



WARRANTY BULLETIN

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

NO: D-22-03

DATE: January 19, 2022

SUBJECT: Fast Feedback Program – Engine, Transmission, Axle Assemblies/ Prop Shafts, Exhaust, Cooling, A/C, Brakes, Fuel, Electrical, PHEV Front-End Accessory Drive (FEAD) and EPT System Components - 2022 Jeep Grand Cherokee (WL) PHEV

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

PURPOSE

To announce a Fast Feedback Program for replacing the **2.0L I4 DOHC DI Turbo PHEV Engine (Sales Code ECX), Auto 8P75PH PHEV Transmission (Sales Code DFY), Axle Assemblies/ Prop Shafts, Exhaust, Cooling, A/C, Brakes, Fuel, Electrical, PHEV Front-End Accessory Drive (FEAD) and EPT System Components** in an effort to collect, monitor and correct quality issues in a timely and efficient manner.

Models affected:

- 2022 Jeep Grand Cherokee (WL) PHEV

TIMING:

February 14, 2022 – August 31, 2022

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 an Engine, Transmission, Axle Assemblies/Prop Shafts, Exhaust, Cooling, A/C, Brakes, Fuel, Electrical, PHEV Front-End Accessory Drive (FEAD) and EPT System 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 an Engine, Transmission, Axle Assemblies/Prop Shafts, Exhaust, Cooling, A/C, Brakes, Fuel, Electrical, PHEV Front-End Accessory Drive (FEAD) and EPT System 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 Engine, Transmission, Axle Assemblies or EPT System Components without prior approval from STAR. Chargebacks will be imposed for unauthorized internal Transmission, Front and Rear Axles and EPT System Components diagnostics.

All replaced Engine, Transmission, Axle Assemblies/Prop Shafts and EPT System 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 Engine, Transmission, Axle Assemblies/ Prop Shafts, Exhaust, Cooling, A/C, Brakes, Fuel, Electrical, PHEV Front-End Accessory Drive (FEAD) and EPT System 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. C) 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.

