

See attached for a list of select dealers that are affected by this WS Battery LOP restriction. The 28 dealers were identified based on repeat repair issues. The ask for the select dealers is to ensure proper diagnosis on battery draw concerns for 22-24MY WS by performing specific steps as outlined in the attachments. It will be important for them to perform these specific actions, including the STAR case, to avoid potential warranty chargeback on claims affected by this.

Attached are the documents that need to be distributed to the appropriate BCs to waterfall down to the dealers.


- The Technical Service Bulletin **08-216-23**
- A list of the **affected dealers**
- Warranty Bulletin **D-23-18**

ACTION:

When customer input and technician diagnosis suggest a Battery defect, drivability or electronic issue, the dealer must:

- Review the nature of the problem and perform all necessary diagnostics.
- Perform an Ignition Off Draw Test (IOD), outlined in Service Library> Service Information> 29 Non-DTC Diagnostics/ Circuit Testing Procedures/ Standard Procedures. For full details, see Warranty Newsletter (Volume 9 Issue 7) and TSB 08-216-23.
- Contact the STAR Center at **1-800-850-7827** and review the details of the problem and the diagnostics.
- If a Battery replacement 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 Battery or any associated component without prior approval from STAR. Chargebacks will be imposed for unauthorized Battery diagnostics.

| | | | | | |
|---|--|---|-------------------|--|---|
|  | | Technical Service Bulletin (TSB) Battery No Start, Jump Start, Tow-In Complaints | | | |
| REFERENCE: | TSB: 08-216-23 GROUP: 08 - Electrical | Date: | September 9, 2023 | REVISION: | – |
| VEHICLES AFFECTED: | 2023 - 2024 (WS) Grand Wagoneer/Wagoneer | | | MARKET APPLICABILITY: <input checked="" type="checkbox"/> NA <input type="checkbox"/> CH <input type="checkbox"/> EE <input type="checkbox"/> IAP <input type="checkbox"/> SA <input type="checkbox"/> MEA | |
| CUSTOMER SYMPTOM: | Customer may experience one or more of the following: <ul style="list-style-type: none"> • No start, jump start, or tow-in. • Engine Stop Start (ESS) is inoperable. | | | | |
| CAUSE: | Ignition Off-Draw (IOD) issue. | | | | |

CAUTION: Aftermarket components will have an adverse effect on the electrical system. Before testing, inspect the vehicle for and remove any aftermarket electrical components, including anything plugged into or wired into the Data Link Connector (DLC).

DISCUSSION:

For WS vehicles with any low battery concern it is required to perform proper IOD testing to root cause the source of the battery drain prior to battery replacement. To assist with that, we want to highlight LOP 08-08-01-9E.

When there is a low battery concern being diagnosed, the first step is to perform an IOD Test, outlined in Service Library 29 Non-DTC Diagnostics/Circuit Testing Procedures/Standard Procedures.

Recording the following information is crucial while performing your testing; and will be a required portion to be recorded in your 3 C's.

- Battery State of Charge (SOC) and Voltage Scan information from wiTECH.
- Scan the vehicle for Diagnostic Trouble Codes (DTCs), delete all DTCs, record which DTCs return.
- List any aftermarket components attached to this vehicle. Remove any aftermarket electronic components.
- Allow the vehicle to sleep for 90 min then perform an IOD test on the system, looking for a maximum of 30 mA, 15mA +/- 5mA is preferred.

NOTE: For Grand Wagoneer, proximity wakeup needs to be disabled prior to IOD test.

- Address any issues found during IOD testing.
- After all vehicle issues have been addressed, use the Maximus or GR8 (if Maximus is not available) battery tester to test and recharge the battery. Specific directions can be found in Service Library 08 – Electrical / 8F – Engine Systems / Battery System / Diagnosis and Testing.
- If the vehicle is equipped with a Main and Auxiliary Battery, then test both.

NOTE: For all batteries that have been deemed to need replacement a NEW Warranty LOP has been created. For Wagoneer/Grand Wagoneer Battery Replacements use Warranty LOP 08-08-01-WS.

POLICY:

Information Only

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| | | |
|--------------|--|---------------|
| Northeast | | Repeat Repair |
| | 60698-BROOKLYN CHRYSLER JEEP DODGE R | 2 |
| Mid Atlantic | | |
| | 43724-SAFFORD CHRYSLER JEEP DODGE OFSPRINGFIELD | 4 |
| | 41059-SUSQUEHANNA CHRYSLER DODGE JEERAM | 2 |
| Great Lakes | | |
| | 68748-PARKWAY DODGE CHRYSLER JEEP | 2 |
| | 43664-KINGS DODGE CHRYSLER JEEP | 2 |
| Southwest | | |
| | 65233-HELFMAN RIVER OAKS CHRYSLER JEDODGE | 3 |
| | 59853-VICTORIA DODGE CHRYSLER JEEP R | 2 |
| | 27044-JIM GLOVER CHRYSLER DODGE JEEP FIAT | 2 |
| | 60447-WAXAHACHIE DODGE CHRYSLER JEEP | 2 |
| | 60647-FLOWOOD MAC HAIK CDJR LTD | 2 |
| | 23867-ANCIRA CHRYSLER JEEP DODGE | 2 |
| | 68543-LOVE CHRYSLER DODGE JEEP LLC | 2 |
| Southeast | | |
| | 27226-CHRYSLER DODGE JEEP RAM OF SEME COUNTY | 2 |
| | 27226-CHRYSLER DODGE JEEP RAM OF SEME COUNTY (Aux) | 3 |
| | 60619-SCHUMACHER CHRYSLER DODGE JEEP RAM OF DELRAY | 2 |
| | 60338-AIRPORT CHRYSLER DODGE JEEP | 2 |
| | 60444-JOEY ACCARDI CHRYSLER DODGE JERAM | 2 |
| | 60535-KENDALL DODGE CHRYSLER JEEP RA | 2 |
| | 60539-AVENTURA CHRYSLER JEEP DODGE R | 2 |
| | 45372-JIM BROWNE CHRYSLER JEEP DODGE OF DADE CITY | 2 |
| | 56733-HILL-KELLY DODGE CHRYSLER JEEP | 2 |
| | 45780-STIVERS CHRYSLER DODGE JEEP RA | 2 |
| West | | |
| | 60581-LARRY H. MILLER CHRYSLER JEEP DODGE RAM SURPRISE (Aux) | 4 |
| | 60581-LARRY H. MILLER CHRYSLER JEEP DODGE RAM SURPRISE | 4 |
| | 43931-CHAPMAN'S LAS VEGAS CHRYSLER E RAM | 2 |
| California | | |
| | 27011-J STAR CHRYSLER DODGE JEEP RAMANAHEIM HILLS | 4 |
| | 26978-SANTA MONICA CHRYSLER JEEP DODDAND RAM | 2 |
| | 45189-DCH CHRYSLER DODGE JEEP RAM FITEMECULA | 2 |
| | | |
| | | |
| | | |
| | | |
| | 28 Dealers | |



WARRANTY BULLETIN

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

SUBJECT: WS Battery Draw Quality Initiative – 2022 – 2024 Wagoneer/ Grand Wagoneer (WS)

NO: D-23-18

DATE: September 15, 2023

FOR: Select U.S. Dealers
Select U.S. Business Centers

PURPOSE

To announce a Labor Operation Restriction Program for replacing the **Battery** for select dealers in an effort to collect, monitor and ensure correct diagnosis of battery draw concerns.

Models affected:

- 2022 - 2024 Wagoneer/ Grand Wagoneer (WS)

TIMING:

Effective Immediately

NOTE: At the end of this Labor Operation Restriction program, normal Service Information procedures will apply.

ACTION:

When customer input and technician diagnosis suggest a Battery defect, drivability or electronic issue, the dealer must:

- Review the nature of the problem and perform all necessary diagnostics.
- Perform an Ignition Off Draw Test (IOD), outlined in Service Library > Service Information > 29 Non-DTC Diagnostics/ Circuit Testing Procedures/ Standard Procedures. For full details, see Warranty Newsletter (Volume 9 Issue 7) and TSB 08-216-23.
- Contact the STAR Center at **1-800-850-7827** and review the details of the problem and the diagnostics.





- If a Battery replacement 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 Battery or any associated component without prior approval from STAR. Chargebacks will be imposed for unauthorized Battery diagnostics.

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 any Battery 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.

