



# FCA CARIBBEAN WARRANTY BULLETIN

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

**SUBJECT:** Fast Feedback Program –  
Water Pump, EGR Flange/ Heat Shield, O2  
Sensor and Engine Wiring Harness  
Assembly – 2023 - 2024 Dodge Hornet  
GMET4 (GG) and 2024 Alfa Romeo Tonale  
GMET4 (GC)

**NO:** ID-23-16

**DATE:** July 26, 2023

**FOR:** Puerto Rico

## PURPOSE

To announce a Fast Feedback Program for replacing the **Water Pump, EGR Flange/ Heat Shield, O2 Sensor and Engine Wiring Harness Assembly** in an effort to collect, monitor and correct quality issues in a timely and efficient manner.

### Models affected:

- 2023 - 2024 Dodge Hornet GMET4 (GG)
- 2024 Alfa Romeo Tonale GMET4 (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 Water Pump, EGR Flange/ Heat Shield, O2 Sensor or Engine Wiring Harness Assembly 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 Water Pump, EGR Flange/ Heat Shield, O2 Sensor and Engine Wiring Harness Assembly 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.

