

WARRANTY BULLETIN



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

NO: D-24-19

DATE: November 6, 2024

SUBJECT: Fast Feedback Program – **Electrified Components, Driveline Components and Transmission Components** – 2025 Jeep Wagoneer BEV (KM) and 2025 Dodge Charger BEV (LB)

FOR: All U. S. Dealers

All U. S. Business Centers

PURPOSE

To announce a Fast Feedback Program for replacing the **Electrified Components, Driveline Components and Transmission Components** in an effort to collect, monitor and correct quality issues in a timely and efficient manner.

Models affected:

- 2025 Jeep Wagoneer BEV (KM)
- 2025 Dodge Charger BEV (LB)

TIMING:

November 18, 2024 – May 30, 2025

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 Electrified Component, Driveline Component and Transmission Component defect, drivability or electronic issue, the dealer must:

- Review the nature of the problem and perform all necessary diagnostics.
- Contact the STAR Center at **1-800-850-7827** or by creating a STAR case and providing 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 Electrified Component, Driveline Component and Transmission Component replacement is necessary, you will be advised by STAR of any special instructions regarding component removal and return.
- To avoid damage, all returned parts must be shipped in the same container provided with the new replacement part.

All replaced Electrified Components must be returned using UPS (Heavy) transportation. All replaced Driveline Components and Transmission Components must be returned using UPS Ground. 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 Electrified Components, Driveline Components and Transmission 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 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.

