

# FCA CARIBBEAN WARRANTY BULLETIN



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

**NO:** ID-23-15  
**DATE:** June 28, 2023

**SUBJECT:** Part Order Restriction Program –  
**Amplifier – 2022 - 2023 Grand Wagoneer/Wagoneer (WS)**

**FOR:** Puerto Rico

## PURPOSE

To announce a Part Order Restriction program for replacing the **Amplifier** in an effort to collect, monitor and correct quality issues in a timely and efficient manner. The following Sales Codes will be restricted:

**RC3 – 9 Amplified Speakers w/Subwoofer**

**RCA – 19 Speakers SRT High Performance Audio**

**RGE – 18 Speakers Premium Audio System**

### Models affected:

- 2022 - 2023 Grand Wagoneer/Wagoneer (WS)

## TIMING:

July 1, 2023 – September 30, 2023

**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 suggest an Amplifier 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** or by creating a STAR case and providing 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. The STAR Center will determine if replacement is necessary based on the information provided, and if approved, the STAR Center will place the order for the dealer.

- If an Amplifier replacement is necessary, you will be advised by STAR of any special instructions regarding component removal and return.

### **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 ID-22-08 for details.

**Please ensure that all affected dealership personnel are aware of this bulletin.**

## **WARRANTY OPERATIONS**

FCA International Operations LLC reserves the right to change any or all of the rules set forth in the Warranty Administration Manual by means of Warranty Bulletins and also by making the amended manual available to you on DealerCONNECT.

