



FCA CARIBBEAN 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: ID-23-17

DATE: July 26, 2023

FOR: Puerto Rico

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.

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.

