



# WARRANTY BULLETIN

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

**SUBJECT:** Fast Feedback Program – High Voltage Battery, EPT System Components and Select Engine Components – 2024 Dodge Hornet PHEV (GG) and 2024 Alfa Romeo Tonale PHEV (GC)

**NO:** D-23-14

**DATE:** July 26, 2023

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

## PURPOSE

To announce a Fast Feedback Program for replacing the **High Voltage Battery, EPT System Components and Select Engine Components** in an effort to collect, monitor and correct quality issues in a timely and efficient manner.

### Models affected:

- 2024 Dodge Hornet PHEV (GG)
- 2024 Alfa Romeo Tonale PHEV (GC)

## TIMING:

July 1, 2023 – January 1, 2024

**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 suggest a High Voltage Battery, EPT System Components and Select Engine 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. 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 a High Voltage Battery, EPT System Components and Select Engine 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 High Voltage Battery, EPT System Components and Select Engine Components without prior approval from STAR. Chargebacks will be imposed for unauthorized internal High Voltage Battery, EPT System Components and Select Engine Components diagnostics.**

All High Voltage Battery must be returned using UPS (Heavy) transportation. All EPT System Components and Select Engine Components must be returned using UPS Ground. A STAR Center representative may initiate the FasTrack process in certain cases to ensure proper component packaging and return. All other parts should follow the normal parts return process.

**DO NOT** return High Voltage Battery, EPT System Components and Select Engine 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. H) 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.

