

WARRANTY BULLETIN



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

SUBJECT: Fast Feedback Program – Transfer Case, Prop Shaft and Front & Rear Axle Components - 2021 Jeep Grand Cherokee (WL)

NO: D-21-06

DATE: April 14, 2021

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

PURPOSE

To announce a Fast Feedback Program for replacing the **Transfer Case, Prop Shaft and Front & Rear Axle Components** in an effort to collect, monitor and correct quality issues in a timely and efficient manner.

Models affected:

- 2021 Jeep Grand Cherokee (WL)

TIMING:

May 10, 2021 – November 12, 2021

NOTE: At the end of this Fast Feedback program, normal Parts Ordering and Service Information procedures will apply.

ACTION:

When customer input and technician diagnosis suggests a Transfer Case, Prop Shaft and Front & Rear Axle Components defect, drivability or electronic issue, the dealer must:

- Review the nature of the problem and perform all necessary diagnostics.
- Contact the STAR Center at **1-800-850-7827** and review the details of the problem and the diagnostics.

NOTE: All parts needed for these repairs will be “order restricted” during the term of this program. If these need replacement, please contact the STAR Center for critical warranty information.





- If a Transfer Case, Prop Shaft and Front & Rear Axle Components repair is necessary, you will be advised by STAR of any special instructions regarding component removal and return.
- To avoid damage and fluid spills, all returned parts must be shipped in the same container provided with the new replacement part.

NOTE: DO NOT disassemble the Transfer Case, Prop Shaft and Front & Rear Axle Components without prior approval from STAR. Chargebacks will be imposed for unauthorized internal Transfer Case, Prop Shaft and Front & Rear Axle Components diagnostics.

All replaced Transfer Case, Prop Shaft and Front & Rear Axle Components must be returned using UPS (Heavy) transportation. A STAR Center representative may initiate the Fast Track process in certain cases to ensure proper component packaging and return. All other parts should follow the normal parts return process.

DO NOT return Transfer Case, Prop Shaft and Front & Rear Axle Components via DDS.

ADDITIONAL INFORMATION:

NOTE: It is possible for a vehicle to have multiple parts on restriction.

Goodwill Alternate Transportation reimbursement requests can be submitted on the same claim as the warranty repair. Refer to Warranty Bulletin D-19-28 (Rev. B) for complete Goodwill Alternate Transportation Guidelines.

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.

