

WARRANTY BULLETIN



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

NO: D-20-14

DATE: September 30, 2020

SUBJECT: Addition of the **8HP50
Transmission, Torque Converter and
Valve Body** to the Powertrain Service
Center (PTSC) Pre-Authorization Program
– **ALL DEALERS**

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

PURPOSE:

To announce the addition of the **8HP50 (Sales Code DFW) Transmission, Torque Converter, and Valve Body** to the Powertrain Pre-Authorization process for **ALL** dealers.

TIMING:

Effective with vehicles received for repair on or after October 12, 2020

ACTION:

All **8HP50 (Sales Code DFW)** Transmissions, Torque Converters, and Valve Bodies **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 for **ALL** dealers.

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

Sales Code Verification:

Identify Vehicle Sales Codes by following the path below:

DealerCONNECT > *Service* > *Vehicle Information Plus (VIP)* > *Single VIN Inquiry* > *Options Tab*

Request Support Requirements:

- ✓ When submitting your Request, the Vehicle Scan Report (VSR) must be attached in an open image field. A fillable Repair/Replace Worksheet **must be** attached in the Repair/Replace Worksheet (RRWS) field.





8 and 9 Speed Automatic Transmissions/Transaxles:

Removal and reconditioning of 8 and 9 Speed Automatic Transmissions/Transaxles is **not** an approved Warranty repair.

In many cases, the 8 Speed transmission assembly will need to be replaced unless the diagnosis leads to one of the listed repairs below.

The following **8 Speed** repairs are allowed during the Basic, Powertrain Warranty or applicable Mopar Warranty period without Powertrain Pre-Authorization:

- Gearshift Selector Shaft Seal replacement
- Output Shaft Seal replacement
- Oil Pan/Filter part and/or gasket replacements
- Parking Pawl and Rod Lock replacement
- Manual Lever Shaft Lip Seal replacement

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.

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: Dealers must return the completed appropriate Diagnostic Worksheets with the transmission/transaxle assembly core. The Worksheet is used to assist in the analysis of returned units for root cause and corrective actions. Failure to return the diagnostic worksheet may result in a \$75.00 chargeback. Any assembly received that has missing parts, damaged in shipping due to loose parts, or has components installed that are not applicable to the unit, are subject to a complete or partial assembly chargeback based on the circumstances.





NOTE: The Powertrain Pre-Authorization Quick reference guide has been updated to assist dealers in determining Transmissions/Transaxles requiring Powertrain Pre-Authorization. The guide can be found in *DealerCONNECT > Service > Warranty Administration > Powertrain Pre-Authorization Quick Reference Guide*.

Please ensure that 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.

