



WARRANTY BULLETIN

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

NO: D-22-03

DATE: **June 18, 2024**

SUBJECT: Fast Feedback Program – Auto
8P75PH PHEV Transmission, **HV Battery
Assembly and HV System Components** -
2022 - 2024 Jeep Grand Cherokee (WL)
PHEV (Rev. C)

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

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

PURPOSE

To announce the addition of 2024 model year to this Fast Feedback Program for replacing the Auto 8P75PH PHEV Transmission (Sales Code DFY), **HV Battery Assembly and HV 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:

February 14, 2022 – 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 suggest an Auto 8P75PH PHEV Transmission, **HV Battery Assembly and HV System Components** defect, 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 Auto 8P75PH PHEV Transmission, **HV Battery Assembly and HV System Components** repair is necessary, you will be advised by STAR of any special instructions regarding component removal and return.
- To avoid damage and fluid spills, all returned parts must be shipped in the same container provided with the new replacement part.

NOTE: DO NOT disassemble the Auto 8P75PH PHEV Transmission, **HV Battery Assembly or HV System Components** without prior approval from STAR. Chargebacks will be imposed for unauthorized internal Auto 8P75PH PHEV Transmission, **HV Battery Assembly and HV System Components** diagnostics.

All replaced Auto 8P75PH PHEV Transmission, **HV Battery Assembly and some HV System Components** must be returned using UPS (Heavy) transportation. A STAR Center representative may initiate the Fast Track process in certain cases to ensure proper component packaging and return. All other parts should follow the normal parts return process.

DO NOT return Auto 8P75PH PHEV Transmission, **HV Battery Assembly or some HV System Components** via DDS.

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 D-19-28 (Rev. J) for complete Goodwill Alternate Transportation Guidelines.

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.

