

# WARRANTY BULLETIN



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

**NO:** D-20-02

**DATE:** March 4, 2020

**SUBJECT:** DIPAP Requirements –  
Addition of Jeep Wrangler (JL/JK) and  
Jeep Gladiator (JT) Hard Top and Targa  
Top Panel Replacements – **All Dealers**  
**(Rev. A)**

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

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

## PURPOSE:

To announce the addition of Jeep Wrangler (JL/JK) and Jeep Gladiator (JT) Hard Top and Targa Top Panel replacements to the Vehicle Digital Imaging Pre-Authorization program for **all dealers** to collect, monitor and correct quality issues in a timely and efficient manner.

## TIMING:

Vehicles received for repair from March 2, 2020 to December 31, 2020.

## ACTION:

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

- 23-05-02-01 Hard Top - Solid Molded 1 Piece Top (JK Only)
- 23-05-02-03 Hard Top - Targa Molded Top (JL/JT/JK)
- 23-05-02-05 Hard Top - Targa Molded Top Panel - Right, Left or Both (JL/JT/JK)

Hard Top and Targa Top Panel replacement on Jeep Wrangler (JL/JK) and Jeep Gladiator (JT) vehicles will require Pre-Approval. This Pre-Authorization will be administered through the **Vehicle Digital Imaging Pre-Authorization program**.

Customer damaged panels can be considered for Consumer Goodwill. Please see Warranty Bulletin D-17-18 Rev. A for directions and requirements for use of the Consumer Goodwill LOP.





When submitting the request, select the Category of **“Hard/Soft Top”** 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.

