



# WARRANTY BULLETIN

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

**NO:** D-18-36

**DATE:** April 15, 2020

**SUBJECT:** Ram 1500 (DT) - **ALL Models  
and Model Years Equipped With** Truck  
Hero, Inc. Mopar **Components** – Warranty  
Coverage (**Rev. A**)

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

## PURPOSE:

To clarify warranty procedures for Mopar components for the Ram 1500 (DT) for **All Models and Model Years**.

### DT Ram 1500 Mopar Components

Soft Folding Tonneau Cover

Soft Roll Up Cover

Hard folding Tonneau Cover

**Drop In Bed Liner**

One Piece Hard Tonneau Cover

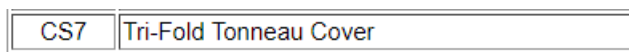
## TIMING:

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:



If you see CS7, 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 Ram 1500 (DT) are dealer-installed Add-Ons. These are only warranted 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.

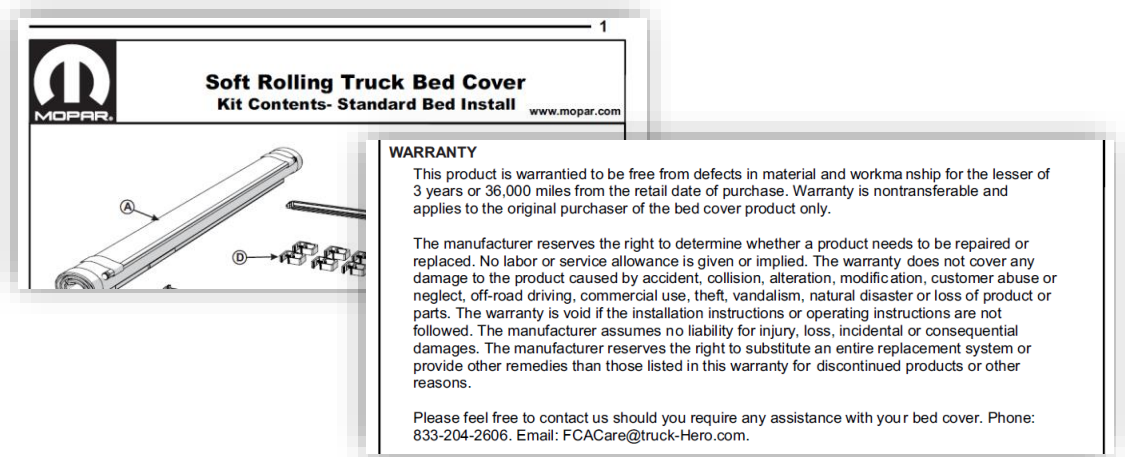
To obtain repairs, replacements, or reimbursement, Truck Hero, Inc. has a dedicated Warranty & Customer Service Team to handle claims:

**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.

