



WARRANTY BULLETIN

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

NO: D-20-03
DATE: March 25, 2020

SUBJECT: Suspension of Operations at
QEC Part Return Center and Part
Chargebacks – Excluding Core Returns
(Rev. A)

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

*****Revisions are noted in RED*****

PURPOSE:

Effective with the close of business on Friday March 20, 2020, the FCA Part Return Center at the Quality Engineering Center (QEC) will be temporarily suspending operations for an indefinite period.

TIMING:

March 20, 2020

ACTION:

If you have parts that have been identified for return, but have not shipped them, please dispose of the parts locally. The only exception is if the part has been requested for core return, as the core will still be required to be returned. All parts that have already been shipped will continue to their destination. **Examples are as follows.**

- If a claim was paid prior to March 20, 2020 and generated a disposition of “Return to the Quality Engineering Center (QEC)”, and you are now just packaging for shipment, follow the below guidelines:
 - ✓ Parts that you received a Core Credit should be returned to the Core Center instead.
 - ✓ Parts that do not have a Core Credit should be scrapped locally.
- After Friday, March 20, 2020, **DO NOT SHIP PARTS TO THE PART RETURN CENTER!**





There will be no chargebacks for parts not returned during this time period, excluding designated core returns. You will receive a future Warranty Bulletin when the Part Return for Quality analysis will be re-activated.

Exchange orders are excluded from this policy and will continue as usual until further notice.

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.

