



INCENTIVE AND SUPPLEMENTAL SERVICE PROCEDURE ENHANCEMENT: 2019-2021 PROMASTER TRANSMISSION - PN R8453637AB

JANUARY 2025

PURPOSE

To announce **program enhancements** and **dealer incentives** for the advance core harvesting (supplemental service procedure) of the 62TE transmissions on 2019 – 2021 Ram Promaster (VF).

This procedure supports transmission core returns BEFORE receipt of the new (replacement) transmission.

SERVICE PROCEDURE, LABOR TIME ALLOWANCE & WARRANTY COVERAGE

The Core Harvesting Supplemental Service procedure is outlined in Warranty Bulletin D-23-24 revised on January 17, 2024 as well as TSB 21-033-23 or STAR Online S2321000011.

This procedure and the associated LOP (21-00-06-CH) reimburses an extra 3.1 hours of labor in addition to the current Transmission Replacement LOP (21-00-06-13). The 3.1 hours includes securing the engine and moving the vehicle.

This procedure is applicable for all Safety (S), Warranty (W), Mopar (M) and MVP (F) claims.

INITIATIVE IMPROVEMENTS (JANUARY 2025)

The advanced core pull process is NOT an exchange order part process; however, Special Handling Orders (with inputted VINs) associated to an advanced pull core return for the R8453637AB will be prioritized above all other Special Handling orders on that part number.

Note: Recall transmissions, part# CSPM44A4AA cannot be prioritized and will be addressed FIFO.

The advance core pull process will now become the most expeditious process to receive a transmission for all Promaster customers requiring part# R8453637AB.

DEALER INCENTIVE (JANUARY 2025)

In addition to the 3.1 hours of incremental labor time and the core reimbursement of \$2,500, dealer personnel will receive incentive payments to the Service Manager (position code 09) and Parts Manager (position code 08) of **\$250 each (total of \$500)**. **This will be paid to the Rewarding Excellence card the month following the received core return.** Dealer employee must be active with a valid SID, and a current mailing address in MyPersonnel within DealerConnect. See FAQ for details. Payment questions can be directed to the Rewarding Excellence Hotline at 888-887-6192.

CORE RETURN PROCEDURE AND ORDER ENTRY

Dealers must continue to utilize the Critical Core Return process outlined further in the document and also in the warranty bulletin. VIN entry for the core return is required. **It is also critical that the dealer orders a transmission as Special Handling with a VIN included (or VIN specific for the campaign part - CSPM44A4AA).**





INCENTIVE AND SUPPLEMENTAL SERVICE PROCEDURE ENHANCEMENT: FREQUENTLY ASKED QUESTIONS (FAQS)

JANUARY 2025

Q: What dealers are eligible for the supplemental commercial vehicle labor payments?

A: All Businesslink, Promaster Certified and Businesslink Light dealers that are servicing Promasters are eligible. No enrollment is required.

Q: Does the transmission need to be ordered or will the core return trigger the order?

A: A transmission order MUST be entered by the dealer. For part# R8453637AB it must be entered as a Special Handling order with the VIN included. For the recall part# CSPM44A4AA, VIN specific order entry must be utilized. The critical core return will NOT automatically trigger a parts order.

Q: How quickly will transmission order fulfillment occur once the harvested core is returned?

A: Transmission order fulfillment timing for harvested cores of part# R8453637AB should take no longer than 3-4 weeks. Transmissions not utilizing the core harvesting method will significantly exceed that timing. Campaign part timing will be handled FIFO and cannot be prioritized.

Q: How will order prioritization occur?

A: Weekly, cores of part# R8453637AB harvested with a confirmed order will be upgraded. Dealer's original order number will receive a \$\$ in the first two digits once prioritized.

Q: If dealer does not receive payment, what may be the cause?

A: Dealer must utilize the Critical Core Process and mark the core as an "Advance Pull VF Trans Removal" and include the VIN. Additionally, the order must be placed with the VIN that matches the core return. Failure to include the VIN or appropriately document the return or order will lead to incomplete payment. Dealerships without an active employee with applicable position codes may also not receive payment.

Q: What employees will earn the incentive?

A: Service Managers (primary position code 09) and Parts Managers (primary position code 08) will automatically earn the incentive. If the dealership does not have personnel with those position codes, Service Director (position code 17) and/or Parts Director (position code 32) will earn the incentive. Dealer employees must be active at the time of the month end data pull for payment as well as time of payment deposit.

Q: What is the program period?

A: Cores harvested from January 3rd and beyond will qualify for the incentive. Due to the critical nature of the backorder, Mopar plans to retain the program until supply stabilizes; however, Mopar reserves the right to amend, modify and/or cancel the program at any time.

Q: When do payouts occur?

A: Payments for the prior month's harvested cores are planned to be deposited on the third Friday of each month. Dealer employees enrolled in MSER will earn deposits as always. Dealer employees who are not currently enrolled in MSER will still earn payments to a Rewarding Excellence card; however, they must have a valid address, email address and phone number in DealerConnect My Personnel for Rewarding Excellence card fulfillment. It will take 7-10 business days following deposit date for new card fulfillment. Payment questions can be directed to the Rewarding Excellence Hotline at 888-887-6192.

Q: What happens to harvested transmissions prior to the January launch date?

A: Orders for R8453637AB cores harvested prior to January can be prioritized; however, all order information and VIN must be provided to the Regional Fleet Manager, Fleet Tech Advisor or Business Center. These will not be eligible for the incentive however.



1. The dealer will need to go to the web portal WWW.AERCORES.COM to schedule and arrange pickup for return direct to supplier of the below critical parts and components. When entering return ensure Advance pull is selected:

Welcome to the AER Cores Portal

To begin processing your shipment, please enter the dealer code, part number and the core tags of units below, then click search.

Select Return Type:

Advance Pull-VF Trans removal prior

Select Return Type

Traditional Core Return

Advance Pull-VF Trans removal prior to replacement being received

2. AFS will email the BOL to the dealer/pick-up location. The BOL # should match the BOL on the email from the AER core team and can be used for tracking purposes.
3. AFS Handling order type that the dealer will call the dealer/pick-up location (using the contact information provided on the core pick-up request form) to confirm the BOL has been received and printed and will schedule the carrier to come pick-up the core at that time.
4. The carrier will pick-up the core from the requested pick-up location and deliver it directly to Supplier.
5. Once the unit has been picked up, core credit will be issued within 1-2 invoicing cycles.

PLEASE NOTE: A replacement transmission must be ordered per normal procedures using a Special upgrades to VOR. A transmission will not be automatically ordered when core pick-up is requested. This is NOT an exchange process; this is a method to improve transmission turnaround time.

62TE TRANSMISSION SHIPPING INSTRUCTIONS FOR CORE



PALLETIZATION OF 62TE TRANSMISSION

1. **DRAIN ALL THE FLUID OUT OF THE DAMAGED TRANSMISSION**
2. **LAYER THE PALLET WITH CORRUGATED SHEETS**
 - MINIMIZE ANY EXCESS FLUID THAT COULD DRAIN DURING SHIPPING
3. **PLACE THE TRANSMISSION ON ANY AVAILABLE PALLET**
 - PLACE UPRIGHT TO MINIMIZE LEAKS
 - SEE PHOTOS
4. **SECURE TRANSMISSION TO THE PALLET**
 - PLASTIC BANDING
 - RATCHET STRAP
 - STRETCH WRAPPING
5. **SHIP TO ATC – Must use Critical Core Return Program**
[DealerConnect>Parts>Return>Critical Core Return Program](#)





JANUARY 2025

It is imperative ALL Service and Parts Personnel are following this procedure

To improve Critical Core Return shipping AER has established website portal to submit below Critical Core Return parts for expedited pickup.

R/U8453637AB	R/U8144176AG
**CSPM44A4AA **	R/U8414420AB
R/U8599680AA	CSPM44A3AA
R/U8599680AB	R/U8210327AG
Advance Pull Eligible	R/U8156209AH

DO NOT return via DDS or any other shipping method - Failure to follow this procedure will result in a \$100 CHARGEBACK FOR NON-COMPLIANCE if not arranged through AER Logistics and dealer will not be eligible for the incentive.

Create a core return ticket in Global Core Return System (GCRS) first, then follow prompts in web portal WWW.AERCORES.COM to schedule and arrange pickup for return direct to supplier of these critical parts and components to re-manufacture. **Advance pull cores for the Promaster Transmission must include vehicle VIN.**

Welcome to the AER Cores Portal

To begin processing your shipment, please enter the dealer code, part number and the core tags of units below. For the “Advance Pull-VF” return type, please enter a VIN for each core tag. Once entered, proceed by clicking **Search**.

Select Return Type:

Advance Pull-VF Trans removal prior

Dealer Code:

69398

Part# (one per BOL):

R8569680AB

Core Tag(s) and VIN(s):

1. C 1111111111 a111111111111111111 + Add More

Please contact AER Chrysler Cores at 888-237-0001 for assistance if your shipment contains more than 8 units.



*Please ensure all pertinent personnel are aware of and using **ONLY** this process for parts mentioned to expedite returns and avoid a non-compliance chargeback.*

For any questions relating to Core Returns or this process:
Submit your inquiry on Dealer Connect>Parts>Contact Global Core Returns



FREQUENTLY ASKED QUESTIONS

Q: What is the Core Return Instructions with no invoiced order?

A: Parts>Global Core Returns>Eligibility/Entry/Assignment>Eligibility>Page Next
(x times) until GCRS HOTLIST is reached.

DC DealerCONNECT

DealerCONNECT > Parts > Returns > Global Core Returns

Global Core Returns

Eligibility/Entry/Assignment | Core Tracking/Inquiry | Print/Cancel/Dealer Sales

Return Entry | Eligibility | Assign Core Pickup | Core Program Referral

ACTIVITY :CORE RETURN ELIGIBILITY

Hotlist core parts are highlighted in yellow

Part Number:

From Date: January 1, 1999
To Date: September 28, 2023

	Select	Part Number	Part Description	Quantity	Amount (USD)
222	☐	68602223AA	FASCIA	2	200.00
223	☐	68602224AA	FASCIA	3	300.00
224	☐	68606202AA	FASCIA	1	100.00
225	☐	68606204AA	FASCIA	1	100.00
226	☐	68623194AA	GENERATOR KIT	2	150.00
227	☐	7AM93TZZAA	FASCIA	2	200.00
228	☐	7GC69TZZAA	FASCIA	2	200.00
229	☐	U8453637AA	CORE	0	0.00
230	☒	U8453637AB	CORE	0	0.00
231	☐	U8599680AA	CORE	0	0.00
232	☐	68443568AA	TRANSMISSION	0	0.00
233	☐	68453637AA	TRANSMISSION KIT	0	0.00

Select Part>Return Entry

Hit submit once to allow Odometer/VIN/Repair Date fields to open to be fillable

DC DealerCONNECT

DealerCONNECT > Parts > Returns > Global Core Returns

Global Core Returns

Eligibility/Entry/Assignment | Core Tracking/Inquiry | Print/Cancel/Dealer Sales

Return Entry | Eligibility | Assign Core Pickup | Core Program Referral

Please enter data for all required fields

Part Number: Return Quantity: Warranty Repair: Return Part to dealer:

Repair Order:	XYZ123
Odometer:	77777
Vehicle Identification Number(VIN):	ABC123XYZ9999999
Repair Date:	Month: 11 Day: 26 Year: 2023

Note:
Return Part to dealer used to designate whether a core part should be returned at dealer expense if the core is unacceptable or if the Warranty Claim is charged back.

No - By selecting "NO - 0" dealer does not request part back if core is unacceptable or the Warranty Claim is charged back.
Yes - By selecting "YES - 1" dealer requests part back if core is unacceptable or the Warranty Claim is charged back.

Submit



FREQUENTLY ASKED QUESTIONS CONT'D

Assign core for pickup.

HOME	SALES	LEV READINESS	STELLANTIS FINANCIAL SERVICES	SERVICE CONTRACTS	SERVICE	PARTS	CUSTOMER EXP
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DealerCONNECT > Parts > Returns > Global Core Returns

Global Core Returns

Eligibility/Entry/Assignment | **Core Tracking/Inquiry** | Print/Cancel/Dealer Sales

Return Entry | Eligibility | Assign Core Pickup | Core Program Referral

	Select	Tracking Number	Part Number	Warranty/ Claim Number	Amount (USD)	Date	Time
1	☒	C414794905	U8453637AB		2,500.00	2023/11/28	15:28
2	☐	C414794883	U8453637AB		2,500.00	2023/11/28	15:26

Submit Select All Deselect All

Select and print Core Documents (available at every 30-minute interval after assigning)

Global Core Returns

Eligibility/Entry/Assignment | **Core Tracking/Inquiry** | Print/Cancel/Dealer Sales

Print | Cancel Returns | Reprint/Reassign | Enter Dealer Sales | Dealer List

Month Day Year

Date: 11 28 2023 Ticket: Search Clear

	Select	Ticket	Date Created
1	☐	CORE RETURN C414794905	2023-11-28
2	☐	GCRS SHP#2023-11-28 15:30:01	2023-11-28

Print Preview Select All Deselect All



C414794905

ATTN: PARTS MANAGER

FCA/MOPAR

CORE MATERIAL RETURN TICKET

ATTN: PARTS MANAGER

ENCLOSE THIS TICKET IN A DOCUMENT ENVELOPE #00PM1262 AND ATTACH TO THE CORE RETURN. REFER TO SECTION 4D-10 OF THE CORE RETURN POLICY AND PROCEDURE.

DEALER: 26812000 REQUEST DATE: 11/28/2023 TICKET: C414794905
 ACTON CHRYSLER DODGE JEEP RAM QICBIN: B677M-****
 196 GREAT RD RETURN: N
 ACTON, MA USA 01720 DUE BY: 01/27/2024

CRITICAL CORE: SEND THROUGH AER



C414794905

BARCODE: C414794905
 CARRIER: AER LOGISTICS PDC 03133 -267 SUPPLIER/DESTINATION: 43677M
 SHIP TO: 43677M ATC DRIVETRAIN LLC ATC DRIVETRAIN LLC
 200 NE 36TH ST 200 NE 36TH ST
 OKLAHOMA CITY, OK USA 73105-2506 OKLAHOMA CITY, OK USA 73105-2506

PART/DESCRIPTION	AMOUNT	HAZ	LENGTH	WIDTH	HEIGHT	WEIGHT
	USD	CODE	CM	CM	CM	KG
CORE	2,500.00	60	63.500	45.720	43.180	125.130



C414794905

****This MUST SHIP THROUGH AER CRITICAL CORE RETURN PROGRAM****

www.aercores.com