

New Message Code LR4 - RSU Set-Up

Effective with repairs on or after October 31, 2024, reject Message Code (LR4 - The RSU set-up is incorrect, wrong LOP/Limit code.), will begin appearing on claims submitted for RSUs. This message codes will check the RSU LOP(s) claimed against the RSU database to confirm there is a match. If there is no match, LR4 will set and reject the claim. Anytime LR4 sets on a claim, Warranty Operations and the LOP team will receive an email alert bringing awareness

that the LOP set up needs to be corrected immediately. The message code description alerts the dealer of an issue with the LOP. **The dealer must wait 24 hours and then resubmit the claim.** After 24 hours, once the dealer resubmits the claim, the LOP will be corrected in system and will not set the LR4 Message Code. This process prevents the need to manually close the RSUs and perform a recovery to correct the class codes.

Properly Packaged Part Return

Any parts received with a claim payment date of October 31, 2024 and forward, will be charged

back for damaged parts due to improper packaging by the dealer.



Above are photos showing the proper way to package returned parts. The part is packaged for return in the original box, as well as with the foam



protecting the part from shipping damage like the new part was received at the Dealership.

Improperly Packaged Part Return



This is not the original packaging.



Part is not package in foam as the new part was received.



Part is broken as received at QEC due to improper part packaging.

Intelligent Battery Sensor (IBS) Diagnostics - MY 2023 and 2024

All Models

GENERAL INFORMATION

Many returned 12V battery sensor (IBS) work as expected when examined. This short guide provides some tips for handling IBS to avoid unnecessary replacement of IBS parts. We recommend the following steps to analyze concerns related to IBS functionality or DTCs.

Possible reasons for Inaccurate SOC:

1. New battery installed.
2. IBS 2-way connection unplugged.
3. IBS disconnected from battery negative post.
4. Battery B+ disconnected.
5. Battery placed on charger while SOC inaccurate.
6. Drained battery exhibiting voltage below 9V.
7. 4 consecutive hours of learn time not reached for IBS SOC adaptation. This is required for all scenarios listed above.

Possible reasons for IBS reporting high SOC error under learned state:

1. Long periods of charge traffic through IBS increases IBS estimation error (drift error)
2. Blind charging of the battery (charge traffic bypass IBS shunt and current sensing hw)
3. Aging of the battery.
4. Batteries take less charge as their SOC increase. Full charge might require having a charger on the battery for at least 12 hours.
5. Battery previously drained for a prolonged period. In a few rare cases depending on the IBS SW, the IBS can become stuck, and fails to climb to full.
6. Discrepancy between IBS and battery test tools because they work differently and lack interaction between them.

IBS Service actions to avoid.

1. Assume IBS can instantly report accurate SOC.
2. Self-judging SOC.
3. Blind charging of battery (IBS bypass).
4. Replacing IBS due to U113E without LIN analysis or at least resetting the IBS (cycle 2-way connector).
5. Replacing IBS due to new battery installed or battery charging.
6. Servicing IBS without physically checking the IBS first.
7. Replacing IBS without any active DTC.
8. Replacing IBS without attempting to unplug IBS and have it plugged back.
9. Failing to allow adequate learn time for SOC Estimation.
10. Replacing IBS due to Battery tell-light (charging system fault indicator)

Key Takeaways

1. Majority of IBS returned are found to operate OK
 - i) Avoid common wrong mistakes for replacing IBS.
2. IBS SOC Overview:
 - i) 4 consecutive hours quiescent period (ultra low current flow in/out of battery). (1) Disconnect battery negative cable if unsure of current to achieve zero current flow during this step.

- ii) Avoid assumption that IBS can instantly report accurate SOC.
 - iii) IBS SOC accuracy is within +/- 10% with IBS learned.
 - iv) Consider the need for IBS learning for many scenarios such as
 - (1) New battery install, IBS reset, IBS power loss, excessive charge traffic.
 - v) SOC functionality relies on multiple fused algorithms. Depending on the vehicle operating conditions, IBS selects best algorithm at given time.
 - (1) SOC accuracy is best after a quiescent/adaptation period.
3. ESS availability depends on many factors beyond only IBS.
 - i) To rule out IBS, battery needs to have adequate charge, and IBS learned SOC.
4. To eliminate the presence of an active IBS DTC U113E or B2193, cycle IBS 2-way connection to reset the sensor.
 - i) Only replace the IBS if DTCs persist as active.
 - ii) Proper diagnostic of DTC U113E requires scope analysis with LIN bus tool.
5. A rested IBS (2-way) cycled will have the same software functional behavior as a new IBS with the same part number.

Driver Assistance System Module Sensor Misalignment - DTC C14A4 - MY 2023 and 2024 Chrysler Pacifica (RU) / Jeep Compass (MP) and Dodge Durango (WD)

Default Actions-

The Electronic Vehicle Information Center (EVIC) will display "ACC/FCW Unavailable Service Required".

The Adaptive Cruise Control (ACC) system will be disabled.

GENERAL INFORMATION

Possible Messages

ACC module sensor lens misaligned, obstructed or damaged report related incident, Forward Collision Warning (FCW) unavailable service required, Adaptive Cruise Control (ACC) unavailable service required, adaptive cruise control system disabled, crash avoidance lights on, ACC module housing not fully seated or mounted securely report related incident, ACC module securing clips broken or bent report related incident, loss of advanced driver assist system (ADAS) features messages displayed on the instrument panel cluster.

INSPECT ACC MODULE, BRACKET, MOUNTING LOCATION AND LENS ALIGNMENT

NOTE: Mud, dirt, ice or road debris on the sensor could compromise the functionality of the system.

NOTE: A secure and unmodified ACC Module mounting location is critical for proper operation.

NOTE: Modifying the vehicle suspension or installing an aftermarket grill that blocks the ACC Sensor can cause the system to not function properly.

1. Perform a thorough inspection of the module, bracket, mounting location and alignment. Verify the following:
 - Sensor is not damaged, obscured or out of alignment.
 - Module housing is fully seated and secure.
 - Securing clips are not broken or missing.
 - Mounting bracket is not bent.
 - Verify the DASM Bracket Bolts are torqued to specification (4+-1 Nm.)

For visual reference, Figure 1 ,2,3 represent the damage to part.

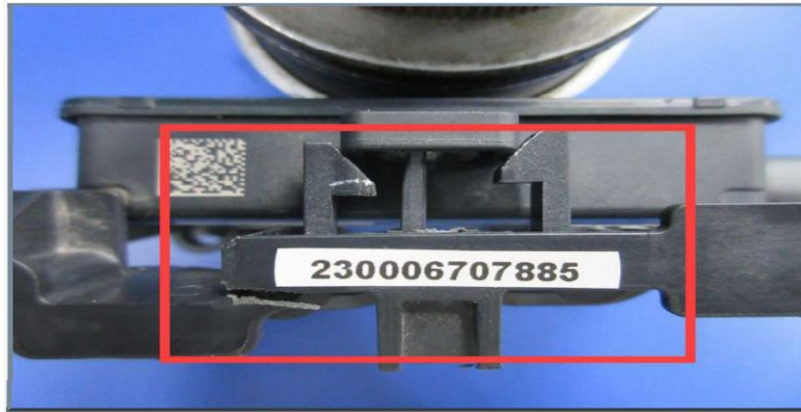


Figure 1



Figure 2



Figure 3

NOTE: Physical inspection required. Any damage may cause radar mounting position to be incorrect. A damaged rear bumper may cause the mounting bracket, and valence to be pulled out of position. These conditions will generate an incorrect mounting position DTC (C14A4).

The Driver Assistance System Module (DASM/ACC) should not be replaced if the DTC is

in a “Stored” status and no physical damage to Part Including Bracket, cover, and Mounting clips, this is normal operation that may require inspection and re-calibration of the sensor again to module that would compromise the function of these systems. If C14A4 is still present, perform the ACC module programming procedure, erase DTCs, and check for DTC to return.

Proxi Alignment of the Occupant Restraint Controller (ORC) Part Numbers identified Below, Updated Service Procedure to Align the ORC Properly - MY 2023/ 2024 Grand Cherokee (WL)

GENERAL INFORMATION

For vehicles that are required to do a PROXI alignment of the vehicle, i.e. module replacement, new module addition, etc., and it is equipped with one the part numbers below. Please perform the “PROXI Configuration Alignment” for the Occupant Restraint Controller (ORC) following the next steps:

Check ORC part number matches one of the part numbers below:

68588647AB, 68611543AB, 68588646AC,
68620844AB, 68588637AB, 68588643AB,
68588638AC, 68620855AB, 68588639AB,
68588640AC, 68620856AB.

If yes, go to section A, otherwise go to section B.

Section A

1. With the scan tool, select Initialize ORC routine under the Miscellaneous Function Menu.
2. Unlock the ORC using the “Bosch WL ORC Lock Unlock Procedure” wiTech Guided Diagnostics Routine.

3. Perform the “PROXI Configuration Alignment” for the ORC.
4. Re-Run the “Bosch WL ORC Lock Unlock Procedure” to lock the ORC.
5. Perform the ABS Initialization routine.

Section B

1. With the scan tool, select Initialize ORC routine under the Miscellaneous Function Menu.
2. Perform the PROXI Configuration routine under Guided Diagnostics.
3. Perform the ABS Initialization routine.

NOTES:

1. Carefully read and carry out all the instructions as identified in above steps; Make sure steps are followed (Do not execute the subsequent steps without having previous steps completed).
2. When finished, perform a KEY/OFF, wait 2 minutes to let the vehicle go to sleep, then perform a KEY/ON and ensure the Airbag Warning Lamp turns off after bulb check (~6 seconds from KEY/ON).

Removal of the Alpine Badge - MY 2024 & Beyond Grand Cherokee (WL74/ WL75) with Alpine Speakers (Trailhawk, Overland, Summit)

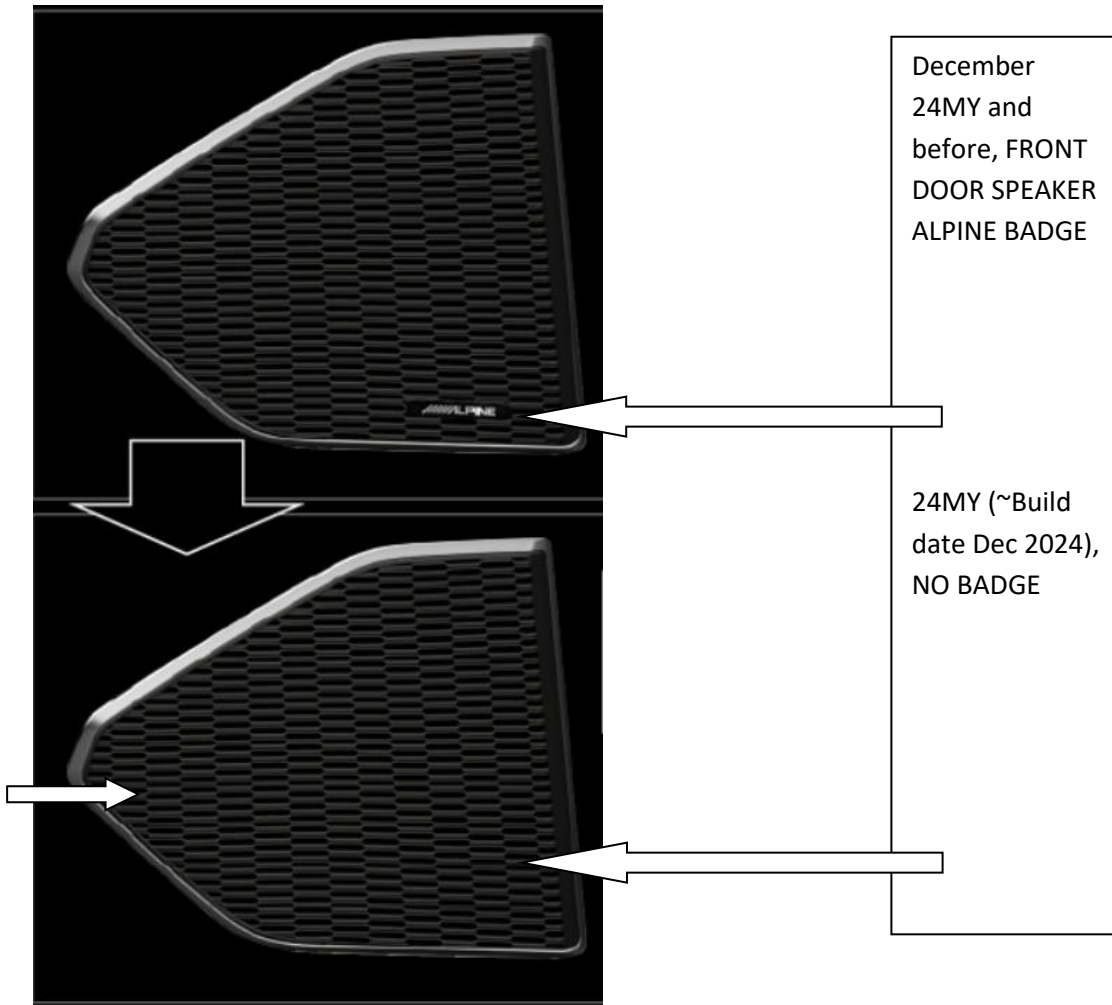
GENERAL INFORMATION

Please note that the "ALPINE" front Speaker badge will be removed on WL74/75 vehicles starting in December of 2024. When ordering Front Doors for service, please make sure that Vehicles with the Alpine Badge are replaced with the same. If front Door has no Alpine badge it needs to be replaced with the same. Rear doors are not affected as they never had the Alpine Badge.

Generic procedure for WL 74/75

Follow these steps:

- Verify speaker grille PN and visually check if speaker is with badge or without.
 - Check PN on back of part being replaced.
 - Order Service PN for the part being replaced
- Please refer to DTC specific repair procedures found in Dealer Connect.



New Part Number	Name	Description	Previous part number
6PU34TRMAF	GRILL	FRT DOOR SPEAKER RT	6PU34TRMAE
6PU35TRMAF	GRILL	FRT DOOR SPEAKER LT	6PU35TRMAE
6TB02TRMAE	GRILL	FRT DOOR SPEAKER RT	6TB02TRMAD
6TB03TRMAE	GRILL	FRT DOOR SPEAKER LT	6TB03TRMAD

Service Repair Optimization Update

FCA US LLC is reviewing Service Procedures to streamline common warranty repairs to increase customer throughput at our dealerships. FCA US LLC is reviewing high frequency vehicle issues and related repairs to optimize the repair methods and down time for our customers by minimizing repair steps and

the use of industry standard power tools (e.g. 3/8-inch impact driver, 1/4-inch air ratchet). As an output from this process, we will be publishing any changes on a monthly basis in repair strategy and labor time as seen in the table below.

LOP	Description	Family Code	Original Time	New Time	What Changed
08191P03	Module; Central ADAS Decision low	WS	1.2	0.9	Time study optimized to match Service Procedure
08191P04	Module; Central ADAS Decision map	WS	1.2	0.9	Time study optimized to match Service Procedure
190005T1	Steering gear; Electric power steering	WS	1	0.8	Time study optimized to match Service Procedure
8080103	Battery - Aux	RU	0.5	0.4	Power Tools
8080110	Battery - Standard	RU	0.6	0.4	Power Tools
5600703	Elec. Brake Booster	WL	1.7	1.8	Power Tools
2200101	Stabilizer Bar - Standard	JL PHEV	1	0.8	Power Tools
2130506	Front Axle Shaft	WL	0.9	0.7	Power Tools
2130507	Front Axle Shaft	WL	0.9	0.7	Power Tools

LOP	Description	Family Code	Original Time	New Time	What Changed
9450104	Exhaust manifolds - Right	DT	1.9	1.1	Y-Pipe is no longer removed from vehicle, Steps removed associated with Y-Pipe removal
9450105	Exhaust manifolds - Both	DT	3.4	1.9	Y-Pipe is no longer removed from vehicle, Steps removed associated with Y-Pipe removal
23755302	Panel, front door; JL/JT Single Front Door Repair	JL/JT	8.2	6.3	Changed calculation dimensions of doors (Interior surface area was no longer included in dimensions), reduced cure time for UV curing
23755402	Panel, rear door; JL/JT Single Rear Door Repair	JL/JT	7.5	5.8	Changed calculation dimensions of doors (Interior surface area was no longer included in dimensions), reduced cure time for UV curing
23752111	Panel, hood; Aluminum - with 2 Panel Blends	JL/JT	9.1	6.6	Changed calculation dimensions of doors (Interior surface area was no longer included in dimensions), reduced cure time for UV curing



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LOP	Description	Family Code	Original Time	New Time	What Changed
23753702	Panel, tailgate; JL/JT Complete Tailgate Repair	JL/JT	7.6	6.1	Changed calculation dimensions of doors (Interior surface area was no longer included in dimensions), reduced cure time for UV curing
5400701	HCU	DJ/D2	1.6	1.2	Time savings using pressure bleeder + Power tools
074001T1	GMET6 - Thermostat	WS	2.4	1.7	Time study optimized to match Service Procedure
19000505	EPS	WL	4.6	4.3	Power tools
075001P1	Water Pump (3.6L PSU)	WL	1.2	1.1	Power Tools
075006P1	3.6L Water Pump	WK	1	0.8	Power tools
075006P1	3.6L Water Pump	WD	1	0.8	Power Tools
075001P1	3.6L Gasket/O- ring, water pump	WK	1	0.8	Power tools
075001P1	3.6L Gasket/O- ring, water pump	WD	1	0.8	Power tools
21550209	Transmission Pan	JL PHEV	1.8	1.2	Procedure change and Power Tools





LOP	Description	Family Code	Original Time	New Time	What Changed
9450103	Exhaust manifolds - Left	DT	2	1.3	Y-Pipe is no longer removed from vehicle, multiple steps removed
215502T1	R&I oil Pan	WS	1.2	0.6	Power tools and updated to accurate time for fill procedure
25011516	Fuel Vapor Canister	JL PHEV	1.7	1.5	No need to remove fuel tank and Power tools
13200301	Rear Bumper	DT	1.4	1	Power tools savings
2195015Q	Valve Body	JL PHEV	1.9	1.5	Procedure change and Power Tools
8191003	Module; anti-lock brake control	JL PHEV	1.3	1.2	Power Tools
9450503	Gasket, exhaust manifold 5.7L Left Side	DT	1.9	1.3	Y-Pipe is no longer removed from vehicle, Steps removed associated with Y-Pipe removal
9450502	Gasket, exhaust manifold 5.7L Right Side	DT	1.9	1.2	Y-Pipe is no longer removed from vehicle, Steps removed associated with Y-Pipe removal
090101K1	Engine, Complete	JL PHEV	9.9	8.4	Procedure change to remove body from frame; Power tools
24100121	Compressor	JL PHEV	1.9	1.8	Power Tools
090101P1	Engine Complete	WL	10.6	7.2	Procedure change and Power Tools



LOP	Description	Family Code	Original Time	New Time	What Changed
090170P1	Long Block	WL	12.7	10.8	Procedure change and Power Tools
093503P1	Cylinder Head (Left)	WL	7.9	6.3	Power Tool for double dash and belly pans
093525P2	Gasket, cylinder head cover; 3.2-3.6 Liter engine- Right side; Replace	WL	2.3	2	Power Tools
092575P1	Seal and Retainer, Rear Main Oil; 3.2-3.6 Liter engine; Replace	WL	9.4	7.3	Engine R & I procedure change and Power Tools
093530P3	-Gasket, cylinder head; 3.2-3.6 Liter engine - Both; Replace	WL	10.4	8.3	Power tools for double dash and belly pans
093530P2	Gasket, cylinder head; 3.2-3.6 Liter engine - Right side; Replace	WL	8.7	6.7	Power tools for double dash and belly pans
3300113	Axle / Differential, assembly, Rear; Partial; Replace	JL	2.4	2.2	Procedure change with power tools
091015P1	Gasket, Timing Chain or Belt Case/Cover; 3.2-3.6 liter engine; Replace	WL	5.4	4.8	Power tools for double dash
11610139	Filter diesel Particulate (DPF)	D2, DJ	2.3	1.7	Power tools savings
21000A91	AISIN Transmission K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	D2/DD/DP/DF	4.6	3.7	Power tools savings
21000638	Transmission Replace	JL-PHEV	8.7	8.5	Power tools savings
21002801	Transmission, Remove and install for repair - AS68RC/AS69RC	D2/DD/DP/DF	3.4	2.5	Power tools savings
090501P2	Camshaft; 3.2-3.6 Liter engine Right bank - Intake or exhaust; Replace	WL	3.4	3	Power tools savings



LOP	Description	Family Code	Original Time	New Time	What Changed
090501P3	Camshaft; 3.2-3.6 Liter engine - Both banks- Intake or exhaust; Replace	WL	5.2	4.4	Power tools savings
090501P1	Camshaft; 3.2-3.6 Liter engine Left bank - Intake or exhaust; Replace	WL	3.6	3	Power tools savings
09257516	Seal and Retainer, Rear Main Oil; Seal - PHEV	JL	8.6	8.4	Power tools savings
09257531	Seal and Retainer, Rear Main Oil; retainer/cover- PHEV	JL	9.2	8.6	Power tools savings
09257423	Gasket, Rear Main Oil seal retainer - PHEV	JL	9.2	8.6	Power tools savings
21000638	Transmission Replace	JL	8.7	8.5	Power tools savings
21000438	Transmission remove and install for repair	JL	8.3	8.1	Power tools savings



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 (Rev. B)	10/2/2024	100869
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
D-24-17	Mobile Service for Warranty (W) and Field Actions (S) Claim Types	10/23/2024	101238

