



WARRANTY BULLETIN

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

NO: D-23-24
DATE: January 17, 2024

SUBJECT: 2019 - 2021 RAM Promaster (VF)
62TE Transmission Core Returns (Rev. A)

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

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

PURPOSE:

To announce the process change to the core pickup submission process. Reman Transmissions are an important part of the service strategy on **62TE Transmissions (Sales Code DG2)**, especially in the case of the 2019 - 2021 RAM Promaster (VF). This announcement is to make you aware of a special supplemental service procedure to assist in expedited movement of 62TE Cores. This procedure supports transmission returns BEFORE receipt of the new (replacement) transmission.

Affected Vehicles:

2019 - 2021 RAM Promaster (VF) with Reman 62TE Transmission (part number **R8453637AB**)

TIMING:

Effective with repairs beginning on December 19, 2023

ACTION:

Mopar Supply Chain, Technical Services, and Fleet Service Operations have reviewed the service procedure for removing a 62TE transmission with the intent of expediting the return of the Core. The teams came up with a solution where the transmission can be removed, yet the engine can be secured in the vehicle and the vehicle moved from the service bay. This will allow a dealer to return the core sooner instead of performing the procedure after a 62TE transmission arrives. In addition, the dealership will be able to remove the vehicle from the service bay, freeing up valuable space for another service customer.

The high-level process is:

1. Dealer must maintain any diagnosis / pre-authorization requirements. Wherever transmission replacement is required/approved, order the replacement transmission Special Order type and upgrade to VOR.





2. Immediately begin transmission removal procedures as outlined in DealerCONNECT> Service> Repair Information> Service Library.
3. After the transmission has been removed, secure the engine (Refer to **TSB 21-033-23** or **SOL S2321000011**).
4. After the engine is secure, move the vehicle from the service bay.
5. Palletize the 62TE Transmission Core. Refer to **TSB 21-033-23** or **SOL S2321000011** for instructions (or below).
6. Ship to ATC. See instructions on the following page. Also refer to DealerCONNECT> Parts> Return> Critical Core Return Program.

CLAIM PAYMENT:

Use the following labor operations numbers and time allowances where applicable:

Labor Description	Number	Type	Hours
Transmission, Automatic - Replace - Replace 62TE equipped with 3.6 liter engine - Engine Remaining Secured in Vehicle for Transmission Core Processing (3 - Highly Skilled)	21-00-06-CH	Primary	6.9
Transaxle-Replace 40TE/41TE/62TE Transaxle Diagnostic Teardown/Reassembly	21-00-21-94	Related	0.8
Hose / tube, transmission oil cooler One or Both (1 - Semi-Skilled)	21-25-17-50	Related	0.6
Oil cooler, external auxiliary Cooler (2 - Skilled)	21-25-20-50	Related	0.7

This new LOP (21-00-06-CH) reimburses an extra 3.1 hours of labor than the current Transmission Replacement LOP (21-00-06-13). The 3.1 hours includes securing the engine and moving of the vehicle.

Thank you for your support in expediting the core returns on these critical parts to support our Fleet customers.

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.



Dealer Core Pick-up Process & Instructions:

1. The dealer will need to go to the web portal WWW.AERCORES.COM to schedule and arrange pickup for return direct to supplier of the below critical parts and components.

When entering return ensure Advance pull is selected:

Welcome to the AER Cores Portal

To begin processing your shipment, please enter the Dealer Code, part number, and core tags of units below, then click Search.

Select Return Type:

Advance Pull-VF Trans removal prior
Select Return Type
Traditional Core Return
Advance Pull-VF Trans removal prior to replacement being received

2. AFS will email the BOL to the dealer/pick-up location. The BOL # should match the BOL on the email from the AER core team **and can be used for tracking purposes.**
3. AFS will call the dealer/pick-up location (using the contact information provided on the core pick-up request form) to confirm the BOL has been received and printed and will schedule the carrier to come pick-up the core at that time.
4. The carrier will pick-up the core from the requested pick-up location and deliver it directly to Supplier.
5. Once the unit has been picked up, **core credit will be issued within 1-2 invoicing cycles.**

****PLEASE NOTE:** A replacement transmission must be ordered per normal procedures using a Special Handling order type that the dealer upgrades to VOR. A transmission will not be automatically ordered when core pick-up is requested. This is NOT an exchange process; this is a method to improve transmission turnaround time.

62TE TRANSMISSION SHIPPING INSTRUCTIONS FOR CORE



PALLETIZATION OF 62TE TRANSMISSION

1. **DRAIN ALL THE FLUID OUT OF THE DAMAGED TRANSMISSION**
2. **LAYER THE PALLET WITH CORRUGATED SHEETS**
 - MINIMIZE ANY EXCESS FLUID THAT COULD DRAIN DURING SHIPPING
3. **PLACE THE TRANSMISSION ON ANY AVAILABLE PALLET**
 - PLACE UPRIGHT TO MINIMIZE LEAKS
 - *SEE PHOTOS*
4. **SECURE TRANSMISSION TO THE PALLET**
 - PLASTIC BANDING
 - RATCHET STRAP
 - STRETCH WRAPPING
5. **SHIP TO ATC - Must use Critical Core Return Program**
[DealerConnect>Parts>Return>Critical Core Return Program](#)





Process Change on Critical Core Return Shipping

It is imperative ALL Service and Parts Personnel are following this procedure

To improve Critical Core Return shipping AER has established website portal to submit below Critical Core Return parts for expedited pickup.

R/U8453637AB	R/U8144176AG
R/U8210327AG	R/U8414420AB
CSPM44A3AA	R/U8599680AA
CSPM44A4AA	R/U8156209AH

DO NOT return via DDS or any other shipping method - Failure to follow this procedure will result in a \$100 CHARGEBACK FOR NON-COMPLIANCE if not arranged through AER Logistics.

Create a core return ticket in Global Core Return System (GCRS) first, then follow prompts in web portal WWW.AERCORES.COM to schedule and arrange pickup for return direct to supplier of these critical parts and components to remanufacture.

Please ensure all pertinent personnel are aware of and using ONLY this process for parts mentioned to expedite returns and avoid a non-compliance chargeback.

For any questions relating to Core Returns or this process:

Submit your inquiry on Dealer Connect>Parts>Contact Global Core Returns (Preferred)
Or you may call GCRS Customer Service Toll-Free at 866-254-2940 (Limited Phone Support)



FREQUENTLY ASKED QUESTIONS



Q: What is the Core Return Instructions with no invoiced order?

A: Parts>Global Core Returns>Eligibility/Entry/Assignment>Eligibility>Page Next (x times) until GCRS HOTLIST is reached.

DC DealerCONNECT

DealerCONNECT > Parts > Returns > Global Core Returns

Global Core Returns

Eligibility/Entry/Assignment | **Core Tracking/Inquiry** | Print/Cancel/Dealer Sales

Return Entry | Eligibility | Assign Core Pickup | Core Program Referral

ACTIVITY :CORE RETURN ELIGIBILITY
Hotlist core parts are highlighted in yellow

Part Number:

From Date: January 1, 1999
To Date: September 28, 2023

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Select	Part Number	Part Description	Quantity	Amount (USD)
<input type="radio"/>	6860223AA	FASCIA	2	200.00
<input type="radio"/>	6860224AA	FASCIA	3	300.00
<input type="radio"/>	68606202AA	FASCIA	1	100.00
<input type="radio"/>	68606204AA	FASCIA	1	100.00
<input type="radio"/>	68623194AA	GENERATOR KIT	2	150.00
<input type="radio"/>	7AM93TZZAA	FASCIA	2	200.00
<input type="radio"/>	7GC69TZZAA	FASCIA	2	200.00
<input checked="" type="radio"/>	U8453637AA	CORE	0	0.00
<input checked="" type="radio"/>	U8453637AB	CORE	0	0.00
<input checked="" type="radio"/>	U8599680AA	CORE	0	0.00
<input checked="" type="radio"/>	68443568AA	TRANSMISSION	0	0.00
<input checked="" type="radio"/>	68453637AA	TRANSMISSION KIT	0	0.00

Select Part>Return Entry

****Hit submit once to allow Odometer/VIN/Repair Date fields to open to be fillable****

DealerCONNECT > Parts > Returns > Global Core Returns

Global Core Returns

Eligibility/Entry/Assignment | **Core Tracking/Inquiry** | Print/Cancel/Dealer Sales

Return Entry | Eligibility | Assign Core Pickup | Core Program Referral

Please enter data for all required fields

Part Number: Return Quantity: Warranty Repair: Return Part to dealer:

Repair Order:	<input type="text" value="XYZ123"/>
Odometer:	<input type="text" value="77777"/>
Vehicle Identification Number(VIN):	<input type="text" value="ABC123XYZ99999999"/>
Repair Date:	Month: <input type="text" value="11"/> Day: <input type="text" value="28"/> Year: <input type="text" value="2023"/>

** Required Field

Note:
'Return Part to dealer' used to designate whether a core part should be returned at dealer expense if the core is unacceptable or if the Warranty Claim is charged back.

No - By selecting 'NO - 0' dealer does not request part back if core is unacceptable or the Warranty Claim is charged back.
Yes - By selecting 'YES - 1' dealer requests part back if core is unacceptable or the Warranty Claim is charged back.

Submit





Assign core for pickup.

DealerCONNECT > Parts > Returns > Global Core Returns

Global Core Returns

Eligibility/Entry/Assignment | **Core Tracking/Inquiry** | Print/Cancel/Dealer Sales

Return Entry | Eligibility | Assign Core Pickup | Core Program Referral

Select	Tracking Number	Part Number	Warranty/Claim Number	Amount (USD)	Date	Time
<input checked="" type="checkbox"/>	C414794905	U8453637AB		2,500.00	2023/11/28	15:28
<input type="checkbox"/>	C414794683	U8453637AB		2,500.00	2023/11/28	15:26

Select and print Core Documents (available at every 30-minute interval after assigning)

DealerCONNECT > Parts > Returns > Global Core Returns

Global Core Returns

Eligibility/Entry/Assignment | **Core Tracking/Inquiry** | Print/Cancel/Dealer Sales

Print | Cancel Returns | Reprint/Reassign | Enter Dealer Sales | Dealer List

Month Day Year

Date: 11 ▾ 28 ▾ 2023 ▾ Ticket:

Select	Ticket	Date Created
<input type="checkbox"/>	CORE RETURN C414794905	2023-11-28
<input type="checkbox"/>	GCRS SHP#2023-11-28 15:30:01	2023-11-28

C414794905

ATTN: PARTS MANAGER FCA/MOPAR ATTN: PARTS MANAGER
CORE MATERIAL RETURN TICKET

ENCLOSE THIS TICKET IN A DOCUMENT ENVELOPE #00PM1262 AND ATTACH TO THE CORE RETURN. REFER TO SECTION 4D-10 OF THE CORE RETURN POLICY AND PROCEDURE.

DEALER: 26812000 REQUEST DATE: 11/28/2023 TICKET: C414794905
ACTON CHRYSLER DODGE JEEP RAM QICBIN: B677M-****
196 GREAT RD RETURN: N
ACTON, MA USA 01720 DUE BY: 01/27/2024

CRITICAL CORE: SEND THROUGH AER

BARCODE: C414794905
CARRIER: AER LOGISTICS PDC 03133 -Z67 SUPPLIER/DESTINATION: 43677M
SHIP TO: 43677M ATC DRIVETRAIN LLC ATC DRIVETRAIN LLC
200 NE 36TH ST 200 NE 36TH ST
OKLAHOMA CITY, OK USA 73105-2506 OKLAHOMA CITY, OK USA 73105-2506

PART/DESCRIPTION	AMOUNT	HAZ	LENGTH	WIDTH	HEIGHT	WEIGHT
	USD	CODE	CM	CM	CM	KG
CORE	2,500.00	60	63.500	45.720	43.180	125.130

C414794905

****This MUST SHIP THROUGH AER CRITICAL CORE RETURN PROGRAM****

www.aercores.com

