

Pre-Authorization and Appeals Status

Pre-Authorizations and Appeals are reviewed and responded to in the order they are received. When a dealer “updates” their request asking for the status of the file, the

date of the file is changed to the most recent entry. **Asking for a status update will cause delays in the response time.**

SI-EVT Transmission Claim (RU-PHEV)

PACIFICA HYBRID SI-EVT transmission repair procedure requires replacement of one-time use parts like flywheel bolts, steering gear pinch bolt, 3 shear bracket bolts per bracket, crossmember front and mid bolts, ball joint

stud pinch bolt and nuts. These are **one-time use fasteners**, and the replacement is important to maintain FFV and avoid failures of the part in the future.

Per service Library:

Trans R&I:

Install the **NEW** flexplate to inertia ring bolts.

If the transmission and/or the Power Inverter Module (PIM) were replaced, the transmission to PIM gasket is not re-usable and must be replaced with a NEW transmission to PIM gasket.

Trans Removal/Install > Front crossmember install:

Do not reuse fastener. If removed, a NEW fastener must be installed and tightened to specifications.

Install the **NEW** crossmember front bolts.

Install the **NEW** crossmember mid bolts.

Position the shear bracket and install **NEW** shear bracket bolts and tighten to the proper [\(Torque Specifications\)](#).

Replace the exhaust gasket and install the bolts.

Lower the vehicle and from inside the vehicle connect the steering shaft and install a **NEW** pinch bolt.

Trans Removal/Install > Front crossmember install > Axle Shaft R&I:

Install a **NEW** lower ball joint pinch bolt and nut and tighten to the proper [\(Torque Specifications\)](#).

Always install a NEW drive hub to halfshaft nut. The original hub nut is one time use only and must be discarded when removed.

Install a **NEW** drive hub to halfshaft nut and while a helper applies the brakes, tighten the nut to the proper [\(Torque Specifications\)](#).

List of needed parts:

06503210 (Steering Gear Pinch Bolt)

68382486AA (Flexplate Bolts)

06104414AA (Sheer Bracket Bolt)

06511823AA (Cross member front Bolt)

68470042AA (Lower Ball Joint Bolt Kit)

06511822AA (Cross member mid Bolt)

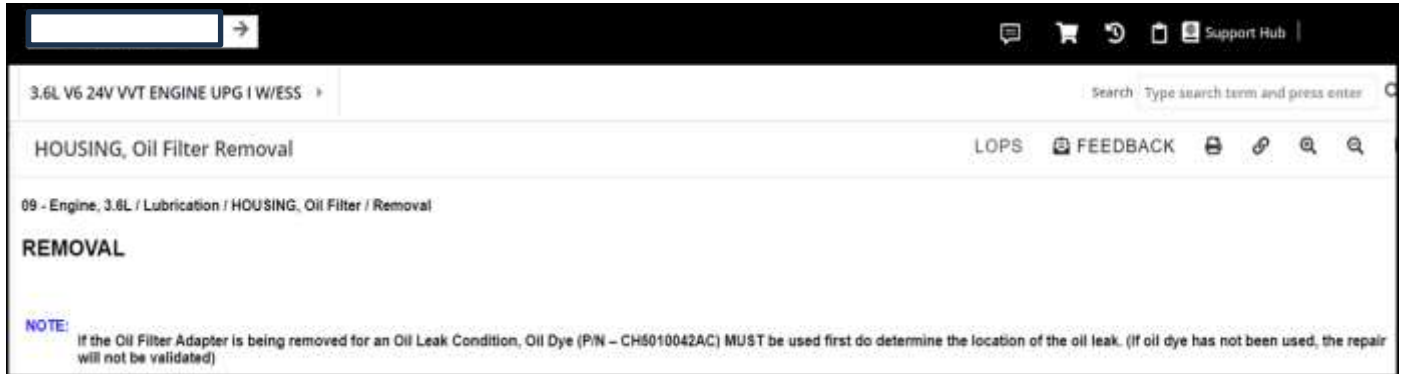
06509298AA (Hub Lock Nut)

06510676AA (Control Arm Nut)

Oil Dye Use During Oil Cooler Adapter Housing Repair

Per repair procedures for 3.2L engine (EHK) and 3.6L engine (ERC) oil cooler leaks, technicians must use oil Dye. P/N

CH5010042AC **MUST** be used first to determine the location of the oil leak before replacing the Cooler to ensure repair performed is correct.



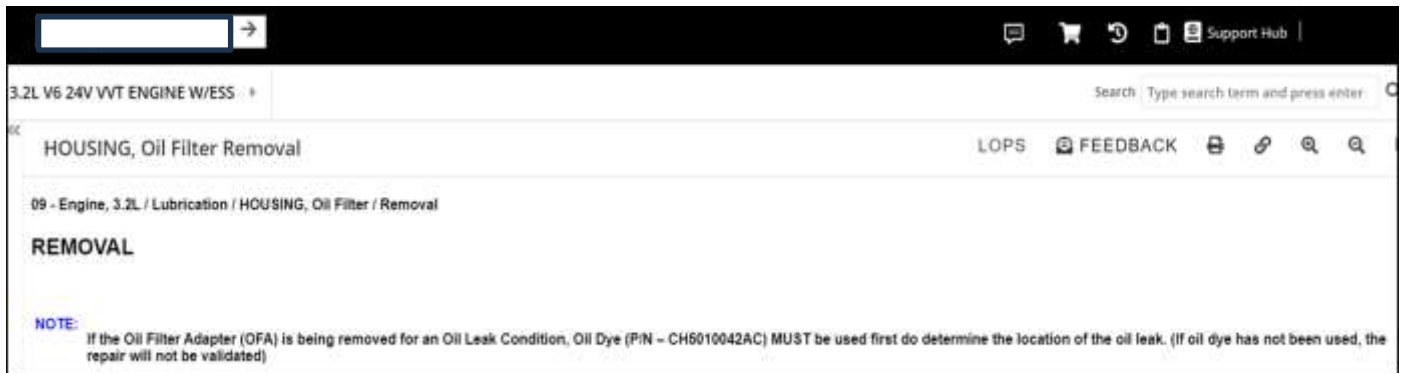
3.6L V6 24V VVT ENGINE UPG I W/ESS

HOUSING, Oil Filter Removal

09 - Engine, 3.6L / Lubrication / HOUSING, Oil Filter / Removal

REMOVAL

NOTE: If the Oil Filter Adapter is being removed for an Oil Leak Condition, Oil Dye (P/N – CH5010042AC) MUST be used first do determine the location of the oil leak. (If oil dye has not been used, the repair will not be validated)



3.2L V6 24V VVT ENGINE W/ESS

HOUSING, Oil Filter Removal

09 - Engine, 3.2L / Lubrication / HOUSING, Oil Filter / Removal

REMOVAL

NOTE: If the Oil Filter Adapter (DFA) is being removed for an Oil Leak Condition, Oil Dye (P/N – CH5010042AC) MUST be used first do determine the location of the oil leak. (If oil dye has not been used, the repair will not be validated)

New Learning Management System (LMS)

The Warranty claims processing system is aligned with the new LMS model/curriculum changes. The following technician training message codes will be **discontinued in the coming weeks. There will be a new warranty bulletin issued providing details on the new LMS message codes.**

MT5 - Tech has not met "Semi-Skilled" or higher training level required for this repair

MT6 - Tech has not met "Skilled" level or higher training level required for this repair; the repair does qualify for the TASC Exemption

NT5 - Tech has not met "Semi-Skilled" required for this repair; the repair does qualify for the New Technician Exemption Program

NT6 - Tech has not met "Skilled" level required for this repair; the repair does qualify for the New Technician Exemption Program

TT3 - Technician has not met the minimum technical training requirements (Low Skilled)

TT4 - Repair includes Operation Diagnostic time and Tech has not met the "Skilled" level training requirement.

TT5 - Tech has not met "Semi-Skilled" or higher training level required for this repair

TT6 - Tech has not met "Skilled" level or higher training level required for this repair

TT7 - Technician has not met "Highly Skilled" level training required for this repair

To align with the new training requirements and Warranty/LMS policies, the following new message codes **will begin appearing on claims.** (Note: These new message codes will be paid message codes until further notice):

MT8 - Tech is in critical path of restriction (restriction status = MONITORING for the given skill category) based on date received of the claim.

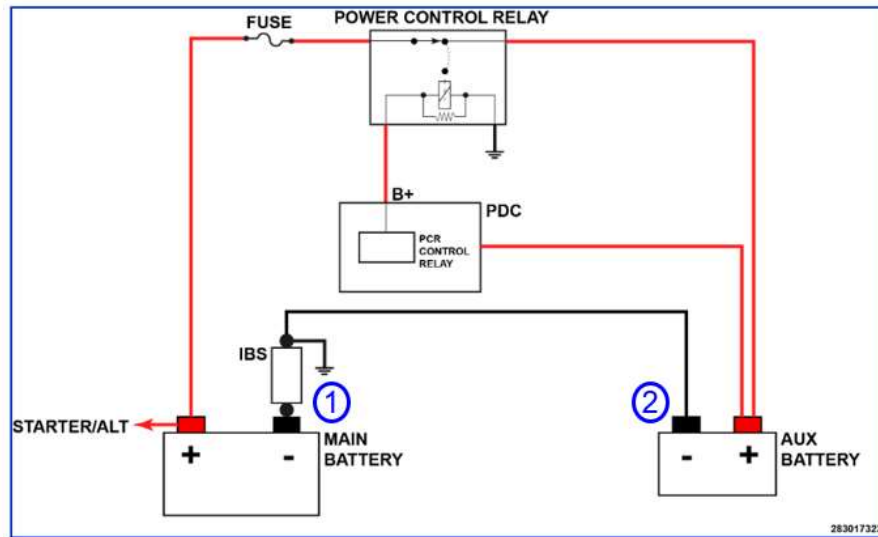
TT8 - Tech is restricted (restriction status = ACTIVE for the given skill category) based on the date received of the claim.

TT9 - Tech not met required skill to perform the repair.

Dual Battery System Grounding Related to Open 150A Underhood PDC Fuse Array - MY 2025 RAM 1500 (DT)

Since the launch of the 2025 DT, there have been a high number of open 150A fuse arrays in warranty which has proven to be from a lack of

knowledge of how the dual batteries are interconnected. There are 2 grounds (one from each battery). See figure below:

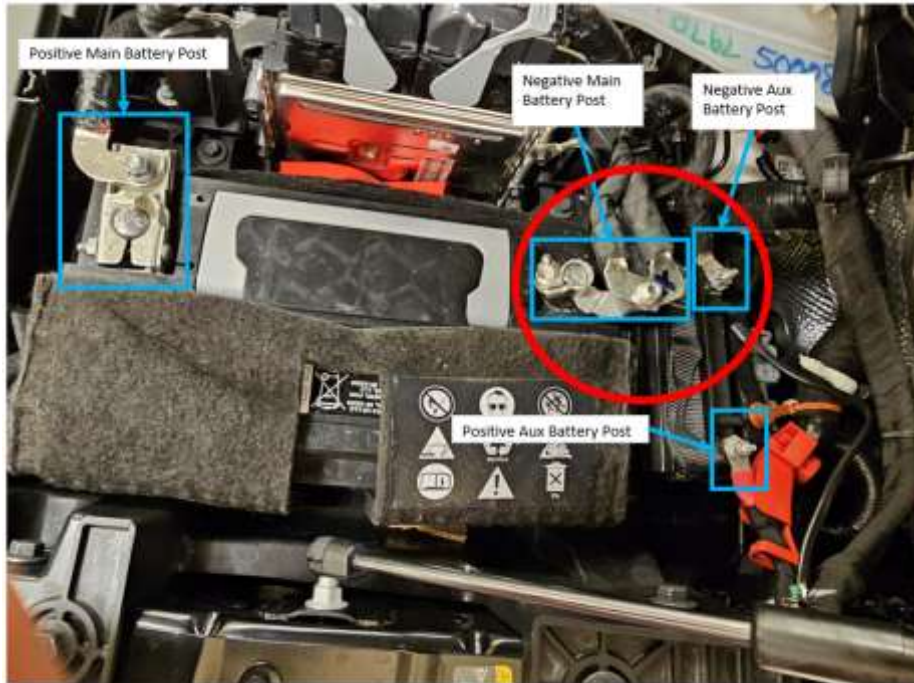


From Fig. 1, note that if the ground from only Point #1 is removed, then the Aux Battery will still be feeding the system with 12V. The same is true if only the ground from Point #2 is removed; the Main battery will then continue to supply power. This is why it is very important to properly disconnect the battery grounds PRIOR to performing any Electrical repairs because any contact of the battery feed to ground in the vehicle will most likely blow the 150A fuse in the underhood PDC.

are 300 amps or more which is typically from a direct short to ground. Note that the maximum amperage seen on the complete DT system is only about 200. amps even with low state-of-charge batteries.

The 150A fuse is designed to only blow around 200% of its rating in order to protect the wiring; therefore, this fuse will not blow unless there

Below is a picture of an actual DT underhood showing where the batteries are located in the vehicle. The service procedure requires that both grounds be disconnected at the Main and Aux batteries and protect them from touching any vehicle metal in order to fully disconnect any battery power from the entire vehicle prior to performing Electrical service. (See inside RED circle)



If the 150A fuse is open during service and the batteries are fully charged, no issue will appear immediately. However, if the vehicle is started and operated for a short time with several loads turned on and then the vehicle is shut off,

the vehicle may not start again, or the main battery may be drained enough to set a P2AF5 DTC alerting the technician that the main battery is low and most likely the 150A fuse is open.

Reverse Polarity Issue in IDCM, Updated Service Procedure for Reverse Polarity - MY 2023 - 2024 Alfa Romeo Tonale (GC) / Dodge Hornet (GG), Jeep Wrangler (JL), Jeep Grand Cherokee (WL), Jeep Renegade (BV) / Jeep Compass (MV) - All Models and Variants

GENERAL INFORMATION

Please note that in the event of a Reverse Polarity trigger coming on, this condition may be due to the following causes:

1. Jump Starting the 12V Battery in the reverse connection, resulting in reverse polarity situation.

The issue will be eliminated with following a thorough service procedure since this is not a warrantable issue. Not following the updated service procedure will result in an IDCM failure, which will induce and IDCM replacement.

During the Jump-Starting procedure, make sure the B+ terminal of the battery is connected correctly to positive clamp, and the GND is connected to the negative clamp.

Please follow the Jump-Starting Standard Procedure (JUMP STARTING), present in the Link-E-Entry system.

Make sure that the Warnings and Caution statements are read and followed thoroughly.

Please refer to the picture below (Red is positive, black is negative):



NOTE: No DTCs are triggered as the Reverse Polarity protection is not a requirement in this IDCM.



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
D-24-11	Addition of the 850RE Transmission, Torque Converter and Valve Body to the Powertrain Service Center (PTSC) Pre-Authorization Program – ALL DEALERS	6/26/2024	99031
D-24-12	Update to Powertrain Service Center (PTSC) Digital Imaging Process (Rev. A)	7/24/2024	99549

