



FCA CARIBBEAN WARRANTY BULLETIN

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

NO: ID-24-07

DATE: May 8, 2024

SUBJECT: Fast Feedback Program – Engine, Transmission, Axle Assemblies/ Prop Shafts, Exhaust, Cooling, A/C, Brakes, Fuel, Electrical, PHEV Front-End Accessory Drive (FEAD) and EPT System Components - 2022 - 2024 Jeep Grand Cherokee (WL) PHEV

FOR: Puerto Rico

PURPOSE

To announce a Fast Feedback Program for replacing the 2.0L I4 DOHC DI Turbo PHEV Engine (Sales Code ECX), Auto 8P75PH PHEV Transmission (Sales Code DFY), Axle Assemblies/ Prop Shafts, Exhaust, Cooling, A/C, Brakes, Fuel, Electrical, PHEV Front-End Accessory Drive (FEAD) and EPT System Components in an effort to collect, monitor and correct quality issues in a timely and efficient manner.

Models affected:

- 2022 - 2024 Jeep Grand Cherokee (WL) PHEV

TIMING:

May 8, 2024 - Until Further Notice

NOTE: At the end of this Fast Feedback program, normal Parts Ordering and Service Information procedures will apply.

ACTION:

When customer input and technician diagnosis suggests an Engine, Transmission, Axle Assemblies/Prop Shafts, Exhaust, Cooling, A/C, Brakes, Fuel, Electrical, PHEV Front-End Accessory Drive (FEAD) and EPT System Components defect, drivability or electronic issue, the dealer must:

- Review the nature of the problem and perform all necessary diagnostics.
- Contact the STAR Center at **1-800-850-7827** and review the details of the problem and the diagnostics.





NOTE: All parts needed for these repairs will be “order restricted” during the term of this program. The STAR Center will determine if replacement is necessary based on the information provided, and if approved, the STAR Center will place the order for the dealer.

- If an Engine, Transmission, Axle Assemblies/Prop Shafts, Exhaust, Cooling, A/C, Brakes, Fuel, Electrical, PHEV Front-End Accessory Drive (FEAD) and EPT System Components repair is necessary, you will be advised by STAR of any special instructions regarding component removal and return.

ADDITIONAL INFORMATION:

NOTE: It is possible for a vehicle to have multiple parts on restriction.

Goodwill Alternate Transportation reimbursement requests can be submitted on the same claim as the warranty repair. Refer to Warranty Bulletin ID-22-08 for details.

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

WARRANTY OPERATIONS

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.

