

WARRANTY BULLETIN



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

NO: D-20-08

DATE: January 8, 2021

SUBJECT: Addition of 2.4L Multiair
Engines to the Powertrain Service Center
(PTSC) Pre-Authorization Program – **ALL
DEALERS (Rev. B)**

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

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

PURPOSE:

To announce the extension of the Powertrain Service Center (PTSC) process for **2.4L Multiair Engines (All Sales Codes - ED6, ED8, EDD, or EDE)** for all dealers in order to support the proper implementation of **Customer Satisfaction Notifications W20, W80, and W84.**

TIMING:

Effective Immediately

ACTION:

All **2.4L Multiair Engines (All Sales Codes - ED6, ED8, EDD, or EDE)** submitted as 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.

NOTE: Always check **VIP** to verify if the **CSN** is applicable to the customer's VIN. The instructions for the **CSN** must be followed before performing any additional diagnosis or testing.

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





ADDITIONAL INFORMATION:

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

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.

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.

