



# WARRANTY BULLETIN

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

**NO:** D-20-05  
**DATE:** April 15, 2020

**SUBJECT:** Jeep Gladiator (JT) - All  
Models and Model Years Equipped With  
Truck Hero, Inc. Mopar Components -  
Warranty Coverage

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

## PURPOSE:

To clarify warranty procedures for Mopar components for the Jeep Gladiator (JT) for All Models and Model Years.

### Jeep Gladiator Components

Soft Folding Tonneau Cover  
Hard folding Tonneau Cover  
Drop In Bed Liner

## TIMING:

Effective immediately

## ACTION:

You must identify the type of Mopar component **BEFORE** diagnosing a concern, ordering parts, or submitting a claim. Using Vehicle Information Plus (VIP), determine if the Mopar component is an **Optional Equipment (factory-installed)** Sales Code or an **Add-On (dealer-installed)**.

**Optional Equipment (factory-installed)** Sales Codes are found in the "Options" tab under the "Optional Equipment" header:

CSD	SOFT ROLL-UP TONNEAU COVER
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If you see CSD under "Optional Equipment", the component was installed at the manufacturing plant. Those warranties are administered under the FCA US Basic Limited Warranty via GCS Claims, per the standard process.





All other Mopar tonneau covers and bed liners that fit the Jeep Gladiator (JT) are dealer-installed **Add-Ons**. These are only warrantied through FCA Cares - Truck Hero, Inc.

**NOTE:** Warranty Claims submitted into GCS for these components will be rejected with a **PE1 Message Code (Part Number Not Covered)** and instructed to reference the Instruction Sheet (i-sheet) example below.

To obtain repairs, replacements, or reimbursement, Truck Hero, Inc. has a dedicated Warranty & Customer Service Team to handle claims:

**Warranty Contact:**

Email: [FCACare@Truck-Hero.com](mailto:FCACare@Truck-Hero.com)

Phone: 833-204-2606

Warranty Statement in iSheet with product:

**Coverage Terms:** 3 Years or 36,000 Miles from retail date of purchase. Non-transferable; original purchaser only.

**Warranty Statement in iSheet in STAR Parts:**

Select Vehicle, then refer to "001A – Mopar Accessories 328 for the Installing Instructions.

Item	Description (Double Click to add part to Exchange List)	Part Number	Notes	Qty	Super	Tech	Info
>>	Bed Liner, Under-the-Rail						
	Bed Liner, Bulk: Bulk Bedliner -- Quantity 180+	82215775AE					
	Bed Liner, Bulk: Bulk Bedliner -- Minimum Order Quantity: 6 through 14	82215772AE					
	Bed Liner: Drop-In Bed Liner, single unit (for retail reference only), anti-skid surface, includes tie down boot pockets for easy access. Jeep Logo on the bulkhead	82215845AB					
	Bed Liner, Bulk: Bulk Bed Liner -- Quantity 15 through 44	82215845AB					
	Bed Liner, Bulk: Bulk Bedliner -- Quantity 45 through 179	82215845AB					

  

Document	Document Title	Number
Instruction She...	Installation Instructions	-2147451184
Detailed PDF	82215845AB_EN_UUI_82215845AB_15...	-68056

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.

