



FCA CARIBBEAN WARRANTY BULLETIN

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

NO: ID-23-03

DATE: December 11, 2024

SUBJECT: 2018 - 2024 (Current) Jeep
Wrangler (JL) and 2020 - 2024 (Current)
Jeep Gladiator (JT) - Corrosion Warranty
Claim Simplification (Rev. H)

FOR: Puerto Rico/ US Virgin Islands

*****Revisions are noted in RED*****

PURPOSE:

This bulletin updates the timing for the repairs. This bulletin adds 2024 model year vehicles and updates the Collision Service Bulletin number. This bulletin announces the change in the Labor time and material allowance for a new repair process. This bulletin explains the new process for corrosion Warranty (W) claims for paint repairs and replacement on the 2018 - 2024 (Current) Jeep Wrangler (JL) and 2020 - 2024 (Current) Jeep Gladiator (JT) vehicles. This bulletin announces that these vehicles **that are currently covered by an active corrosion warranty** no longer require Vehicle Digital Imaging (VDI) pre-approval, therefore, the measurement requirements and the Repair vs Replace worksheet has been eliminated for claim support.

This bulletin also instructs how to handle Filiform corrosion concerns for vehicles when the corrosion warranty expires. For reference, the term "valid documentation" refers to any type of Repair Order (including internal), Customer Care Case #, or an email to the Business Center.

If the customer is beginning the process of raising their concern of the Filiform corrosion after the expiration of their corrosion warranty and they do not have valid documentation of the corrosion concern prior to the expiration of the corrosion warranty, then the dealership can follow the process outlined below. In this case, the customer will be responsible for their portion of the repair cost outlined by the Warranty Goodwill Grid.

If the customer has valid documentation describing the corrosion concern from when the corrosion warranty was valid, then the repair is likely to be completed without a copay from the customer at this time by following the steps outlined below.





Customer has valid documentation of corrosion concern:

- Attain copy of valid documentation that is dated prior to the expiration of the corrosion warranty which describes the corrosion concern.
- Prior to the repair being performed, the dealership must submit a pre-authorization request via the Vehicle Digital Imaging (VDI) process to verify the images being provided of the panels are in fact the Filiform corrosion.
 - If everything does not fit within the Digital Imaging portal, then email everything to VehicleDI@Stellantis.com while making the email Subject: "VIN and Dealer Code"
- If Digital Imaging approves the information provided, then the dealership must submit a Warranty Goodwill Grid.
 - Customers who **do not have valid documentation** of their corrosion concern prior to the expiration of the corrosion warranty **will need to participate with the repair costs as outlined by the Warranty Goodwill Grid. Submit the Warranty claim for the repair with "PA" in the authorization field.**
 - Customers who **do have valid documentation** of their corrosion concern prior to the expiration of the corrosion warranty **will be allowed to not pay the customer participation amount as generated by the Warranty Goodwill Grid,** at this time. Dealerships may Evaluate and "Accept" the outcome of the Grid result without charging the customer for the goodwill corrosion repair for this specific scenario (\$0 must be in the Dealer Adjustment field in the Total tab and **submit the Warranty claim with "RA" in the authorization field.**
- Once the VDI has been authorized and Goodwill Grid has been "Accepted," proceed with ordering the parts for completing the repair.
- When submitting the warranty claim for payment, follow the Goodwill Grid bulletin instructions. Also, attach the same information to the warranty claim as you would normally if the vehicle were still covered by the corrosion warranty.
 - If the warranty claim is submitted after 90 days from the pre-authorization approval date, then you will need to add into the claim Narrative that this repair was previously approved by VDI.

This is a process change communication, not a coverage change. Always verify coverage using DealerCONNECT or wiADVISOR VIP.

A list of LOPs for repairs that require Vehicle Digital Imaging pre-authorization can be found in:

- ✓ *DealerCONNECT>Service>Warranty Administration>Pre-Authorization Programs>Vehicle Digital Imaging Pre-Authorization Matrix*
- ✓ *DCMail>Mopar Technical Service>Warranty Pre-Authorization Programs>Vehicle Digital Imaging LOPs Requiring Pre-Authorization (Non-Powertrain)*

TIMING:

Effective with repairs completed on or after August 13, 2024





ACTION:

NOTE: Any future Labor time change or Material Allowance change, use the time or allowance that is listed in Labor Operations using the path: *DealerCONNECT> Service>Claim Administration>Labor Operations*.

New Labor Operations have been developed that include labor and material allowance for all needed painting, de-trimming, repair and blending for individual panel repairs/replacements to simplify the claim and estimating process, and removal and installation of the Seam Sealer. For these repairs, **measurements and the Repair vs Replace worksheet are no longer required, therefore, these repairs do not require pre-approval**. All other repairs will continue to follow Warranty Bulletin ID-20-21 Rev. A.

A redesigned hinge has been created for these vehicles, that includes a new gasket to address the corrosion issues. Due to the new design, hinges **MUST** be replaced as a set (upper and lower per component), to make sure there won't be a visual mismatch between hinges of the same component. Do not replace the hinges on the other doors if no signs of corrosion is found. See Technical Service Bulletin 23-020-23 for further information.

In order to ensure that all areas of the customer's vehicle are being addressed in the same visit, a quality inspection of all hinge mounting areas and panel seams should be completed. Based on the inspection, any panel that shows corrosion should be addressed during the visit.

Collision Service Bulletin 31-001-24 has an inspection process and explains when a panel replacement is required. The Collision Service Bulletin outlines two reasons for panel replacement (see examples below).

1. Pitting found after sanding the affected area (Fig. 1)



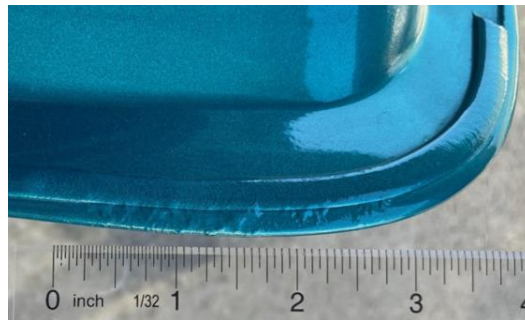
Pitting Found After Sanding Example (Fig. 1)

Note: If pitting is found during the sanding process, please use LOP 23-75-XX-XX for up to 0.5 hours in conjunction with the 23-85 replacement LOP.





2. Corrosion found on the seam of the panel (Fig. 2)



Seam Panel Area Examples (Fig. 2)

Note: If corrosion is found on the seam of the panel, the door shell will be replaced. No additional sanding in the hinge or seam area is supported.

Note: The repair allowance within the bundled LOPs includes time for repairing either both hinge areas or repairing corrosion on the edges or bottoms of the panels. If corrosion is found in both areas the panel should be replaced.

Dealers will need to take photos of the affected areas identified during the inspection to support the repair. A clear photo of the corrosion is needed and **MUST** include the VIN and affected body panel. The VIN and affected body panel can be included on a sticky note, written with a grease pen, a copy of the RO in the photo, masking tape, etc. (Figure 3)



VIN Example (Fig. 3)





Parts and materials outlined in Collision Service Bulletin 31-001-24 are included in the material allowance. **Examples of items not reimbursable are listed below but not limited to:**

- Hazardous material disposal fee
- Shop supplies
- Pre and post scans
- Cleaning, waxing and sanitizing supplies
- Protective covers or storage bags
- Fitting/ aligning panels
- Resetting electronics and memory functions
- De-nib and polish
- Disconnecting and reconnecting the battery
- Upgraded anti-corrosion/ paint protection
- Body shop administrative fees
- Towing and storage fees
- Additional labor, parts or services not supported by the Collision Service Bulletin

Claim Processing

Dealers will no longer submit these panel repairs as a sublet claim when the repair was completed by a third-party body shop. Entering all parts and labor as a traditional repair will show the maximum amount supported for reimbursement.

For these repairs all claims should be submitted as a normal Warranty (W) claim with the following information:

- Technician ID as “none”
- Part(s) and materials (MATL)
- Labor (new Labor Operations only)
- RA attachments
 - Sublet invoice must be submitted with the claim
 - Must also be retained in the dealer’s file
 - If the sublet bill is less than the claim amount, adjust the claim total in the “adjustment field” in Claim Entry
 - Photos with the VIN and affected area

To simplify the claim process, new LOPs have been created. The new LOPs include all detrimming, repair and refinishing needed to complete the repairs. An example of a new LOP is below, additional LOPs are found in the LOP tree.

23-75-53-02 is the new LOP to use when repairing a front door hinge area. This new LOP bundles all Labor Operations for the repair (as shown below in the Bundle Details), which allows 1 LOP to cover the entire repair. Dealers will now use the 1 LOP to cover the complete repair, no other LOPs are needed.

Single Front Door Repair			
LOP	Description	Labor	Material
23755302	Panel, Front Door;JL/JT Single Front Door Repair	6.3	171.17
Total		6.3	171.17





Bundle Details

Single Front Door Repair			
LOP	Description	Labor	Material
23705302	Panel, Front Door - Refinish Complete	1.8	113.75
23675301	Panel, Front Door - De-Trim One Door	0.8	
23675350	Panel, Front Door Remove and Install	0.4	
23750900	Hinge Area Repair	0.6	
23750900	Hinge Area Repair	0.6	
23706302	Hinge - Refinish Door One	0.6	28.71
23706302	Hinge - Refinish Door One	0.6	28.71
23675101	Panel Fender - De-Trim One Fender	0.5	
23675150	Panel, Fender Remove and Install	0.4	
Total		6.3	171.17

23-85-53-11 is the new LOP to use when a door shell is replaced. This new LOP bundles all Labor Operations for the replacement (as shown below in Bundle Details), which allows 1 LOP to cover the entire repair. Dealers will now use the 1 LOP to cover the complete repair, no other LOPs are needed.

NEW

Front Door Replacement			
LOP	Description	Labor	Material
23855311	Panel, Front Door;JL/JT Complete Replacement	6.3	283.36
Total		6.3	283.36

Bundle Details (updated screenshot)

OLD

Front Door Replacement			
23855302	Panel, Front Door Replace	1.5	
23855350	Panel, Front Door Refinish Complete	2.6	225.94
23706302	Hinge refinish	0.6	28.71
23706302	Hinge refinish	0.6	28.71
23675101	Panel, Fender - De-Trim One Fender	0.5	
23675150	Panel. Fender Remove and Install	0.5	
Total		6.3	283.36





Additional "NEW" LOPs are available for the remaining affected panels. See updated screenshot below:

Repair	LOP	Description	Labor	Material
Single Front Door	23755302	Panel, Front Door;JL/JT Single Front Door Repair	6.3	171.17
Single Rear Door	23755402	Panel, Rear Door;JL/JT Single Rear Door Repair	5.8	146.69
Hood	23752111	Panel, Hood Aluminum ;JL/JT Hood Repair	6.6	271.04
Tailgate	23753702	Panel, Tailgate;JL/JT Complete Tailgate Repair	6.1	228.86
Windshield Frame	23751002	Frame, Windshield JL/JT Windshield Frame Repair	7	189

Repair	LOP	Description	Labor	Material
Single Front Door	23855311	Panel, Front Door;JL/JT Single Front Door Replace	6.3	283.36
Single Rear Door	23855411	Panel, Rear Door;JL/JT Single Rear Door Replace	5.5	233.24
Hood	23852112	Panel, Hood Aluminum ;JL/JT Hood Replace	6.7	389.43
Tailgate	23853711	Panel, Tailgate;JL/JT Complete Tailgate Replace	5.7	378.21
Windshield Frame	23851011	Frame, Windshield JL/JT Windshield Frame Replace	5	89.24

Please ensure all affected dealership personnel are aware of this bulletin.

WARRANTY OPERATIONS

FCA International Operations LLC reserves the right to change any or all of the rules set forth in the Warranty Administration Manual by means of Warranty Bulletins and also by making the amended manual available to you on DealerCONNECT.

