

WARRANTY BULLETIN



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

NO: D-20-23

DATE: May 3, 2021

SUBJECT: Part Order Restriction
Program - **48V Power Pack Unit (PPU)** -
Select 2018 - 2021 Jeep Wrangler (JL)
and 2019 - 2021 RAM (DT) (Rev. A)

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

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

PURPOSE:

To announce **an extension to this** Part Order Restriction program for replacing the **48V Power Pack Unit (PPU)** in an effort to collect, monitor and correct quality issues in a timely and efficient manner.

Models affected:

- 2018 - 2020 Jeep Wrangler (JL) with a **2.0L engine (Sales Code EC3)**
- 2019 - **2021** Jeep Wrangler (JL) with a **3.6L engine (Sales Code ERG)**
- 2019 - 2021 RAM (DT) with a **3.6L engine (Sales Code ERG)** and **5.7L engine (Sales Code EZL)**

TIMING:

January 4, 2021 – **July 31, 2021**

NOTE: At the end of this Part Order Restriction program, normal Parts Ordering and Service Information procedures apply.

ACTION:

When customer input and technician diagnosis suggests a 48V Power Pack Unit (PPU) defect, drivability or electronic issue, the dealer must:

- Review the nature of the problem and perform all necessary diagnostics.

NOTE: Technicians should check the 48 volt connections before contacting STAR.

- Submit a STAR case providing the details of the problem and the diagnostics performed. A Vehicle Scan Report (VSR) **taken before DTC's are cleared**, should also be attached to the STAR case.

NOTE: 48V Power Pack Units (PPUs) will be "order restricted" during the term of this program.





- If a 48V Power Pack Unit (PPU) repair is necessary, you will be advised by STAR of any critical warranty information or special instructions regarding component removal and return. **PPU orders will be placed by STAR and an order number will be provided in the case text.**
- 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 48V Power Pack Unit (PPU) without prior approval from STAR. Any unauthorized internal PPU disassembly is subject to a complete or partial claim chargeback based upon the circumstances.

All replaced 48V Power Pack Unit (PPU) must be returned following instructions in the packaging. If there are no instructions in the packaging, refer to *WIC Article #KB0023124* for the return instructions. Path to WIC: DealerCONNECT> Service Tab> Warranty Administration> Warranty Information Center (WIC)> Find Answers. Enter *KB0023124* in the Search bar and hit enter.

- DO NOT return 48V Power Pack Unit (PPU) via DDS.
- **DO NOT return damaged PPU as a core.**
- **DO NOT return new unused PPU as a core. Follow the normal new unused part return process.**

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.

