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GROUP: 08 - Electrical

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SUBJECT:

Key FOBK Shortage and Restriction

OVERVIEW:

This bulletin is to inform customers, technicians and sales staff that vehicles are being delivered with only one key FOBK due to a temporary semi conductor shortage.

MODELS:

2019 - 2021	(DT)	RAM 1500 Pickup
2018 - 2021	(JL)	Jeep Wrangler
2020 - 2021	(JT)	Jeep Gladiator

NOTE: This bulletin applies to vehicles within the following markets/countries: North America.

SYMPTOM/CONDITION:

The customer may notice that they only have one key FOBK when the vehicle was delivered or need an additional key FOBK due to a lost or damaged key FOBK.

Key FOBKs to service customer vehicles are limited to customer vehicles which are inoperable and a spare FOBK is not available.

DISCUSSION:

Beginning on April 12, 2021, vehicles will be shipped from production to dealers with only 1 key FOBK. This is being done to mitigate the global semi-conductor shortage. Once semi conductor shortages are reestablished and key fobs are available a Customer Satisfaction Notice (CSN) will be sent out to the customers with one Key FOBK (Sales Code GXZ).

Service availability of this part is limited and affected FOBKs will be on a parts restriction. To maintain production and service requirements, FOBKs affected by the shortage will be available on an "as required basis". This FOBK should only be ordered in the event the vehicle is inoperable, and there are no other FOBKs available. For older vehicles that came with a supplied Key FOBK spare, it is requested the customer uses their spare Key FOBK until supply is once again available.

POLICY:

Information Only