MOPAR

WARRANTY OPERATIONS NEWSLETTER
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Safety Recall 20A (Rear Spoiler) – Claim Processing Tip

The claim processing guidelines in Recall 20A are not clear and accurate as listed. Please follow the guidelines below for entering the material allowance.

The Recall document advises in the *Completion Reporting and Reimbursement* section: "In addition, enter "MATL" in the Part Number section of your claim with the applicable Material Allowance for paint and supplies where appropriate."

The use of "MATL" in the part description as a Part Number will cause the claim to reject for message code (**PF3 –No labor to justify paint material allowance**). To correct this message code concern, the dealer MUST use **"NPN"** as the part number instead of MATL.

The material allowance for the NPN part should be entered on the claim @ $39.64. This is the allowable material allowance for this repair.

NOTE: Following these guidelines will prevent the PF3 message code.

Safety Recall 44A with No Reverse and One or Both DTCs P0792/P0736

If a VIN shows Recall 44A and exhibits "no reverse" and "one or both DTCs P0792/P0736 (with supporting documentation)", Powertrain Pre-Authorization will be required. The supported repair parts will include the Transmission, Transmission Oil Cooler, Transmission Oil Cooler Lines and Fluid. When submitting the Powertrain Pre-Authorization Request, provide the following:

- Note – 44A Recall, "No reverse" and the DTCs in the Repair issue and Proposed Repair Action Boxes.
- Serial ID tag of the Transmission currently in the vehicle
- Odometer image
- Diagnostic worksheet
- 70% worksheet as a working/ editable PDF. Include the above parts and LOPs from the 44A Recall.
- Vehicle Scan Report (VSR) showing one or both of the 2 DTCs (Place in Affected Area Image Spot 1)
- One additional image, Pan image, fluid condition etc.

Battery Return Process – Warranty Replacements

Applies To: All batteries replaced under 3/36 warranty coverage: W-Warranty Claim and M-Mopar claim types only.

What: A new process has been defined for returning batteries under warranty. This process supersedes Warranty Bulletin D-16-10 (Rev C.), which has been cancelled. Instead of asking you for paperwork, applying packaging and requiring that you email an FCA staff member, the process is now simplified to one step:

- Label the failed battery with the last 8 of the VIN

This will allow the vendor to easily identify and return batteries for analysis to reach the common goal of improving the quality of our products. Simply store these batteries with the rest of your cores.

How: Using a paint pen on the outside of the battery, write the last 8 of the VIN of the vehicle that the battery came from. The rest is up to Continental Battery Systems (CBS), as they will pick up the labeled batteries, along with all other cores, during their normal delivery and pick up schedule.



Using a white paint pen, clearly write out the last eight of VIN

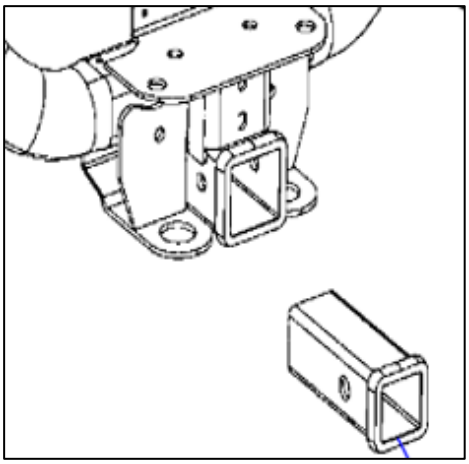
Please Note: Core Credit will continue to be paid to dealers through the weekly reconciliation process. Confirm your warranty cores are accounted for on the CBS core return paperwork.

Exchange Radio Core Return Timing

Exchange radio core return timing has been changed from 30/60 days to 60/90 days; this is in effect as of July 18th for any order. The core should be returned immediately after the repair. Do not wait for Warranty authorization before returning the core.

2023 RAM 2500 (DJ) / RAM 3500 (D2) Hitch Adaptor/Reducer (2.5 Inch to 2 Inch) Is NOT Missing

As of January 27, 2023, the 2.5" to 2" Hitch adapter/reducer previously added to the vehicle has been intentionally removed to reduce complexity. This is not a shortage or error; it is built as designed. Claims for missing Hitch adapter/reducer on vehicles built after January 27, 2023, will be subject to chargeback.



Missing In-Service Date (ISD) - Message Code VC1 - NEW Process

NOTE: WIC Ask A Question is no longer inputting ISD dates on vehicles.

The new process for VC1 message code *(No In-Service-Date on file for this vehicle but appears to be in service based on odometer)* is to put the claim in RA for review, making sure to explain why the vehicle was not reported sold before being driven.

After the claim is paid:

- If you are the current owner (dealer stock) of the vehicle, submit an NVDR to correct the VC1 message code.
- If you are not the owner of vehicle, this VIN will then be forwarded to the Supply Chain manager for assistance with inputting the In-Service Date for Demo or reporting as SOLD.

Please follow all normal RA claim processing procedures. This information is included in WIC article #KB0039357.

New Message Codes (MC4/ MC7) Courtesy Transportation Program (CTP) – US Market ONLY

The Warranty team has developed two new message codes for the Courtesy Transportation Program (CTP). These message codes will apply to Warranty (W), Mopar (M), and Recall (S) claims. The message codes are:

MC4 - Loaner vehicle does not have a signed Customer Rental Agreement in the Courtesy Transportation Program.

MC7 - Customer Rental Agreement must be reviewed.

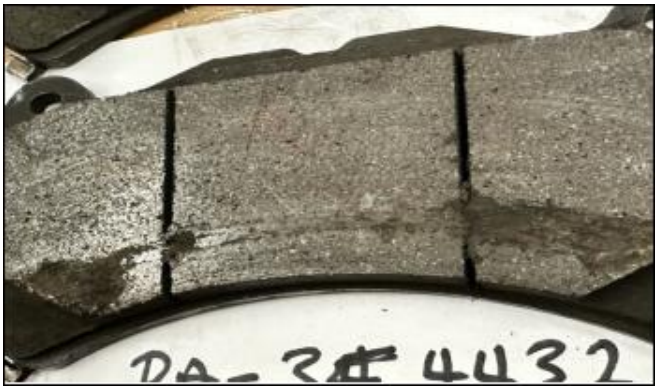
Scenario		Document Found	No Document Found
1	Confirm if the loaner vehicle used on the claim has a signed Vehicle User Agreement document.	✓	Claim Rejects MC4
2	Attach the signed Customer Rental Agreement to the claim and submit for RA.	✓	Claim Rejects MC7

Long Term Storage of Vehicles – Brake Pads Sticking

The oxidation progress is inevitable, and the severity depends on where the vehicle is parked. The greater the exposure to humidity/saline environments, the greater the progress of oxidation. However, it is possible to minimize the risks of brake pads sticking with some procedures.

- Since the humidity can accelerate sticking brake pads, make sure the car is completely dry before stowing it in a parking lot.
- If possible, do not activate the parking brake to avoid direct contact between brake pads and the rotors for long periods of time.
- Periodically (at least monthly) move the vehicle forward and backward while applying and releasing the brakes (suggest 10 stops minimum).





MY 2023 – Dodge Hornet (GG) – Side Skirt Damage

We have seen an increased number of vehicles being serviced for Side Skirt damage due to customers improperly jacking up their vehicles in locations not specified in the user manual. This results in damage to the Side Skirt. This damage includes scratches, dents, or lifting from the vehicle due to the push pins being pushed out.



Figure 1

Please see (Figure 1) for an example of the Side Skirt lifting from the door.

If this damage is seen, the dealer should verify that the vehicle was not lifted by improper placement of the jack. If the damage occurred by improper use of the jack, then the repair should be considered Consumer Goodwill by including LOP 85-85-CG-09 as a related LOP in the condition.

2023 Warranty Bulletin Highlights

Bulletin #	Subject	Release Date	DCMail ID#
D-23-01	(XB1) 2.4L Engine – Select 2014 – 2019 Jeep Cherokee (KL), 2017 – 2018 Jeep Compass (MP), 2015 – 2018 Jeep Renegade (FWD/AWD) (BU), 2013 – 2016 Dodge Dart (PF), 2015 – 2017 Chrysler 200 (UF), 2016 – 2018 Fiat 500X (FWD/AWD) (FB), 2015 – 2018 Ram Promaster City (VM)	1/25/2023	88806
D-23-02	Part Order Restriction Program – Air Suspension Control Module (ASCM) – 2022 – 2023 Grand Wagoneer/Wagoneer (WS) and 2023 Jeep Grand Cherokee (WL)	1/25/2023	88795
D-23-03	Automatic Labor Rate Increase (ALRI) 2023	2/1/2023	88931
D-23-04	2018 – 2023 (Current) Jeep Wrangler (JL) and 2020 – 2023 (Current) Jeep Gladiator (JT) – Corrosion Warranty Claim Simplification (Rev. A)	2/15/2023	89211
D-23-05	Fast Feedback Program – 8F30 8-speed Transmission, Torque Converter, Valvebody, Oil Pump, TCM and Wiring – 2023 Jeep Compass (MP)	2/8/2023	89083
D-23-06	(XD1) Crankshaft Position Sensor – Certain 2017 – 2022 Chrysler Pacifica (RU)	3/1/2023	89460
D-23-07	(XE1) eFlite Si-eVT Transmission – Certain 2017 – 2023 Chrysler Pacifica (RU)	4/5/2023	90217
D-23-08	62TE Transmissions – New Requirements for the Powertrain Service Center (PTSC) Pre-Authorization Program – For BASE DEALERS ONLY (Rev. A)	5/11/2023	90976
D-23-09	(XF1) Steering Damper – Select 2018 – 2020 Jeep Wrangler (JL) and 2020 Jeep Gladiator (JT)	6/28/2023	91872
D-23-10	(XJ1) Power Transfer Unit (PTU) – Select 2014 – 2017 Jeep Cherokee (KL)	6/7/2023	91486
D-23-11	(XG1) Center High Mounted Stop Lamp (CHMSL) – Select 2019 – 2021 RAM 1500 Pickup (DT)	6/21/2323	91742
D-23-12	Part Order Restriction Program – Amplifier – 2022 – 2023 Grand Wagoneer/Wagoneer (WS)	6/28/2023	91903
D-23-13	Fast Feedback Program – Water Pump, EGR Flange/ Heat Shield, O2 Sensor and Engine Wiring Harness Assembly – 2023 – 2024 Dodge Hornet GMET4 (GG) (Rev. A)	7/27/2023	92443
D-23-14	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)	7/26/2023	92419