

WARRANTY BULLETIN



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

NO: D-21-09

DATE: July 28, 2021

SUBJECT: Part Order Restriction Program - Certain Atlantis-High Components - *Central ADAS Decision Module (CADM Lo), Radio Frequency Hub (RFHM), Security Gateway Module (SGW), Telematics Box Module (TBM2H) and Transmission Control Module (TCM) (Sales Code DFT - 850RE)* - 2021 Jeep Grand Cherokee (WL)

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

PURPOSE

To announce a Part Order Restriction program for replacing certain **Atlantis-High Components - *Central ADAS Decision Module (CADM Lo), Radio Frequency Hub (RFHM), Security Gateway Module (SGW), Telematics Box Module (TBM2H) and Transmission Control Module (TCM) (Sales Code DFT - 850RE)*** in an effort to collect, monitor and correct quality issues in a timely and efficient manner.

Models affected:

- 2021 Jeep Grand Cherokee (WL)

TIMING:

August 2, 2021 - January 31, 2022

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

ACTION:

When customer input and technician diagnosis suggests certain Atlantis-High Components - *Central ADAS Decision Module (CADM Lo), Radio Frequency Hub (RFHM), Security Gateway Module (SGW), Telematics Box Module (TBM2H) and Transmission Control Module (TCM) (Sales Code DFT - 850RE)* has a 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.

NOTE: The TCM is part of the valve body and subsequent Powertrain Pre-Authorization is NOT required if the STAR agent recommends replacement of the TCM.

- If a certain Atlantis-High Components - *Central ADAS Decision Module (CADM Lo), Radio Frequency Hub (RFHM), Security Gateway Module (SGW), Telematics Box Module (TBM2H) and Transmission Control Module (TCM) (Sales Code DFT - 850RE)* 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 Atlantis-High Components - *Central ADAS Decision Module (CADM Lo), Radio Frequency Hub (RFHM), Security Gateway Module (SGW), Telematics Box Module (TBM2H) and Transmission Control Module (TCM) (Sales Code DFT - 850RE)* without prior approval from STAR. Chargebacks will be imposed for unauthorized internal Atlantis-High Components diagnostics.

All replaced Atlantis-High Components must be returned using UPS Ground. 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 Atlantis-High 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.

