

FCA CARIBBEAN TRANSPORTATION BULLETIN



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

NO: IT-23-01

DATE: November 15, 2023

SUBJECT: Dealer Cleaning Program -
2023 - 2024 RAM Trucks - DJ, D2, DF, DD,
DP, DS Models (**Mexico RAM Built
Trucks Only**)

FOR: Puerto Rico / US Virgin Islands

PURPOSE:

To explain a new program for model years 2023 - 2024 RAM Trucks (DJ, D2, DF, DD, DP, DS - Mexico RAM built trucks only) arriving from Mexico that require additional exterior, interior, or engine bay cleaning.

A Transportation Claim Request (TCR) is required for additional cleaning to address extreme cases of dirty/dusty vehicles arriving from Mexico. If a vehicle(s) arrives with damage, and requires additional cleaning, **please ensure one (1) TCR is submitted for damage and a separate TCR is submitted for vehicle cleaning. Combined TCR's with both damage and cleaning will be rejected for resubmittal.** Please ensure you are submitting **two** separate claims in Claims Entry in DealerCONNECT when submitting for payment.

This bulletin announces new Administrative Processing LOPs listed below for each specific area requiring additional cleaning - Exterior, Interior, or Engine Bay.

The LOPs for cleaning that require TCR pre-authorization can be found in *DealerCONNECT*> *Service*> *Claim Administration*> *Labor Operations*.

- ✓ *Exterior Cleaning LOP: 23-00-07-01 (0.5 hrs.)*
- ✓ *Interior Cleaning LOP: 23-00-07-02 (0.5 hrs.)*
- ✓ *Engine Bay Cleaning LOP: 23-00-07-03 (0.5 hrs.)*

This bulletin also explains the specific cleaning procedure if the engine bay area is dirty/dusty.





TIMING:

Effective November 15, 2023 - March 1, 2024

ACTION:

When submitting a Transportation Claim Request (TCR), please ensure the TCR includes:

1. Photos of the VIN plate and specific area that requires additional cleaning (exterior, interior, or engine bay)
2. A signed delivery receipt from the carrier with damage/cleaning codes listed for each specific area of the vehicle:
 - Exterior: 62-29-6
 - Interior: 98-29-6
 - Engine Bay: **does not require a signed delivery receipt from the carrier.**For vehicle(s) received during after-hours delivery, please include a notification of damage/cleaning email to the delivering carrier in lieu of the signed delivery receipt within the TCR (**not required for engine bay cleaning**).
3. A repair estimate including the specific LOPs identified in this bulletin.

Example Photos

Photos with a green check mark "✓" would qualify for additional cleaning. Photos with a red "X" would not qualify for additional cleaning.



Exterior



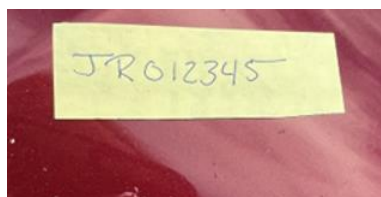
Interior



Engine Bay



Photos to support additional cleaning must show the VIN in the photo. The VIN can be written on masking tape, or on a sticky note, and placed on the affected area(s).





Engine Bay – Cleaning Procedure

AT NO TIME SHOULD A POWER WASHER BE USED TO CLEAN THE ENGINE BAY COMPARTMENT. Please use a damp cloth/towel to wipe clean dirt/dust to minimize water intrusion into any engine or electrical components.

Please ensure all affected dealership personnel are aware of this bulletin.

TRANSPORTATION QUALITY

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.

