer's Concern, Cause and Correction) narrative in the claim.

Please ensure 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.

