



WARRANTY BULLETIN

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

SUBJECT: Mopar Engines - Overheat
Warranty Policy Change (Rev. A)

NO: D-23-20

DATE: November 8, 2023

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

*****Revisions are noted in RED*****

PURPOSE:

To announce a new warranty policy change for any previously replaced engine due to engine overheat conditions.

TIMING:

Effective with vehicles received for repair on or after October 4, 2023

ACTION:

Engine overheating conditions **are not** warrantable, therefore, **are not** covered under any applicable warranty (Powertrain, Mopar, etc.).

The exceptions that could be covered under warranty would be:

- A Mopar cooling system part caused the overheat condition (i.e. Water Pump, Thermostat, etc.)

Note: Proof of the Mopar causal part purchase or work order must be provided for Mopar (M) type claims. For Warranty (W) type claims, the failed cooling system component must be identified and noted in the technician notes.





If a customer/ IRF returns an engine that was purchased over the counter with a warranty concern, verify that the correct engine was returned by checking the engine serial number, confirm if the part was registered and inspect the heat tabs. If the heat tabs are pink or red, the rules below apply. If the heat tabs are pink or red, confirm a warrantable cooling system failure. If this process is not followed the dealer could be charged back for accepting the incorrect or defective engine.



Normal White Sensor



Overheated Pink Sensor
255°F Coolant Temp



Overheated Red Sensor
+255°F Coolant Temp

When a customer returns with an engine warranty concern from a prior repair, the dealer's technician must complete the following:

- Verify the engine serial number
- Inspect the heat tabs
- If the heat tabs are pink or red: **in order to be warrantable**, you must root cause a Mopar cooling system failure prior to installing the Mopar replacement engine.
- **If an engine is returned with missing heat tabs, the claim will be charged back.**
- **The failed causal part of the overheat condition must be returned with the engine.**

NOTE:

- If this process is not followed, the dealer could be charged back for accepting the incorrect or defective engine.
- **If the cause of the failure was misrepresented to PTSC, which an approval was made, the claim will be charged back.**
- **Any parts returned to the Quality Engineering Center (QEC) that shows signs of tampering, the claim will be charged back.**





Mopar Recommendations:

- Inspect and/ or replace the cooling system components on the initial replacement (examples below)
 - Water Pump
 - Thermostat
 - Radiator
 - Hoses/ Clamps
 - **Pressure Cap and Pressure Bottle (if equipped)**
 - Drain and fill the cooling system according to procedure
- Inspect cooling fans

ADDITIONAL INFORMATION:

- ✓ Multi layered steel head gasket failures and warped head/ block are the result of an overheat, not the cause of the overheat.
- ✓ Loose head bolts are a result of a collapsed head gasket after an overheat condition.

All Mopar Service engines are end of the line tested for leak down, compression and oil pressure compliance.

This policy is in accordance with Warranty Bulletin D-21-17.

Please ensure 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.

