FCA CARIBBEAN WARRANTY OPERATIONS NEWSLETTER
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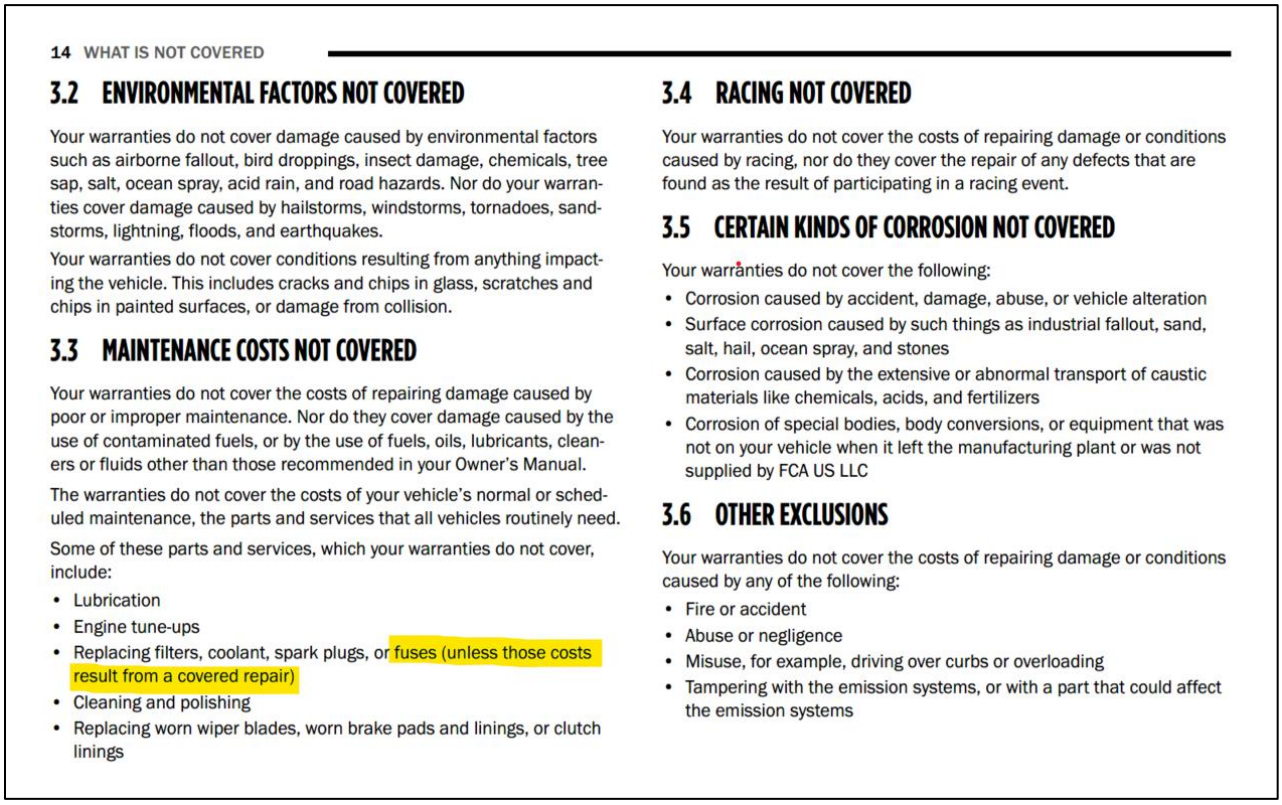
Fuse Replacements WITHOUT Wiring Repairs

The Warranty Contact Center sometimes receive claims that include only a fuse replacement, with a customer concern of “110 power outlet inoperable" or "the USB outlet is inoperable”. A “blown” fuse is replaced and all is corrected.

Blown fuses, when not included in an electrical wiring repair, are NOT covered under the warranty. This is stated very clearly in the Warranty Booklet that fuses alone are Customer Pay maintenance expenses.



14 WHAT IS NOT COVERED

3.2 ENVIRONMENTAL FACTORS NOT COVERED

Your warranties do not cover damage caused by environmental factors such as airborne fallout, bird droppings, insect damage, chemicals, tree sap, salt, ocean spray, acid rain, and road hazards. Nor do your warranties cover damage caused by hailstorms, windstorms, tornadoes, sandstorms, lightning, floods, and earthquakes.

Your warranties do not cover conditions resulting from anything impacting the vehicle. This includes cracks and chips in glass, scratches and chips in painted surfaces, or damage from collision.

3.3 MAINTENANCE COSTS NOT COVERED

Your warranties do not cover the costs of repairing damage caused by poor or improper maintenance. Nor do they cover damage caused by the use of contaminated fuels, or by the use of fuels, oils, lubricants, cleaners or fluids other than those recommended in your Owner's Manual.

The warranties do not cover the costs of your vehicle's normal or scheduled maintenance, the parts and services that all vehicles routinely need.

Some of these parts and services, which your warranties do not cover, include:

- Lubrication
- Engine tune-ups
- Replacing filters, coolant, spark plugs, or fuses (unless those costs result from a covered repair)
- Cleaning and polishing
- Replacing worn wiper blades, worn brake pads and linings, or clutch linings

3.4 RACING NOT COVERED

Your warranties do not cover the costs of repairing damage or conditions caused by racing, nor do they cover the repair of any defects that are found as the result of participating in a racing event.

3.5 CERTAIN KINDS OF CORROSION NOT COVERED

Your warranties do not cover the following:

- Corrosion caused by accident, damage, abuse, or vehicle alteration
- Surface corrosion caused by such things as industrial fallout, sand, salt, hail, ocean spray, and stones
- Corrosion caused by the extensive or abnormal transport of caustic materials like chemicals, acids, and fertilizers
- Corrosion of special bodies, body conversions, or equipment that was not on your vehicle when it left the manufacturing plant or was not supplied by FCA US LLC

3.6 OTHER EXCLUSIONS

Your warranties do not cover the costs of repairing damage or conditions caused by any of the following:

- Fire or accident
- Abuse or negligence
- Misuse, for example, driving over curbs or overloading
- Tampering with the emission systems, or with a part that could affect the emission systems

Warranty claims that are for fuses only (claims that have no other justifiable electrical repair), will be charged back with a statement of “Fuses alone are considered a maintenance cost and are not a warrantable component.”

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Coolant Leak & Engine Overheating Issue - MY 2021 - 2025 - Jeep Wrangler (JL), Jeep Grand Cherokee (WL), Jeep Compass (MP), Dodge Hornet (GG)/ Alfa Romeo Tonale (GC)

We now strongly recommend using a long block instead of a complete engine replacement for the GME T4 DOHC.

*Long Blocks p/n list:

18-24MY JL ESS	21-24MY JL PHEV	22-24MY WL PHEV
PN 68731685AA	PN 68731693AA	PN 68731694AA

23-25MY MP	23-25MY GG/GC
PN 68731712AA	

Before replacing a long block, we are now requiring the following pre-checks and checks for an overheating diagnosis:

A. Pre-Check :

- Check and record the coolant level in the coolant bottle.
- Check for thermostat and other cooling system related issues (i.e. water pump, cooling fan, etc.).
- Drain a sample of oil and check for coolant / moisture presence.

B. Checks

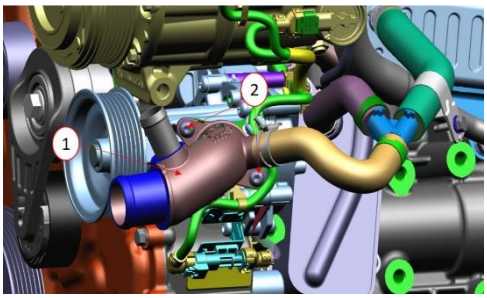
1. Perform a Cylinder Leakage Test, available in Service Library, on all cylinders by pressurizing one cylinder at a time with piston at TDC with 5.5bar/83 PSI of air and check for bubbles in the radiator coolant.
   - Perform coolant pressurization test on cooling system, (Pressurize to 2Bar / 30PSI), Borescope the cylinders to check for the presence of coolant in the combustion chamber. Hold pressure for 1 hour and check for leak down.
2. Cooling system leaks – available in Service Library including:
   - Internal Engine leakage inspection
3. Perform CO2 leak test to check for combustion gasses in cooling system.

<u>If none of these checks (1-2-3) fails, it does not need a long block (or a complete engine) but just the component causing the coolant leak, more likely ones listed below.</u>

When diagnosing an engine overheated due to coolant leak, be aware that it's not necessary to replace full engine there are several components failing that may be the root cause and in most cases the replacement of the component rather than the long block*.

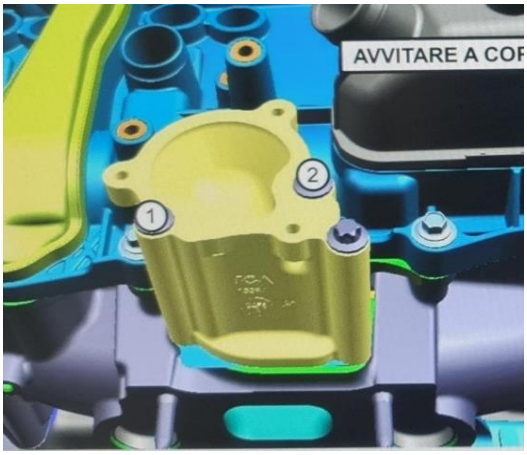
We are mainly focused on four of them:

A. Water pump inlet pipe (1) loosing bolts/torque (2):



B. Water Pump Gasket is twisted inside

C. Thermostat column manifold losing torque/bolts



Other items may also indicate the issue, like the coolant reservoir shows a low coolant level, vehicle may not start, power/torque degradation, high level of misfire events, the check engine light is on.

For any of the above listed functions, technicians often replace the full engine needlessly. On many of the parts that have been returned, after testing they are determined to be no trouble found. Below are the possible parts which may be causing the coolant leak: water pump inlet pipe bolts losing torque (refer to CSN ZD8), thermostat's bolts losing torque, cylinder block casting porosity /cracks versus combustion chamber, oil coolant exchanger internal crack (evidence of coolant and oil mixing).

Exterior Mirrors (Especially Ram Trucks 1500-5500 (DS, DT, DJ, D2, DD, DP))

General Information

A high volume of exterior mirror warranty claims have been attributed to impact damage or over-repair during part return analysis. Please be reminded that impact damage is not a warrantable condition and is subject to recovery. Over repair may also be subject to recovery.

Impact Damage: Before submitting a warranty claim, please thoroughly review the mirror assembly for evidence of impact or damage. Items to look for include but are not limited to: large gouges in any component, broad scratch marks indicative of impact, transfer of paint or material to the exterior mirror. Articulate the glass and mirror head to look for evidence of impact in areas of the mirror that may not be seen in the normal "drive" position of the glass or mirror head. Lastly, if impact damage is found, review the damaged component for serviceability versus replacing the full mirror assembly to reduce the expense to the customer.

Over-repair: Thoroughly review the service library to confirm the failed component is not serviceable before replacing the full mirror assembly.

MY 2023 - 2024 Compass (MP) - Technical Service Bulletin Guidelines (Expectations)

GENERAL INFORMATION

There has been a recent spike in claims with TSB 08-136-24. Dealerships are abusing this bulletin on a presale with no customer symptoms reported. This TSB was designed and must be applied on a DTC basis. Apply the TSB only if a Malfunction Indicator Lamp is present, either actively or reported by the customer. Ask the customer if the MIL is on. Vehicles should not be updated with new software unless the criteria previously mentioned is met.

Generic Procedure

Follow these steps:

- Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/ Service Library, verify all related systems are functioning as designed.
- If DTCs or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.
- If the customer describes the symptom/condition above, perform the repair procedure.

Repair Procedure

NOTE: Install a battery charger to maintain a 12-volt system voltage.

NOTE: If this flash process is interrupted/ aborted, the flash should be restarted.

1. Reprogram the ACC module with the latest software. If issues arise when flashing a module using the wiTECH Diagnostic Application, please submit a ticket to the Helpdesk. The Helpdesk can be found within the Help menu.

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

2023 - 2025 MY (VF) - Brake Pedal Switch Stuck Condition

GENERAL INFORMATION

Claims have been received stating that the brake pedal switch performance is falling. Reported issues include brake lights remaining "ON" and the vehicle being able to start without pressing the brake pedal. Additionally, the narratives indicate that the switch plunger is stuck and non-functional.

Dealerships should uninstall the brake pedal switch following the proper procedures recommended in Service Library. Failing to do so may result in additional issues during removal process. Specifically, the switch plunger may become stuck if the uninstallation process is performed incorrectly.

*Brake Pedal Switch p/n list:

23-27MY VF BPS
PN 68517960AA

Before proceeding to the brake pedal switch plunger verification and inspection procedures, please, ensure and confirm that the following scenarios are present in the vehicle:

1. Pre-Check:
   - Brake lights are triggered without pressing the brake pedal
   - Flickering of brake lights
   - Continuous operation of brake lights
   - Switch gears without pressing the brake pedal
   - Vehicle can be started without pressing the brake pedal
   - DTCs P057B, P0572, P0703 are present as active/stored

2. Checks

   NOTE: Verify that the switch plunger is in contact with the brake pedal as shown in the image, before proceeding with the uninstallation process:

NOTE: If the plunger switch is not in contact with the brake pedal during switch uninstallation, potential additional damages to the component/stuck condition may occur.

a) Take the brake pedal switch and apply a 45-degree clockwise twisting motion to uninstall it.
b) Remove the switch from the mounting bracket.

If the "Pre-Check" issues are identified with the brake pedal switch, please remove it by following the previous section on how to correctly uninstall the switch and then proceed with the following steps:

- Brake pedal switch manufacturing inspection:
  - Visually verify if brake pedal switch housing is damaged.
  - Check if tabs (small plastic pieces positioned beside the plunger) are damaged or broken.
- Brake pedal switch plunger verification:
  - Measure the exposed plunger initial position length (16.90mm should be the initial measurement).
  - Manually, press down, the switch plunger and then release it.
    - If plunger has a range of motion when pressed and released, measure again the plunger length after releasing it and compare it with the initial position length.
    - If plunger does not have any range of motion when pressed, try to pull it out.
    - If plunger fails to emerge, review if the plunger is damaged.

We are mainly focused on the next failure mode:

A. Plunger from the switch is not positioned/set within the Service Library's recommended distance (stuck condition):

Figure 4 - Switch Damage – Plunger Length

Generic Procedure

Follow these steps:

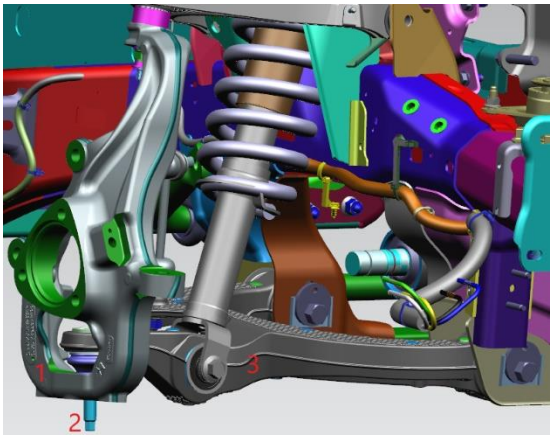
- If the customer describes the symptom/condition above, perform the uninstall procedure.
- If DTCs or symptom conditions, other than the ones listed above are present, record the issues on the repair order.

Uninstall Procedure

Follow the brake pedal switch uninstall process detailed in the "Checks" section.

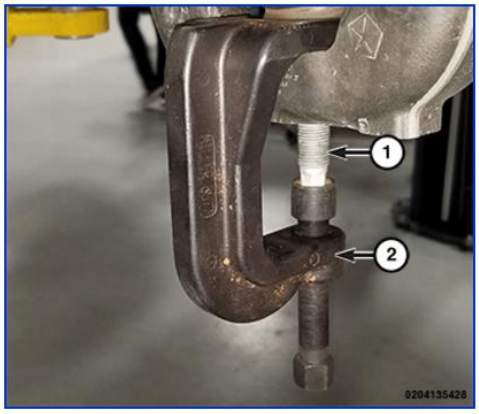
Ram 1500 (DT) - Front Lower Control Arm to Knuckle Balljoint Removal Process

When removing the front lower control arm balljoint from the front steering knuckle, do not hammer any of the components. This includes the knuckle (1), the balljoint stud (2), or the lower control arm (3). This can damage the stud and crack the knuckle.



Picture of suspension with lower control arm balljoint inserted into knuckle

Instead, please use the proper tool to separate the balljoint from the knuckle, as described in the service procedure for knuckle removal. The tool pushes the balljoint out of the knuckle, no hammering is necessary.



1 - Lower Ball Joint Stud
2 - Ball Joint Remover

Picture of tool properly installed and used to remove the balljoint from the knuckle

Remover, Ball Joint

Item Number: 8677A

REQ

Picture of balljoint removal tool, item number 8677