



WARRANTY BULLETIN

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

NO: D-20-07
DATE: May 06, 2020

SUBJECT: Ram Pickup (DS/DJ/D2) Mopar
Truck Hero, Inc. Soft Tonneau Covers –
Warranty Coverage

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

PURPOSE:

To clarify warranty procedures for Mopar Soft Tonneau Covers for the Ram Pickup (DS/DJ/D2) for All Models and Model Years.

TIMING:

Effective immediately

ACTION:

You must identify the type of Mopar Soft Tonneau Cover BEFORE diagnosing a concern, ordering parts, or submitting a claim. Using Vehicle Information Plus (VIP), determine if the Mopar Soft Tonneau Cover 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:

CS7	Tri-Fold Tonneau Cover
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If you see CS7 under “Optional Equipment”, the Mopar Soft Tonneau Cover 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 Soft Tonneau Covers that fit the Ram Pickup (DS/DJ/D2) 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

Phone: 833-204-2606

Warranty Statement in iSheet with product:

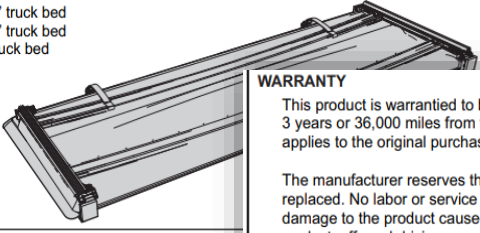


Soft Folding Truck Bed Cover

Standard Bed Install

www.mopar.com

82216335AA - 5' 7" truck bed
82216336AA - 6' 4" truck bed
82216337AA - 8' truck bed



WARRANTY

This product is warranted to be free from defects in material and workmanship for the lesser of 3 years or 36,000 miles from the retail date of purchase. Warranty is nontransferable and applies to the original purchaser of the bed cover product only.

The manufacturer reserves the right to determine whether a product needs to be repaired or replaced. No labor or service allowance is given or implied. The warranty does not cover any damage to the product caused by accident, collision, alteration, modification, customer abuse or neglect, off-road driving, commercial use, theft, vandalism, natural disaster or loss of product or parts. The warranty is void if the installation instructions or operating instructions are not followed. The manufacturer assumes no liability for injury, loss, incidental or consequential damages. The manufacturer reserves the right to substitute an entire replacement system or provide other remedies than those listed in this warranty for discontinued products or other reasons.

Please feel free to contact us should you require any assistance with your bed cover. Phone: 833-204-2606. Email: FCACare@truck-Hero.com.

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					

Select Info

Document	Document Title	Number
Instruction She...	Installation Instructions	-2147451184
Detailed PDF	82215845AB_EN_UUI_82215845AB_15...	-58056

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.

