



UPDATE FROM WARRANTY OPERATIONS

Hello Team,

During the 2022 Calendar year, Dealers brought to our attention their concerns over performing body repairs covered under warranty. We had heard from the collective Dealer Network issues related to the robustness of the repair, the reimbursement amount, and the complexity of submitting claims.

As a result of that feedback, we had implemented the following changes in December, 2022 through February, 2023 with the goal of making claim processing easier when filing corrosion warranty repairs.

- *Material allowance and labor times were increased on Chrysler Pacifica, Chrysler Town & Country, Dodge Caravan, Jeep Wrangler, and Jeep Gladiator for certain body repairs.*
- *Additionally, pre-authorization for paint repairs, the submission of the **Repair vs Replace worksheet** and the requirement for **measurements** were **removed**.*
- *The LOP structure was simplified, eliminating the detrim and retrim LOPs, going from several LOPs for a body warranty repair to one or two, resulting in a simpler claim and more timely reimbursement.*
- *Finally, the sublet allowance was increased from 03. Hours to 0.6 Hours.*

In addition, Warranty Operations is currently working to simplify claim processing for all aluminum panel repairs.

The changes above are meant to help all Dealers, including those with a body shop and those that rely on a sublet repair facility. The goal of these changes is to ensure that the customer is taken care of when they go to any Stellantis dealership.

Thank you for all you do.

Warranty Operations

New Message Codes (SR3/SR4) - US Market

The Warranty team has developed two new message codes for warranty claims that include a loaner vehicle. These codes apply to Warranty (W) claim types only. The message codes are:

SR3 - Claim submitted with Standard Line LOP. Service vehicle and loaner vehicle provided support High Line reimbursement.

SR4 - Service vehicle or the loaner vehicle provided not eligible for the High Line

Scenario		
1	If the service vehicle = High Line VIN and the loaner vehicle = High Line Loaner VIN and the LOP = 95-40-01-41	Claim rejects with SR3
2	If the service vehicle = High Line VIN and the loaner vehicle = Standard Line Loaner VIN and the LOP = 95-40-01-42, Or If the service vehicle = Standard Line VIN and the loaner vehicle = High Line Loaner VIN and the LOP = 95-40-01-42 Or If the service vehicle = Standard Line VIN and the loaner vehicle = Standard Line Loaner VIN and the LOP = 95-40-01-42	Claim rejects with SR4

Safety Recall R25/R26/R37 - STOP DRIVE - Passenger Airbag Inflator - Claim Processing Tip for Mobile Repair Service

Additional Labor Operation Numbers have been added to Safety Recalls R25/R26/R37 and can be used on your claim using the LOPs as outlined in Safety Recall ZD1. You **must** claim Primary LOP **08-ZD-11-82** @ 0.0 hours in order to claim the 2 Special Service LOPs.

In the Special Services area of the claim enter LOPs:

- **95-23-08-59** (In House Repair) for \$100
- **95-23-08-58** (Mobile Repair) for \$100

NOTE: LOP **95-23-08-50** **CANNOT** be used with either of the 2 Special Service LOPs above.

PTSC Submission Requirement for Recall 44A or Recall 61A

When a transmission assembly replacement is required for Recall 44A or Recall 61A, a PTSC request must be submitted for approval. Please follow and verify the steps below:

- Verify the presence of the Recall 44A or Recall 61A using the *DealerCONNECT* or *wiADVISOR VIP*
- Verify the presence of “No Reverse” and one or both DTC’s P0792/ P0736
- Submit a Powertrain Digital Imaging Request
 - In the *Repair Issue* and *Proposed Repair Action* boxes make sure to note “44A or 61A failure, No

Reverse and one or both DTC’s P0792/ P0736”

- Image of the Serial ID tag
- Vehicle Scan Report (VSR) supporting the presence of one or both DTC’s P0792/ P0736

PTSC will approve and order the correct Recall “C” part number for the transmission. Service part numbers for the transmission assembly are not to be used for the processing of these Recalls. Your parts department will be required to order the Transmission Oil Cooler and Cooler Lines.

Catalyst Failure Can Cause an Engine Failure – All Models and Model Years

Engine failure can occur within a few months after a catalyst failure.

Catalyst material (ceramic and precious metal) can be ingested through the EGR (if equipped) due to the Intake/Exhaust valve overlap. Once catalyst material enters the cylinders, it becomes abrasive and can result in scored cylinder bores. Also, the engine oil can become contaminated with metallic material with additional micro fine wear occurring throughout the engine. The engine will lose compression, oil pressure, set P-codes and begin making internal noises.

Example:

A vehicle with 59,000 miles has an original equipment engine replaced under a New Vehicle Warranty. A technician found there was high leak down, misfiring, setting P-codes and scored bores. This condition is most likely caused from a catalyst failure. A short time later at 59,600 miles, the catalysts were replaced under New Vehicle Warranty. A short time after that at 61,000 miles, the replacement Mopar service engine fails and is replaced a second time by the Vehicle/Part Warranty. The engine failure mode is the same as the OE engine failure due to the failed catalysts.

Recommendations:

Catalysts must be inspected during an engine replacement. An engine in poor running condition could cause a catalyst failure or a failed catalyst could be the cause of the original engine failure.

If a Mopar service engine fails due to catalyst ingestion and the catalyst warranty has expired, the Mopar service engine will not be covered under warranty due to, as has been documented in a prior Warranty Newsletter article, "if a non-covered component fails and causes a covered component to fail, the covered component is not covered."

If a Mopar service engine fails due to catalyst ingestion and the catalyst warranty has not expired, use the Catalyst replacement LOP as the causal LOP with the failure code. Use any engine components as additional parts to the catalyst failure.

Include the Catalyst part with the engine parts in the claim and mark the Catalyst as the failed part.

If a catalyst fails and the engine seems fine, Mopar recommends inspecting the engine for scored bores, low compression and high leakdown. If these conditions are found, replace the engine at that time following the instruction above. This will avoid a customer visit with a failed engine in the future and assure the vehicle is actually Fixed on the First Visit. This recommendation also includes any customer pay Cat failures.

If a damaged catalyst is not replaced during a Mopar engine replacement and the engine fails at a later date, the Mopar service engine will be reviewed. If it is determined that it was due to a Catalyst failure, the engine repair may be charged back if the catalyst is not under warranty and the dealer did not inspect during the engine installation.

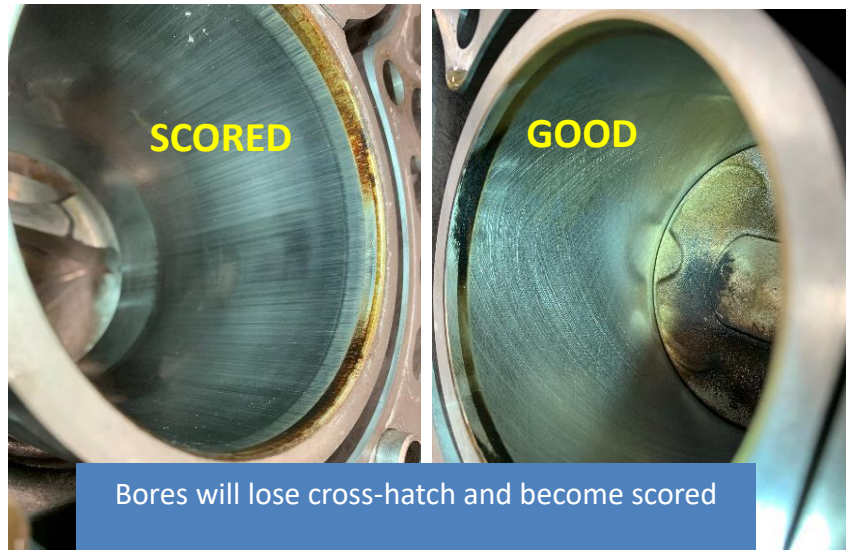
Piston skirts become scored from catalyst debris.



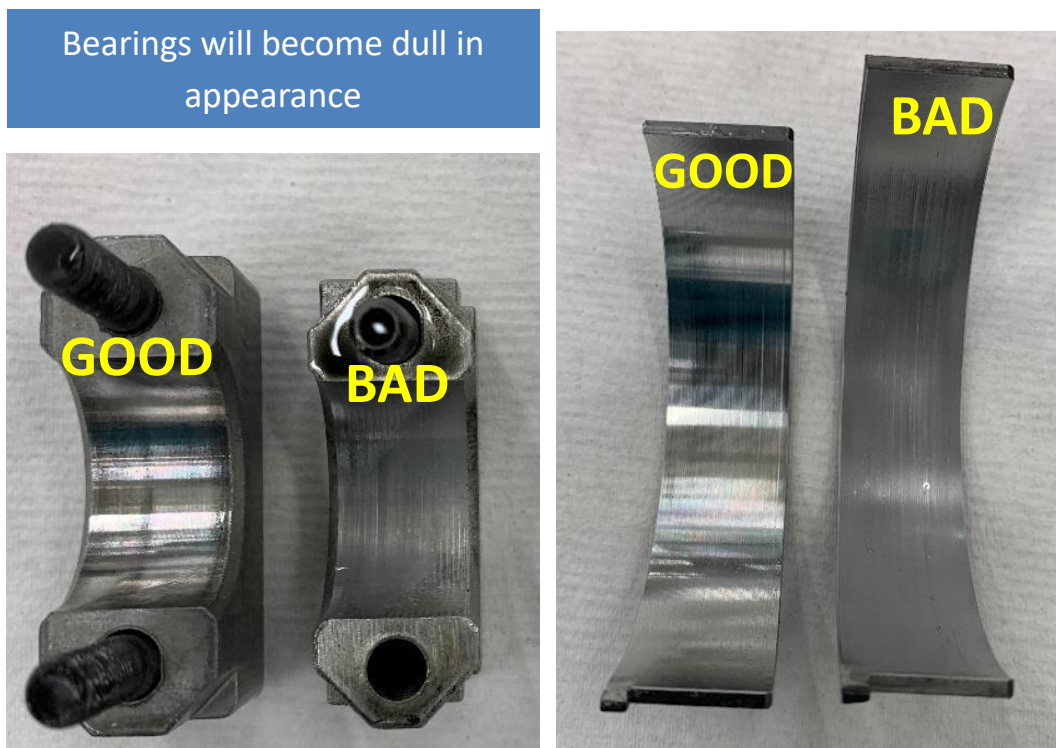
Eroded and broken Catalyst



Cylinder Bore



Crank and Cam Bearings



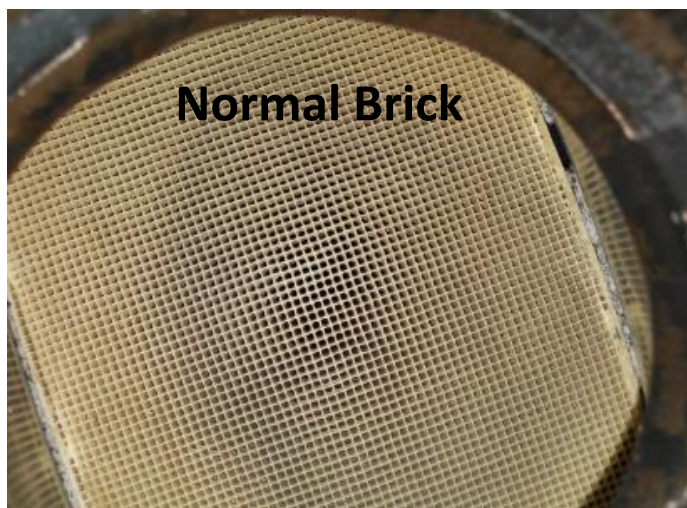
Camshafts



Internal engine components will have a grey oily appearance most identified under the rocker cover area or timing chain area



Catalyst Failures



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

2023 Warranty Bulletin Highlights

Bulletin #	Subject	Release Date	DCMail ID#
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
D-23-15	Fast Feedback Program – Engine Assembly, Engine Parts, Supercharger Assembly, Fuel System Parts, Engine Wiring and Engine Nameplate – 2023 Dodge Challenger SRT Demon 170 (LA)	8/3/2023	92656
D-23-16	(XB0) Emission Control System Components – Select 2014 – 2016 RAM Promaster (VF)	8/17/2023	92920
D-23-17	(XL1) Backlite – Select 2019 – 2021 RAM 1500 Pickup (DT)	9/13/2023	93438
D-23-19	Drop Top Customs Modifications – 2022 and 2023 Dodge Challenger Convertible Component/ LOP Restrictions	9/20/2023	93486
D-23-20	Mopar Engines – Overheat Warranty Policy Change	10/4/2023	93926