MOPAR

WARRANTY OPERATIONS NEWSLETTER
VOLUME 10, ISSUE 9
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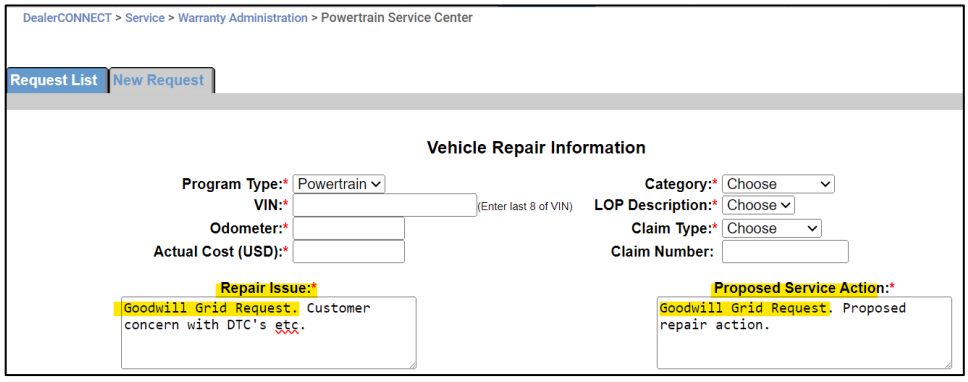
Pre-Authorization Requirements for Warranty Goodwill Grid Requests

When submitting a Pre-Authorization Request to the Powertrain Service Center (PTSC) or Vehicle Digital Imaging (VDI), to help identify your Warranty Goodwill Grid request, all submissions MUST HAVE a note in **both** the *Repair Issue* and *Proposed Service Action* Boxes of the request. See screenshot below.



HV Battery Core Return Best Practice

Did you know that you do not have to wait for the warranty claim to be approved? After the repair of the HV battery replacement, we request that you return the core immediately. Holding on to the core often causes parts availability issues for other dealers that need these parts.

New Learning Management System (LMS)

To align with the new training requirements and Warranty/ LMS policies, the following new message codes **will begin appearing on claims**. The system updates are in progress to sync the new curriculums data to warranty. More details to be announced via a warranty bulletin in Q4 before making any of these new message codes into a REJECT message code. There will not be any training enforcements until both of the systems are in sync.

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.

The following existing technician training message codes will be **discontinued in the coming weeks.**

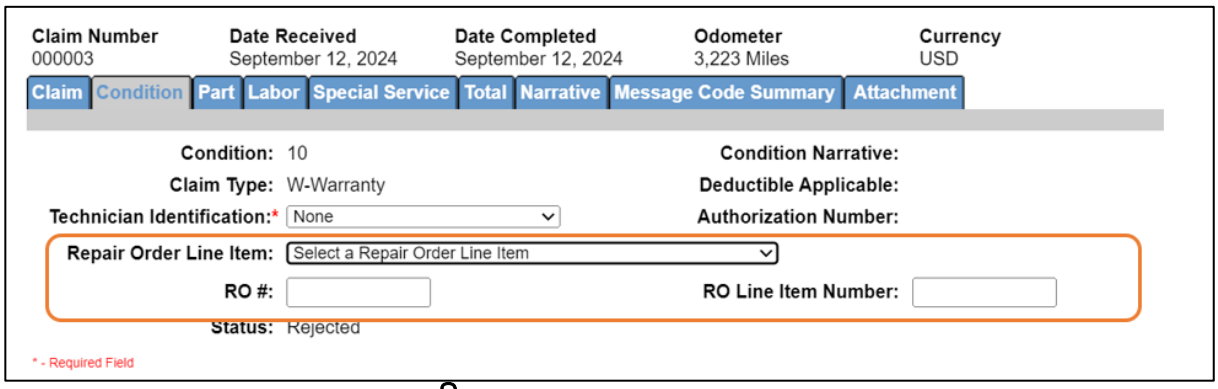
MT5 – Tech has not met "Semi-Skilled" or higher training level required for this repair
MT6 – Tech has not met "Skilled" level or higher training level required for this repair; the repair does qualify for the TASC Exemption
NT5 – Tech has not met "Semi-Skilled" required for this repair; the repair does 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

Claim Entry and Claim Acknowledgement Screen Changes

The Claim Entry and Claim Acknowledgement screens have been modified to support the new Dealer Issue Detection – Incident (DID-I) initiative. A general communication was posted in the newsletter published on April 11, 2024 (Volume 10 Issue 3). The new screens in Claim Entry were opened for a couple of pilot dealers and were well received by them. As a next step, the changes will be launched Nationwide on October 16, 2024, to input the additional Repair Order #, Repair Order Line Item and Repair Order Line Item Number details in the Condition tab. The Warranty Administrators/ claim creation users can now copy the 3C's narratives from the DID-I into the claims (if there are any DID-Is submitted already by technicians in Service Library) with this new feature/function. Dealers are encouraged to provide the additional details on the claims. The main purpose of requesting the additional data is to do a better claim / DID-I matching for SmartWarranty level evaluation.

The Condition tab of Claim Entry will have the below additional fields **(see Screenshot 1)**:

1) **Repair Order Line Item** –> a dropdown with the list of Repair Order Line Numbers for the given VIN/dealership
2) **RO#** –> The actual RO# of the condition
3) **RO Line Item Number** –> The actual line number of the condition



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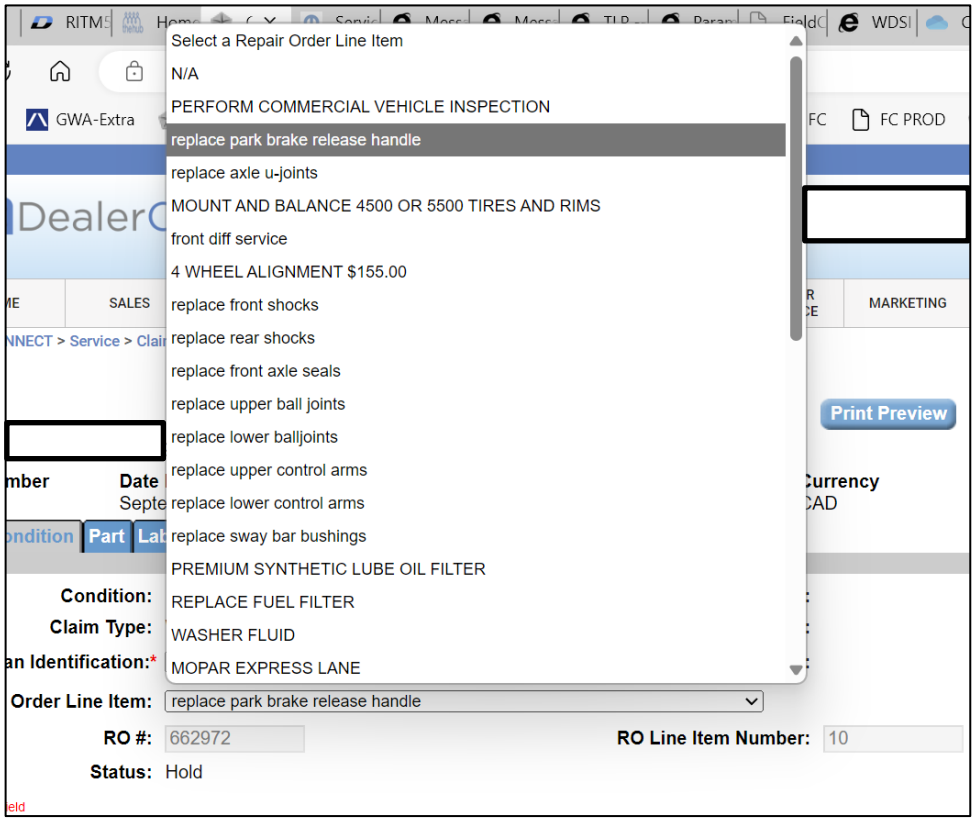
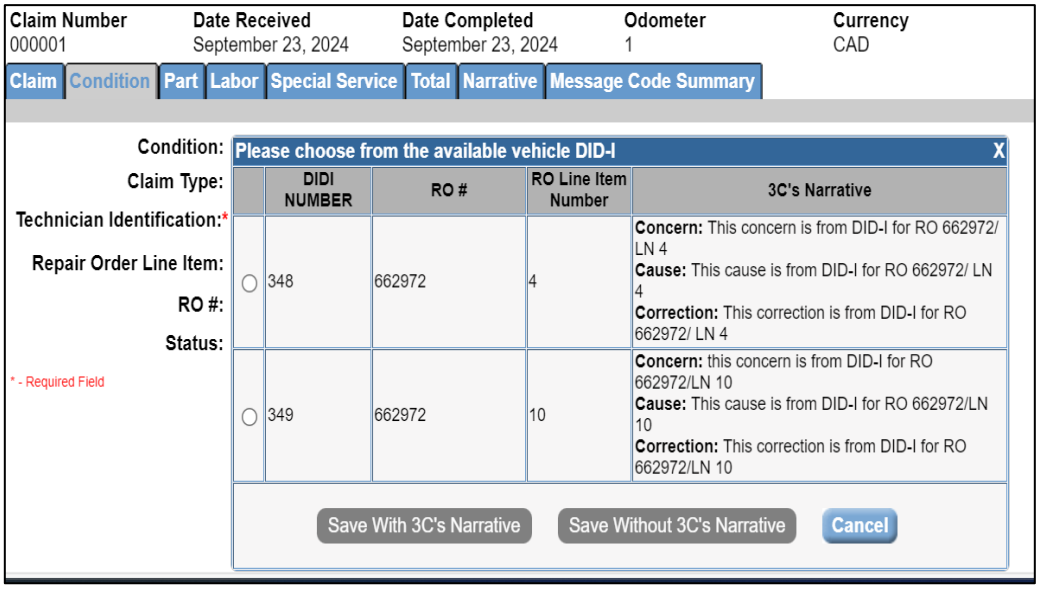
SCREENSHOT 1

Select the Repair Order Line Item from the dropdown in the Condition tab **(see Screenshot 2)** and click Save to load **(see Screenshot 3)** the available DID-Is from Service Library. If the Repair Order Line Item is not listed in the drop down, the user can choose *N/A* from the drop down and manually enter both the RO# and the RO Line Item Number on the Condition tab.



SCREENSHOT 2



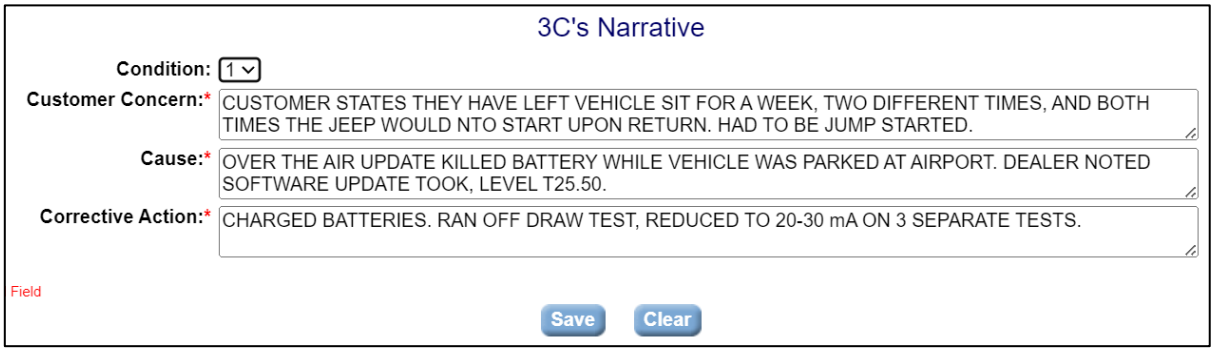
SCREENSHOT 3

The user can now choose the DID-Is from the available list for the condition **(see Screenshot 3)**. The user can either "Save With 3C's Narrative" or "Save Without 3C's Narrative" or CANCEL the pop-up selection.

If the user clicks on the "Save With 3C's Narrative" button, the actual 3C's from the DID-I will be pre-populated in the 3C's Narrative section as below **(see Screenshot 4)**. The user can continue to edit the narratives if required.

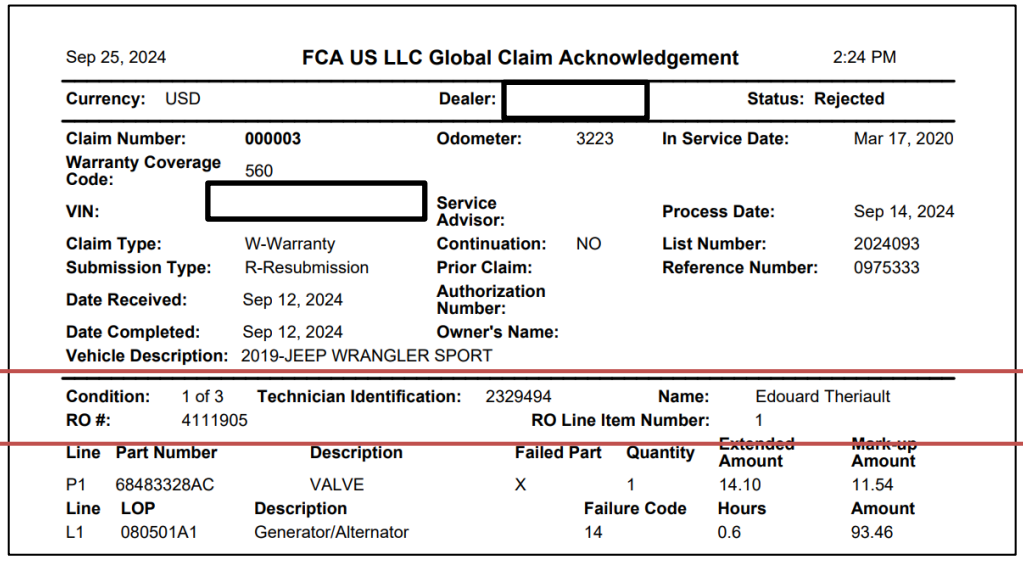
If the user clicks on the "Save Without 3C's Narrative" button, then RO# and the RO Line Item Number and DID-I details are saved on the condition but 3C's Narratives will not be pre-populated from DID-I.

If the user clicks on "Cancel" or the "X" button on the top right corner of the pop-up, then the pop-up values will be ignored and no values would be saved on the condition.



SCREENSHOT 4

The Claim Acknowledgement PDF will show the RO# and RO Line Item Number (if entered during the claim submission).



Sep 25, 2024 **FCA US LLC Global Claim Acknowledgement** 2:24 PM

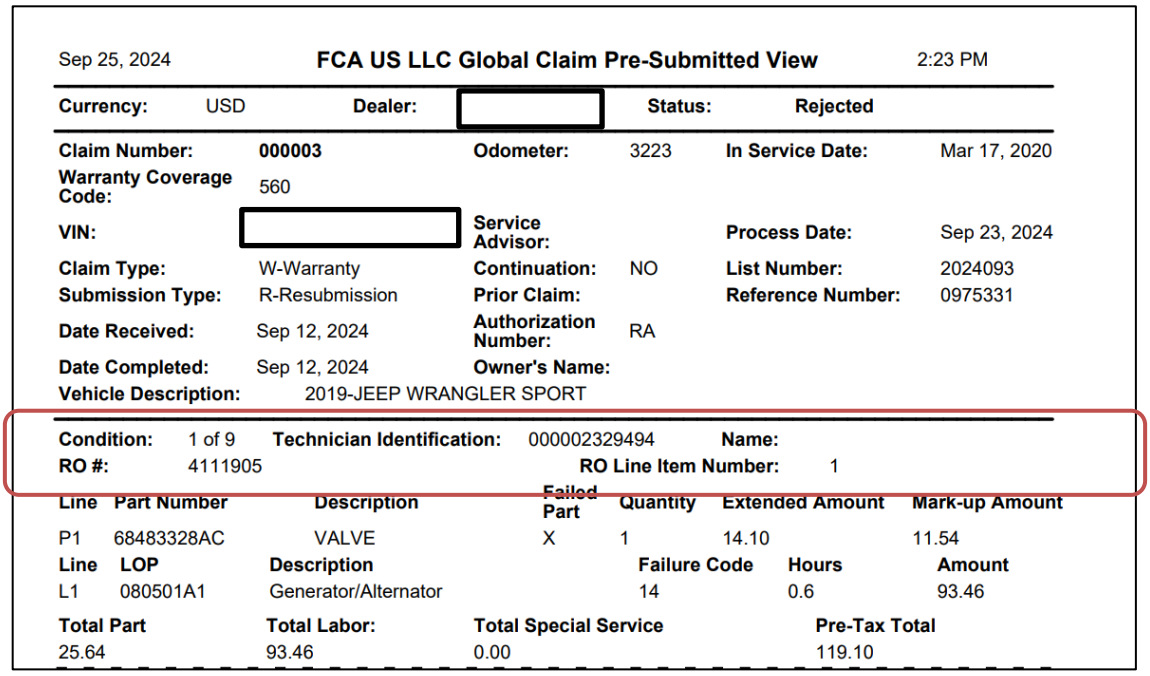
Currency:	USD	**Dealer:**		**Status:**	Rejected
Claim Number:	000003	**Odometer:**	3223	**In Service Date:**	Mar 17, 2020
Warranty Coverage Code:	560				
VIN:		**Service Advisor:**		**Process Date:**	Sep 14, 2024
Claim Type:	W-Warranty	**Continuation:**	NO	**List Number:**	2024093
Submission Type:	R-Resubmission	**Prior Claim:**		**Reference Number:**	0975333
Date Received:	Sep 12, 2024	**Authorization Number:**			
Date Completed:	Sep 12, 2024	**Owner's Name:**			
Vehicle Description:	2019-JEEP WRANGLER SPORT				

Condition:	1 of 3	**Technician Identification:**	2329494	**Name:**	Edouard Theriault
RO #:	4111905			**RO Line Item Number:**	1

Line	Part Number	Description	Failed Part	Quantity	Extended Amount	Mark-up Amount
P1	68483328AC	VALVE	X	1	14.10	11.54

Line	LOP	Description	Failure Code	Hours	Amount
L1	080501A1	Generator/Alternator	14	0.6	93.46

The Print Preview PDF will show the RO# and RO Line Item Number (if entered during the claim drafting/submission).



Sep 25, 2024 **FCA US LLC Global Claim Pre-Submitted View** 2:23 PM

Currency:	USD	**Dealer:**	[redacted]	**Status:**	Rejected
Claim Number:	000003	**Odometer:**	3223	**In Service Date:**	Mar 17, 2020
Warranty Coverage Code:	560				
VIN:	[redacted]	**Service Advisor:**		**Process Date:**	Sep 23, 2024
Claim Type:	W-Warranty	**Continuation:**	NO	**List Number:**	2024093
Submission Type:	R-Resubmission	**Prior Claim:**		**Reference Number:**	0975331
Date Received:	Sep 12, 2024	**Authorization Number:**	RA		
Date Completed:	Sep 12, 2024	**Owner's Name:**			
Vehicle Description:	2019-JEEP WRANGLER SPORT				

Condition:	1 of 9	**Technician Identification:**	000002329494	**Name:**	
RO #:	4111905			**RO Line Item Number:**	1

Line	Part Number	Description	Failed Part	Quantity	Extended Amount	Mark-up Amount
P1	68483328AC	VALVE	X	1	14.10	11.54

Line	LOP	Description	Failure Code	Hours	Amount
L1	080501A1	Generator/Alternator	14	0.6	93.46

Total Part	Total Labor:	Total Special Service	Pre-Tax Total
25.64	93.46	0.00	119.10

MY 2023 and 2024 ProMaster (VF) - All Models With Power Folding Mirrors

Folding function of the outside mirrors, updated service procedure to restore the Normal Driving position.

GENERAL INFORMATION

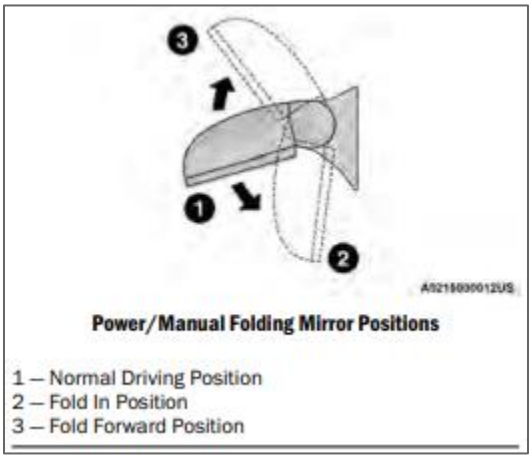
Please note that in the event of a power folding outside mirror malfunction, the condition may be due to the following possible causes:

1. Folded forward manually.
2. Folded by accidental impact.

The issue can be addressed by following the service procedure. Not following the service procedure can result in a continuous failure. Leaving the mirror in a non-powered position, accidental impact, or manual fold, can cause permanent damage to the mirror. Electrically restore the mirror to its normal position, as soon as practical.

Mirrors can be manually folded in forward position, it is required to manually fold back to the normal position before trying to use the mirror switch, otherwise the mirrors may not move with the switch, and be misdiagnosed as a failed mirror.

For visual reference, **Figure 1** represents the three different folding mirror positions can reach by folding it, even if it is by power, manual, or accidental.



Power/Manual Folding Mirror Positions

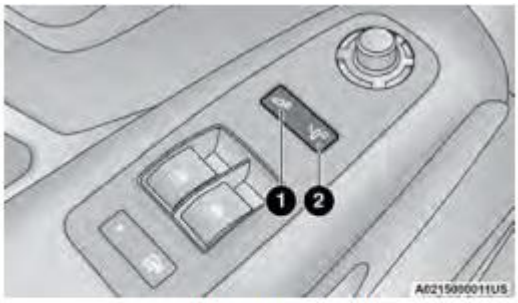
1 – Normal Driving Position
2 – Fold In Position
3 – Fold Forward Position

Figure 1

If the mirror head or pivot exhibits a slight amount of play in the normal position, the mirror should be power folded closed, then power folded open, this may require multiple button pushes to restore proper power mirror operation.

The switch for the power folding mirrors is located on the driver's door panel, below the power mirror controls. Push the switch on the right and the mirrors will fold in, push the switch on the left and the mirrors will return to the normal driving position.

Please refer to **Figure 2** below or go to page 27 of the ProMaster Owner's Manual for the Power Folding Mirror Switch controls.



Power Folding Mirror Switch

1 – Power Folding Mirror (Normal Driving Position)
2 – Power Folding Mirror (Fold In Position)

Figure 2

NOTE: The procedure previously described are also explained in the ProMaster Owner's Manual in the **GETTING TO KNOW YOUR VEHICLE** section, pages 27-28.

Generic Procedure for Wheel Speed Sensor (WSS) Trouble Codes - All Models and Variants

GENERAL INFORMATION

Please note that in the event of an Anti-lock Brake System (ABS) and Electronic Stability Control (ESC) warning light coming on, together with traction control and red brake warning lights, this wheel speed sensor condition may be due to the following possible causes:

1. Low battery - low voltage, poor ground
2. Damaged component
   a. Damaged WSS wire – too much twist, misrouting
   b. Damaged ABS/ESC module
   c. Damaged harness
3. Missing components
4. Continuity in wiring/sensor circuits – poor ground, misconnection
5. Wheel speed sensor signal dropouts – damaged wheel bearing/tone wheel or axle shaft, contamination (pole mismatch, debris, water)
6. Corrosion

The issue should be eliminated with a proper diagnosis as indicated in the Vehicle specific service manual and/or with the use of the procedures listed below.

TROUBLESHOOTING PROCEDURE

Perform the pre-diagnostic troubleshooting procedure (as per service Manual).

Follow these steps:

- Verify the customer complaint
- Check State of Charge (SOC)

Disconnect/connect both battery posts, as described in the operation in the Service manual.

A low battery SOC, or a charging system that is not operating properly, can cause multiple symptoms or DTCs to set.

If related to the customer complaint, check the vehicle charging system and battery for proper operation. Refer to the appropriate Service Information.

- Check the vehicle repair history for any recent repairs that may be related to the customer complaint.
- With the scan tool, create a Vehicle Scan Report (VSR) and ECU configuration Report.
- Check for damaged and/or missing components.

- Perform operational checks on components that are in the same circuit (Refer to the wiring diagrams)
- Use the wiring diagrams to determine what the circuit is doing, where the problem most likely is occurring and where the diagnosis will continue.
- If the sensor being used is the same on left and right corner, swap the sensors to check consistency in the error corner or if it moves.

After performing attempts using the procedure described above:

- If DTC is still active on the same corner, proceed as described in Point A.
- If DTC switches to the opposite corner, check for sensor damage, if none, replace the sensor.
- If DTC turns off, continue as described in Point B:

Point A

Turn the ignition off. Isolate the circuit by disconnecting the ABS Module harness connector and the WSS harness and connector. Note: Use the wiring diagram as a guide to follow the path of the circuit. Turn the ignition on. Using a DVOM, measure the voltage, resistance of all wheel speed to ABS module circuits being tested at the component harness connector to identify any shorts to voltage/ground.

If any issue found, please repair the circuit accordingly.

Check the sensor for damage to the head/rib or if there is any metallic contamination on the sensor head/ tone wheel or any bearing wear causing the signals to drop or causing an erratic signal.

If any of the issues found, please clean the sensor/tone wheel/bearing or replace if damaged according to the procedure.

Point B

Connect the diagnostic tool to the ABS control unit, perform “ABS verification test” from the standard procedure to initialize and calibrate the module.

Point C

If the code is not active at the time customer brought the vehicle to the dealer, please perform “ABS intermittent condition test” from the “standard procedure.”

If the conditions which set the WSS DTC are not present (fault is not active) and cannot be recreated via the “ABS Verification Test” or “ABS Intermittent Condition Test” then no repair/replacement of the wheel speed sensor should occur.

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.

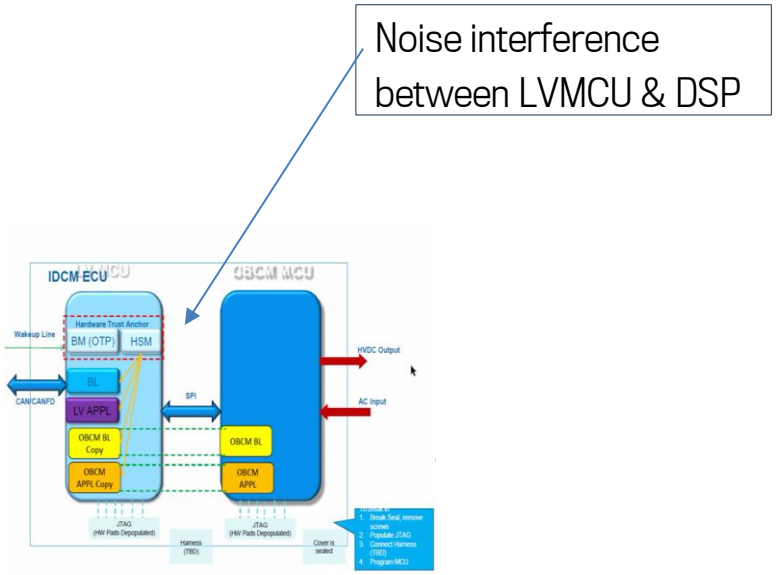
DTC B22A9-42 ECU Internal Performance, General Memory Failure Issue - MY 2024 Grand Cherokee (WL) PHEV IDCM - All Models and Variants

GENERAL INFORMATION

Symptom/Vehicle Issue: High Voltage (HV) Battery Will not Take a Charge, Diagnostic Trouble Code B22A9-42-ECU Internal Performance-General Memory Failure Integrated Dual Charge (IDCM)

Please note that in the event of a DTC B22A9-42 present, the condition may be due to the following possible cause:

24MY IDCM has integrity check feature enabled as a part of cyber security requirement. During this integrity check monitoring, any noise/interference in Serial Programming Interface (SPI) communication between Low Voltage Micro-controller Unit (LV MCU) and Digital Signal Processor (DSP) would set this DTC. Disabling integrity-check feature will avoid triggering this DTC (approved from Cybersecurity team).



The issue will be eliminated with following the service procedure. Not following the updated service procedure will result in an IDCM failure, which will induce and IDCM replacement. (see TSB - 08-192-24)

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REPAIR PROCEDURE:

1. Disable HV Battery Contactors using wiTECH - Go to the Misc Functions tab –-> Select Disable HV Battery Contactors --> then follow the wiTECH prompts.

2. Use wiTECH to confirm that the contactors are open and waiting five minutes. If the contactors do not open turn the ignition on then off. Once successful a note will appear on the wiTECH screen indicating the contactors are open.

3. Reprogram the IDCM with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application "HELP" tab

4. Clear all DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.

5. Enable HV Battery Contactors using wiTECH - Go to the Misc Functions tab –-> Select Enable HV Battery Contactors For Service–-> then follow the wiTECH prompts.

6. Verify the vehicle will charge.

Please follow the (TSB - 08-192-24) Standard Procedure, present in the Link-E-Entry system/ Service Library

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

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
D-24-14	NEW Warranty Goodwill Grid Program - Phase 1 (National Launch)	9/9/2024	100439
D-24-15	Addition of Rear Axle Assembly for 2019 - 2024 RAM 3500 Cab Chassis (DD), RAM 4500/ 5500 Cab Chassis (DP), RAM 3500 Pickup (D2), RAM 2500 Pickup (DJ), RAM 1500 Pickup (DS) and RAM 1500 Pickup (DT) to the Powertrain Service Center (PTSC) Pre-Authorization Program – ALL DEALERS (Rev. A)	9/18/2024	100595

2024 Warranty Bulletin Highlights Continued

Bulletin #	Subject	Release Date	DCMail ID#
D-24-16	(XR1) Urea Delivery Module – Select 2019 – 2022 RAM Trucks (DJ/D2/DD/DP)	9/24/2024	100681