# **WARRANTY BULLETIN**



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

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

**NO**: D-23-24

**DATE**: January 17, 2024

FOR: All U.S. Dealers

All U.S. Business Centers

## **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:

 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	Туре	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 Dealer CONNECT.



















# **Dealer Core Pick-up Process & Instructions:**

1. The dealer will need to go to the web portal <u>WWW.AERCORES.COM</u> 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.



- 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.



















# **Process Change on Critical Core Return Shipping**



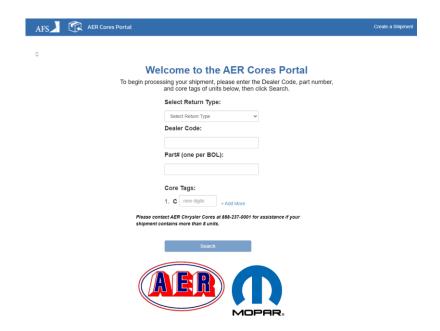
\*It is imperative ALL Service and Parts Personnel are following this procedure\*

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 <a href="https://www.aercores.com"><u>WWW.AERCORES.COM</u></a> 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)















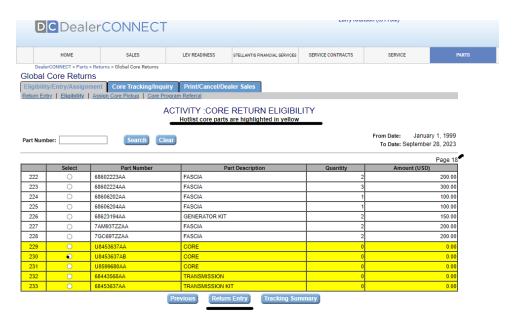


# **FREQUENTLY ASKED QUESTIONS**



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.



# Select Part>Return Entry

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

DealerCONNECT > Parts > Returns > Global Global Core Returns Eligibility/Entry/Assignment Return Entry   Eligibility   Assign Core Pic	racking/Inquiry Print/Cancel/Dealer Sales
Part Number:* U8453637AB	Return Quantity:* 1 Warranty Repair:* WARRANTY - W V  Repair Order:*  Odometer:* XY2123  Odometer:* Y7777  Vehicle Identification Number(VIN):* ABC123XY29999999  Repair Date:* Month Day Year  11 V 28 V 2023 V
No - By selecting 'NO - 0' dealer doe	Submit Clear Tracking Summary Eligibility  sale whether a core part should be returned at dealer expense if the core is unacceptable or if the Warranty Claim is charged back.  s not request part back if core is unacceptable or the Warranty Claim is charged back.  quests part back if core is unacceptable or the Warranty Claim is charged back.

## **Submit**

















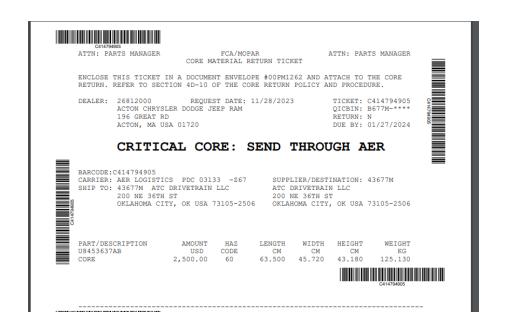
## Assign core for pickup.





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





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

www.aercores.com















