



UPDATE FROM WARRANTY OPERATIONS

Hello Team,

As we continue to operate in the current COVID-19 environment, it is critical that the focus remains on making sure that customers feel 100% safe and confident in the operations that you have in place. We have been seeing an improvement in FFV which indicates that you are spending the time to fully understand the issues customers are facing and are taking the proper steps to remedy them in an efficient and timely manner.

Your ability to work through these adverse times and deliver increased FFV is impressive. As parts of the country continue to open and service lane traffic starts to rise, now is the time to make sure the policies and procedures you have implemented remain in place for the long term. Please continue to take advantage of the SmartWarranty policies that allow you the freedom to run your shop efficiently to make sure that the recent FFV improvements are not temporary, but rather just the beginning of higher FFV levels that you can achieve.

Thank you,

Jim Sassorossi

Director – Dealer Support & Warranty Operations

FIXED FIRST VISIT IMPROVEMENT

AVERAGES for U.S. DEALERS:

FFV – Year to Date: 91.9%		
March	April	May (As of 5/26)
91.9%	92.6%	93.1%



Warranty Contact Center Temporary Work Structure

With our current temporary work structure, we know it may not be easy getting a hold of a dealer's primary source of contact regarding claims processing. Please contact the Warranty Hotline or Live Chat if you have any questions or concerns related to specific claim reviews.

Please make sure you have your VIN, Dealer Code, and Claim Number readily available. We will work diligently to make sure your questions are being routed to the appropriate points of contact so we may provide you with the assistance required.

D-20-08 Addition of 2.4L Multiair Engines to the Powertrain Service Center (PTSC) Pre-Authorization Program

As announced in Warranty Bulletin D-20-08, to assist with diagnosing potential oil consumption concerns on 2.4L Multiair Engines, a new oil consumption test (Service Bulletin 09-006-12) was released on May 18, 2020. To support the proper implementation of this new test, all 2.4L Multiair Engines were added to the Powertrain Service Center (PTSC) process for all dealers beginning May 18, 2020.

To help in efficient processing when submitting a PTSC digital imaging request for an oil consumption concern, please include the following: a copy of the repair order, maintenance records, oil consumption documentation, serial number, and Repair/Replace Worksheet.

2018 and Newer - JC, JL, JT, KL, LA, LD, LX, MP, RU, WD, WK - P0513-INVALID SKIM KEY Service Diagnostics Procedure Update

A service diagnostics procedure update is now available on ALL Chrysler, Dodge and Jeep models with an active DTC status P0513-INVALID SKIM KEY after a PCM recall for software re-flash, or PCM replacements.

The update to the service diagnostic procedure added a missing step, PERFORM THE PCM REPLACED PROCEDURE. This Procedure is required to ensure the "seed request" in the PCM is correct, valid and matched for the RF Hub Module. The "Seed request" is a handshake involving PCM, BCM and RF Hub Module security codes. The PCM requests the security code from the BCM and ensures they match to start the vehicle. When this DTC is set active, that means the PCM, after a reflash or replacement, was defaulted and doesn't have the proper security code installed so the match is always negative, once we do the "PCM replacement routine", the PCM restores the actual security code and Key Fobs will work and the vehicle will start and the DTC will go to stored. Service Library has been updated with the below procedures.

Re-Flash Programming Procedure:

1. Connect a battery charger to the vehicle.
2. Connect the scan tool.
3. Ignition should be in RUN position. (do not start the vehicle)
4. Manually enter the VIN in wiTECH to identify what vehicle you are working on.
5. Flash the PCM software.
6. Perform the "Proxy Configuration Alignment" located under the Guided Diagnostics menu in the activities section of the left margin.

If the PCM has been **replaced**:

1. Select and run the "PCM/ECM/ESL replace" routine under the BCM "Misc. Functions" menu. Verify that the PCM states programmed after it transfers the immobilizer data.
2. Run the "Proxy Configuration Alignment" once again to verify no misalignments.
3. Perform the Learn Electronic Throttle Control (ETC) routine under PCM Misc. Functions.
4. Erase any DTCs.
5. Road test the vehicle.
6. Check for and correct any DTCs.
7. Programming is complete.

New Heat Tabs on Engines and Intake Manifold Replacement Guidelines

HEAT TABS

All Remanufactured Engines are equipped with Heat Tabs. Heat tabs can be found on the back of heads and in a core cup plug. If heat tabs are white, then the engine has not been overheated. If the heat tabs are pink, the engine coolant temp has reached 255°F. If the heat tabs are red, the engine coolant temp has exceeded 255°F. This will cause the heads to warp and leak coolant. Examples of heat tabs are below. The root cause of the overheat condition must be addressed. Engines only

overheat from a lack of coolant which causes the heads to warp. The cause of the overheat condition must be identified. If the component is not covered by a warranty, then the overheated engine cannot be claimed as a warrantable repair. Also, a non-covered component that causes a covered component to fail, will cause the covered component to no longer be covered. Engines returned with indications of an overheat may be charged back in full.



Normal White Sensor



Overheated Pink Sensor
255°F Coolant Temp



Overheated Red Sensor
+255°F Coolant Temp

INTAKE MANIFOLD REPLACEMENT

If an engine suffered a catastrophic failure and is equipped with a plastic intake manifold, the intake manifold must be replaced during engine replacement. Remanufactured engines come with protective intake port warning tape (see below) that advises of this requirement. Engines

returned with debris in the combustion chambers from a previous engine replacement may be charged back in full for failing to install a new intake manifold during the first replacement.



A/C Documentation

In a recent review of Trouble Not Found A/C repairs, a common theme was found. The customer concern was "A/C is not cool" with a technician response of "A/C working". To help improve customer service, the "A/C Performance Worksheet" was developed and is now available on DealerCONNECT. The worksheet will help provide details related to A/C performance that are measurable, rather than objective. The goal is

to be able to provide a customer with what the system is capable of and the actual performance. The path to the worksheet is: DealerCONNECT>Service>Repair Information>Warranty Diagnostic Check Sheets>A/C Performance Worksheet.

Warranty Diagnostic Check Sheets

- ▶ [Transmission](#)
- ▶ [Engine](#)
- ▶ [Diesel Engine](#)
- ▶ [Repair/Replace Worksheet](#)
- ▶ [Other](#)
- ▶ [A/C Performance Worksheet](#)

2020 Warranty Bulletin Highlights

Bulletin #	Subject	Release Date	DCMail ID#
D-20-01	Automatic Labor Rate Increase (ALRI) 2020	01/29/2020	62283
D-20-02	DIPAP Requirements - Addition of Jeep Wrangler (JL/JK) and Jeep Gladiator (JT) Hard Top and Targa Top Panel Replacements - All Dealers	02/12/2020	62677
D-20-03	Suspension of Operations at QEC Part Return Center and Part Chargebacks - Excluding Core Returns (Rev. A)	03/25/2020	63805
D-20-04	Temporary Warranty Policy Adjustments	03/31/2020	64010
D-20-05	Jeep Gladiator (JT) - All Models and Model Years Equipped With Truck Hero, Inc. Mopar Components - Warranty Coverage	04/15/2020	64512
D-20-06	Recall W25 - Time Punching Exemption	04/20/2020	64625
D-20-07	Ram Pickup (DS/DJ/D2) Mopar Truck Hero, Inc. Soft Tonneau Covers - Warranty Coverage	05/06/2020	65049
D-20-08	Addition of 2.4L Multiair Engines to the Powertrain Service Center (PTSC) Pre-Authorization Program - ALL DEALERS	05/06/2020	65065
D-20-09	Activation of Operations at QEC Part Return Center	05/13/2020	65252