



WARRANTY BULLETIN

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

NO: D-20-09

DATE: May 13, 2020

SUBJECT: Activation of Operations at QEC
Part Return Center

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

PURPOSE:

Effective on Monday, June 1, 2020, the FCA Part Return Center at the Quality Engineering Center (QEC) will be in operation.

TIMING:

June 1, 2020

ACTION:

Beginning Monday June 1, 2020, claims paid on 2020 MY vehicles may now generate a part disposition of return to the QEC via UPS. This will be in addition to Core Returns. It is warranty policy to not dispose of any parts prior to claim payment and determination of the part disposition. All return requirements will be active at the same levels as before the suspension on March 20, 2020.

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.

