WARRANTY BULLETIN

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

SUBJECT: Removal of **9-Speed 9HP48 Transmission** from STAR Restriction

NO: D-20-11
DATE: June 24, 2020

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

PURPOSE:

In order to reduce complexity for your service processes, the STAR restriction for the **9-speed 9HP48 (Sales Codes DF5 and DF6)** transmission is being removed. The existing Powertrain Service Center (PTSC) Pre-Authorization requirements for this transmission remain in effect for all dealers.

TIMING:

June 24, 2020

ACTION:

This Warranty Bulletin supersedes Warranty Bulletin D-17-22 (Rev. B).

The 9HP48 transmission no longer requires STAR authorization prior to part order and replacement.

As a reminder, 9HP48 transmission repairs submitted as a Warranty (W) or Mopar (M) claim type must be pre-authorized and approved through the PTSC Pre-Authorization program in order to be eligible for warranty reimbursement.

The PTSC Program link is located in DealerCONNECT>Service>Warranty Administration>Pre-Authorization Programs > Powertrain Service Center.

ADDITIONAL INFORMATION:

NOTE: If a Technical Advisor, STAR agent, ECS Specialist, or FTS Specialist recommends a replacement of a select component listed in this bulletin, a subsequent request to the Powertrain Service Center **is not** required for Warranty or Mopar repairs. The Technical Advisors or STAR, ECS, or FTS specialists will create a DM Note in the claim system, **PRIOR TO REPAIR COMPLETION**, in order to validate their direction for replacement. The claim must be submitted using RA as the Authorization type, for review and payment determination by the Warranty Contact Center.

NOTE: There is NO CHANGE to the existing Powertrain Pre-Authorization Quick Reference Guide which is available to assist dealers in determining Transmissions requiring Powertrain Pre-Authorization. The guide can be found in *DealerCONNECT> Service> Warranty Administration > Powertrain Pre-Authorization Quick Reference Guide.*

Reminder: Removal and reconditioning of 8 and 9 Speed Automatic Transmissions/Transaxles is not an approved warranty repair. Please reference Warranty Administration Manual (Section 2.4.2.19).

If you have any questions or concerns regarding submitting a request call 1-866-262-8517 (Prompt 1, 4) to reach a **PTSC** Specialist. **PTSC** hours of operation are Monday - Friday 8:00 a.m. - 8:00 p.m. EST.

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.