

# WARRANTY BULLETIN



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

**NO:** D-20-12

**DATE:** September 16, 2020

**SUBJECT:** Service Bulletin 08-074-20 -  
Jeep Wrangler (JL) and Jeep Gladiator  
(JT) - Improved Steering Feel

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

## PURPOSE:

To announce that vehicles that have professionally installed lift kits that are within the limits of the service wheel alignment specifications are eligible for warranty reimbursement for the repair described in **Service Bulletin 08-074-20**. The vehicle must have valid warranty coverage which can be verified using DealerCONNECT or wiADVISOR Vehicle Information Plus (VIP).

## TIMING:

Effective immediately

## ACTION:

For any vehicle that is covered under **Service Bulletin 08-074-20**, verify warranty coverage using DealerCONNECT or wiADVISOR VIP. If the customer describes the symptom/condition listed in the Service Bulletin, perform the Repair Procedure and then submit for warranty reimbursement using the LOPs specified in the Service Bulletin.

**NOTE:** The repair described in **Service Bulletin 08-074-20** will **NOT** correct a sustained steering shake, shimmy or vibration. A video aid has been developed for this issue. Refer to the detailed service procedures available in DealerCONNECT > Service Library under Service Info > 19 Steering / Linkage / Damper, Steering / Removal and Installation.

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.

