



WARRANTY BULLETIN

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

NO: D-18-16

DATE: January 20, 2021

SUBJECT: Mopar Windshield Made With
Corning Gorilla Glass (Rev. B)

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

*****Revisions are noted in RED*****

PURPOSE:

To publish the warranty terms for Mopar windshields made with **Corning Gorilla Glass**. The sales code is **5SP**.

Part information:

NAGS Number	Part Number	Model
DW02479GTN	68401325AA	JK
DW02656GTY	68522631AA	JL/JT
DW02728GTY	68522633AA	JL/JT
DW02729GTY	68522632AA	JL/JT
DW02730GTY	68522634AA	JL/JT

TIMING:

Effective immediately

ACTION:

The Windshield glass carries a 2 Year / Unlimited Mileage Mopar Basic Limited Warranty, which begins upon installation. This warranty provides labor and parts needed to repair or replace the windshield under certain conditions. These warranty terms are aligned with Mopar's Standard Warranty terms, including wholesale labor allowance of up to \$150, if an installer/IRF is used. The claim should be entered as **Mopar (M)** claim type.

You **must add 5SP** sales code to the VIN in *DealerCONNECT>Service>Warranty Administration>Vehicle Options Update* upon install.

NOTE: Please be advised that the **Windshield glass will only be replaced ONCE within the warrantable period**. Please review the vehicle's Service History before attempting to replace a Mopar Windshield made with Corning Gorilla Glass under Mopar warranty.





Claim Requirements:

The LOP for Windshield with Corning Gorilla Glass replacement is 23-30-50-GG. Each claim will reject **LH1 – Parts cost excessive for condition**, and will require “RA” submission for approval. Dealers must retain a copy of the proof of purchase including:

- VIN
- Part Number or **NAGS Number (either number is acceptable)**
- Date of the Windshield glass installation.

Please attach the RO or invoice showing the customer’s proof of purchase to your claim when submitting to “RA”. The RO or invoice should be attached to the claim on the first “RA” submission to aid in quick claim payment. Claims without the RO or invoice attached will be returned to the dealer as an unsupported request. Once the agent receives the RO or invoice and determines that the glass is covered, the claim will be authorized by the agent.

Use the sublet LOP 97-75-65-55 in the Special Service area of the claim for installer/IRF labor reimbursement.

Vehicle Digital Imaging Pre-Authorization does not apply to Mopar (M) claim type.

ADDITIONAL INFORMATION:

Damage associated with road debris such as pebbles or other small objects, which may cause initial damage larger than a US quarter (1 inch / 25mm) and less than (3 inches / 7.6cm) is covered under this Mopar warranty.

NOT COVERED UNDER CORNING GORILLA GLASS MOPAR WARRANTY

Larger instances or smaller blemishes, and the subsequent cracking caused by lack of repair, are not covered by this Mopar warranty and are the responsibility of the owner to repair or replace. Mopar will require proof of purchase for the Mopar warranty approval. Damage caused by any other force such as accident, large debris, fraud or intentional damage, falling objects or other Acts of God are not warrantable. See an FCA dealer or visit Mopar.com for additional details. Additional exclusions apply.

For claim related issues, please call the Warranty Hotline at 1.888.255.2616 (M-F 8AM-6PM ET).

The Warranty Contact Center may reach out to your administrator for further details and claim review.

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.

