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Request ID: 90880

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Communication

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<p><b>Publish Dates</b></p> <ul style="list-style-type: none"> <li>The Start Date is when the communication will be visible to dealers in DCMail.</li> <li>The End Date is when the communication will no longer be visible to dealers in DCMail.</li> <li><b>NOTE:</b> End Dates are limited to one (1) year from the Start Date. If you wish to lengthen the End Date, you may extend it at any time after publish.</li> </ul>	<p><b>Start Date</b> 5/8/2023 12:54 PM</p> <p><b>End Date</b> 5/4/2024 12:00 AM</p> <p>Note: All times are <b>EST</b></p>
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<p><b>Title</b></p> <p>What will display in DCMail for dealers to click on. <b>TIP:</b>Keep titles short, but specific and eye catching.</p>	<p>Y65 Engine Stop/Start Auxiliary Battery Goodwill Initiative</p>
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<p><b>Flagged for Reporting Agency</b></p>	<p>NO</p>
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<p><b>Communication Summary</b></p> <p>To increase search capability and visibility of your communication, please provide a brief summary or your message (140 characters max). This will display when dealers hover over your communication.</p>	<p>Y65 Engine Stop/Start Auxiliary Battery Goodwill Initiative</p>
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<p><b>Message</b></p> <p>The body of your communication. Use the formatting toolbar above to format text, insert tables, pictures, and/or hyperlinks.</p> <p>Click Edit &gt; Attach File to attach documents</p> <p><b>IMPORTANT NOTES:</b></p> <ul style="list-style-type: none"> <li>Pictures must have unique file names. If you receive an error message when uploading a picture, it means the file name has already been chosen. Simply change your file name and try again.</li> <li>Communications cannot exceed more than 12MB; this includes images and text, and all attachments.</li> </ul>	<p><b>Y65 Engine Stop/Start Auxiliary Battery Goodwill Initiative</b></p> <p><b>Attention Service Manager/Advisors:</b> Dealer instructions for CSN Y65 were revised in April 2023. This applies to 2017 -2018 (RU) Chrysler Pacifica. This campaign applies only to the above vehicles equipped with a 3.6L engine with Engine Stop/Start(sales code ERC). NOTE: Some vehicles above may have been identified as not involved in this campaign and therefore have been excluded from this campaign</p> <p>To be more customer centric, the additional step of auxiliary battery testing has been added to the CSN procedure. This includes additional LOP time for the battery health testing – see step 17 (shown below).</p> <p><b>17. Health test the auxiliary battery at the battery posts with the GR8 battery tester or equivalent. Follow all the Instruction Manual directions.</b></p> <p><b>Note: If the auxiliary battery health test fails notify the customer, this CSN will NOT cover the replacement of the auxiliary battery.</b></p> <p>The PCM flash in this CSN addresses engine start/stop not working. Because it's possible that a customer arrived to their CSN appointment with a battery that does not pass testing with the Maximus Complete Battery Diagnostic System or the GR8, it is important that this be corrected during the appointment to avoid a customer come back (FFV "No").</p> <p>While the CSN does not cover the battery replacement, if it does not pass testing with the Maximus Complete Battery Diagnostic System or the GR8 the battery can be covered on a separate warranty claim as goodwill per the Y65 initiative (supporting documentation of the failure required). Along with the failed battery slip, please add to your claim narrative - "Battery covered under goodwill as per Y65 initiative".</p> <p>Please take this opportunity to ensure our customers are receiving the proper level of service and experience. If you have any questions or require any clarification, please reach out to your Area Manager.</p>
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Attachments