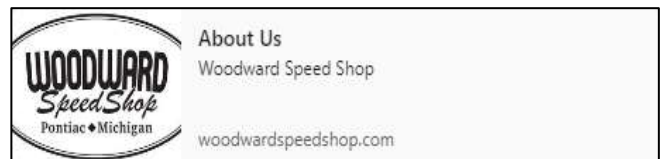


Viper Long Blocks Ordered Through PTSC are Available ONLY for Warranty

Due to the limited number of Viper Long Blocks left in the Mopar supply chain and a warranty extension with coverage through 2027, PTSC is **only** processing orders for **Warranty** concerns for this part number. All Customer Pay

considerations should be referred to *Woodward Speed Shop*. Please have the dealer reach out to <https://woodwardspeedshop.com/pages/about-us> to have the engine rebuilt by Woodward Speed Shop.



Current Learning Management System (LMS) is Being Replaced

The Performance Institute is introducing a new, more user-friendly Learning Center platform. The current LMS System **will not be available during the transition period beginning July 1 - July 21, 2024**. The new LMS/Learning Center will be available on Monday, July 22nd.

Any new Warranty Administrators joining your dealership team will be exempt from completing the **Warranty Fundamentals** course during this

period. However, the new Warranty Administrators will be responsible to complete the course by the end of August, 2024.

Review the **Training tab** on DealerCONNECT for more information on navigating the new Learning Center. There is a web course (**SS24WCSWB**), a **Quick Start Guide** that can be downloaded and **FAQs** to help with this transition.

Message Code TT3 - Reactivated on June 24, 2024

Beginning with claims processed on or after June 24, 2024, Message Code **TT3 (Technician has not met the minimum technical training requirements (Low Skilled))** has been reactivated. This is a

reminder to make sure all technicians have met the minimum training to avoid the TT3 message code setting on claims.

“Auto Emergency Braking (AEB) Unavailable - Service Required” Message Displaying in Cluster - 2022 - 2023 Jeep Grand Cherokee (WL) - Radio Sales Code UBR

If a customer calls or comes into the dealership with a pop-up message showing on the cluster stating, “Auto Emergency Braking (AEB) Unavailable - Service Required”, before scheduling an appointment or writing the customer up, first ask them if they *made*

changes to the SETTINGS in the radio just before the message appeared. If they did, this is a known issue with no fix at this time. Please review Star Online (SOL) Case Number **S238A000038**.

Radio Shutting Off Due to Hot Display - Model Year 2022 - D2/ DT/ DJ

If a customer calls or comes into the dealership with a concern of a message popping up on the radio stating “Screen is Hot. Display is Shutting down to cool down”, and the display shutting off after that; before scheduling an appointment or writing the customer up, let them know that the radios are acting **as per specification**. Please instruct the customer that in the event of the

radio shutting off due to overheating, reduce HVAC settings to 80°F AUTO or lower for approximately 15 minutes to allow the radio to return to normal operating temperature. Please review Star Online (SOL) Case Number **S238A000014 Rev. A.** and **Do Not** replace the radio.

PRAS+ Part Return Shipments Expanded to International Markets

Beginning June 24th, the PRAS+ system will direct selected parts to Global Assembly Plants. This new Global streamlined process will assist in identifying and speed up the part return analysis process. Some parts will be requested to ship to the Assembly Plants outside the US.

The part return process in PRAS+ will not change. Additional customs paperwork will be required. All paperwork will be provided when generating the part return documents. Customs documents need to be signed, dated and attached to each shipment. All shipment and customs cost are paid by FCA US LLC.

Your cooperation is appreciated.
Warranty Part Return Systems

EPS, Updated Procedure EPS Steering Angle Sensor Calibration - MY 2023 - 2024 Tonale (GC) /Hornet (GG) - All Models and Variants

GENERAL INFORMATION

Please note that in the event of an EPS warning light coming on, together with ESC and ADAS warning lights, this condition may be due to the following possible causes:

1. Battery disconnection
2. EPS Replacement
3. Low battery / low voltage
4. EPS power supply disconnection

The issue will be eliminated with a power steering re-initialization procedure as indicated in the user manual and/or with the use of the procedures listed below.

- Disconnect/connect both battery posts, as described in the operation in the Service manual.
- Connect the diagnostic tool to the Electric Guide Control Unit (EPS) and check for DTC C0529-00:
 - If DTC C0529-00 is active, perform the power steering re-initialization procedure as described below.
 - If DTC C0529-00 is NOT active, this procedure is not applicable, and a thorough troubleshooting must be performed.

NOTE:

When the DTC C0529-00 is active on the electric steering control unit (EPS) it is possible that the following ECUs have active DTCs, with their warning lights and warnings: PCM, HCP, ABS, BCM, IPC, PAM, ETM, HALF, ACC.

They will be deactivated following the deactivation of DTC C0529-00.

Measurements from column torque, steering wheel angle and accelerometer sensors may provide implausible values, so these measurements should be ignored if DTC C0529-00 is active.

POWER STEERING RE-INITIALIZATION

- Perform the power steering re-initialization procedure without the diagnostic tool (as reported in the Owner's Manual); Follow these steps:
 - Move the ignition to the ENGINE position without pressing the brake pedal
 - Press the brake pedal and move the ignition to the START position
 - Fully turn the steering wheel to the right and stay in this position for about 2-3 seconds until you feel a kickback from the steering wheel
 - Fully turn the steering wheel to the left and remain in this position for about 2-3 seconds until you feel a kickback from the steering wheel
 - Return the steering wheel to the central position
 - switch off the engine by moving the ignition to the STOP position: the warning light or icon <EPS warning light> on the instrument panel will turn off.

If DTC C0529-00 turns off, continue as described in Point B.

If the indicator light does not turn off, repeat the procedure described above.

- After performing two power steering re-initialization attempts using the procedure described above:
 - If DTC C0529-00 is still active, proceed as described in Point A.
 - If DTC C0529-00 turns off, continue as described in Point B.

Point A

Connect the diagnostic tool to the EPS control unit in the "Miscellaneous Functions" menu.

Launch the "Steering angle calibration" procedure. At the end of the procedure, DTC C0529-00 deactivates.

Point B

Connect the diagnostic tool to the ABS control unit in the "Miscellaneous Functions" menu. Then in the "Functions to be used only with FCA Technical Supervision" menu, launch the "Steering angle offset zeroing" procedure.

NOTE

Carefully read and carry out all the instructions that are displayed during the procedure; Do not proceed with subsequent steps without having done what is required at each step. When finished, make a KEY/OFF. Wait for the parking brake warning light to turn off, both on the panel and on the button, then make a KEY/ON.



2024 Warranty Bulletin Highlights

Bulletin #	Subject	Release Date	DCMail ID#
D-24-01	NEW: Dealer Issue Detection - Incident (DID-I) Eligibility Module in Service Library	1/17/2024	95880
D-24-02	Automatic Labor Rate Increase (ALRI) 2024 (Rev. A)	3/20/2024	97207
D-24-03	Special Handling - Dealer Paid Premium - Warranty Reimbursement - RAM Promaster (VF) ONLY - Includes ICE and BEV Vehicles (Rev. A)	4/12/2024	97734
D-24-04	2024 Grand Wagoneer/ Wagoneer (WS) Windshield Glass - NEW QR Code - Vehicle Digital Imaging (VDI) Requirement	2/14/2024	96465
D-24-05	(XP1) Clutch Release Bearing - Select 2013 - 2015 Dodge Dart (PF) - Vehicles Currently Registered in California	2/14/2024	96467
D-24-06	Fast Feedback Program - 3.0L I6 Engine HO, 3.0L I6 Engine SO, Turbocharger Assembly, Coolant Tube Assembly, Wiring Assembly, Make Up Air (MUA) Hose, Duct Assembly, Oil Tube Assembly, Coolant Tube Assembly, Oil Pump, and Ignition System Control Module (ISCM) - 2025 RAM 1500 (DT)	3/14/2024	97093
D-24-08	Request for Missing/ Erroneous V.I.N. Plate Label and/or Certification Label	4/17/2024	97797
D-24-10	(XQ1) Emission Control System Components - Select 2013 - 2019 RAM 2500 Pickup (DJ) and 2013- 2019 RAM 3500 Pickup (D2)	5/1/2024	98016

