MOPAR

FCA CARIBBEAN WARRANTY OPERATIONS NEWSLETTER

VOLUME 11, ISSUE 1

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Service Manager Signature

The purpose of requiring the Service Manager signature is not just a "rubber stamp" exercise. The requirement of the Service Manager's signature is to provide some management control over warranty expense and processes. The requirements are in place to control added repairs, diagnostic time and other issues where service writers, warranty administrators and technicians may be encouraged to add items to repairs that otherwise dealership management may not approve.

Speeding up the process is not the goal here. Ensuring dealership cost controls and proper management oversight is the objective and reasons for the policy requirements.

Claim Entry Guidelines - Locating Related (Consequential/Collateral) Repairs/ LOPs for Recalls

In cases when additional parts and labor are required for repairs not in the scope of the recall, dealerships must follow the process outlined below prior to performing the consequential repair(s).

Check *Labor Operations* to determine if a related LOP has been created for the recall you are trying to process by following the path: **DealerCONNECT > Service > Claim Administration > Labor Operations > Enter last 9 or full 17 of VIN.**

Select "Recall" in the "Search By" drop down, enter the Recall number and select the Search Tab. The primary Recall numbers will populate; select the applicable Primary Recall LOP. If a Related Recall LOP is available, it will populate in the list. If no related recall LOP is found, the LOP review process must be followed to request a related recall LOP be added, perform the following steps:

- You must submit a **LOP Inquiry (using the LOP Review Tab)** in Labor Operations.
- **If the request is approved, the related Recall LOP will be added to Labor Operations:**
  - Proceed with normal Recall claim entry process.
- **If the request to add the related LOP to the recall is not approved:**
  - Submit the repair under Warranty (W) if the repair has been pre-authorized by your FCA Caribbean Field Operations Manager.

Note: You cannot use **ACTUAL TIME (00)** on the Recall claim, however a related LOP can be created using the steps above:

- Drilling or Extracting bolts
- Welding
- Seized or Corroded parts

New Learning Management System (LMS)

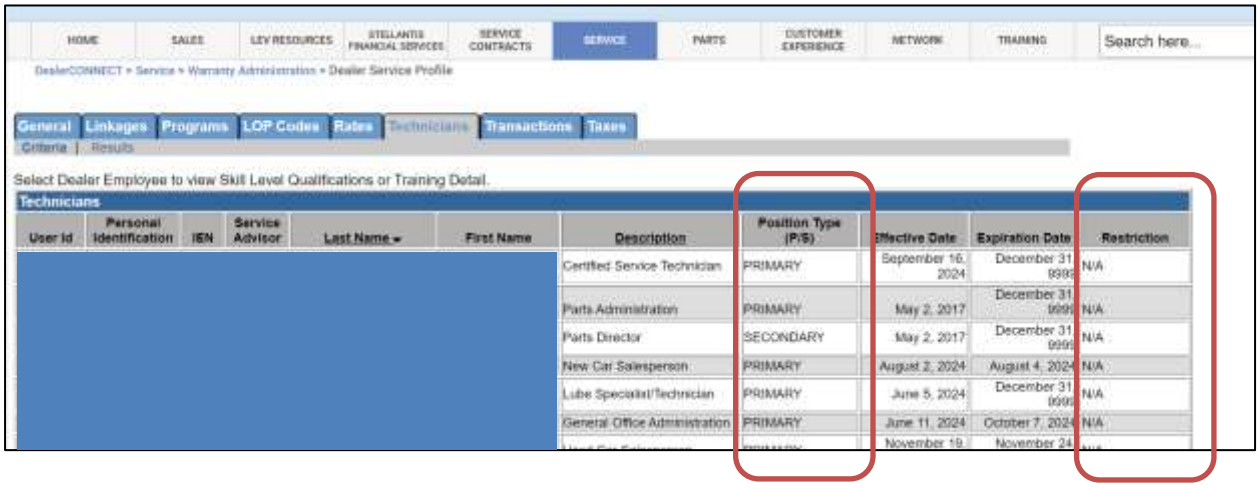
To align with the new training requirements and Warranty/LMS policies, the following new message codes will begin appearing on claims. **The system work is in progress to sync the new curriculums data to warranty. More details will be announced via a warranty bulletin in Q1 2025 before any of these new message codes become REJECT message codes. There will not be any training enforcements until both the systems are in sync.**

MT8 - Tech is in critical path of restriction (restriction status = MONITORING for the given skill category) based on date received of the claim.

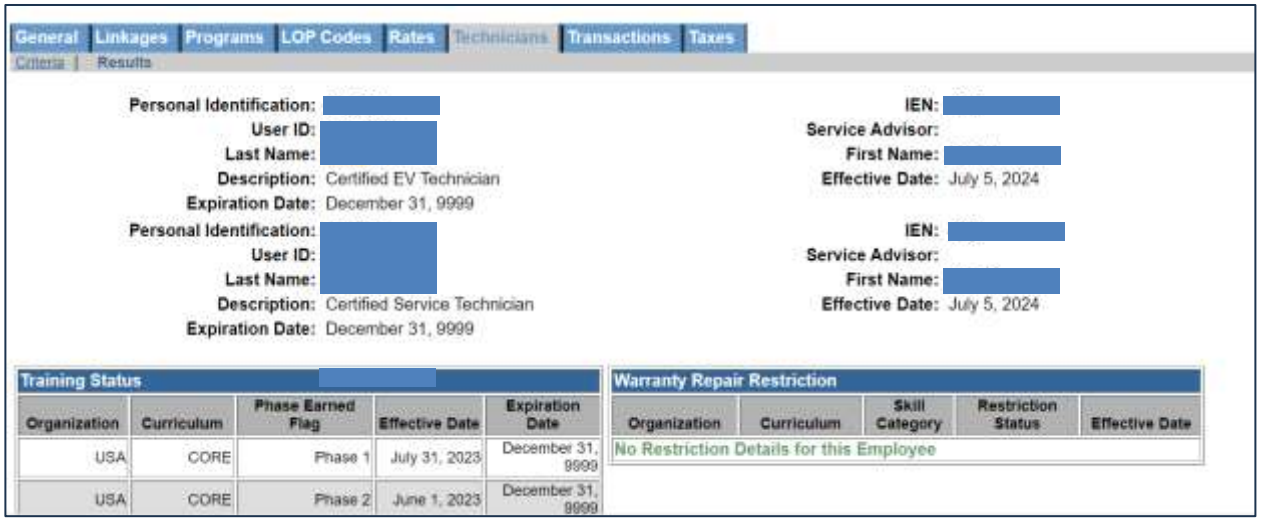
TT8 - Tech is restricted (restriction status = ACTIVE for the given skill category) based on the date received of the claim.

TT9 - Tech not met required skill to perform the repair.

The Dealer Service Profile screens are enhanced to support the new curriculum data as given below. A new field called **"Position Type"** has been added to display the available Position Codes for a given technician with the effective/expiration date(s). A new **"Restriction"** column has been added to indicate if a given technician has any kind of restrictions with respect to training data. The Restriction column shows "N/A" until the new LMS curriculum is synced completely, and a further announcement will be made before the technician restriction is applied.



Upon selecting a particular technician, the new curriculum data will be displayed effective 1/15/2025 as shown below and the old curriculum data will be removed to avoid the confusion.



The following existing technician training message codes have been discontinued effective 1/10/2025:

MT5 - Tech has not met "Semi-Skilled" or higher training level required for this repair
MT6 - Tech has not met "Skilled" level or higher training level required for this repair; the repair does qualify for the TASC Exemption
NT5 - Tech has not met "Semi-Skilled" required for this repair; the repair does qualify for the New Technician Exemption Program
NT6 - Tech has not met "Skilled" level required for this repair; the repair does qualify for the New Technician Exemption Program
TT3 - Technician has not met the minimum technical training requirements (Low Skilled)
TT4 - Repair includes Operation Diagnostic time and Tech has not met the "Skilled" level training requirement.
TT5 - Tech has not met "Semi-Skilled" or higher training level required for this repair
TT6 - Tech has not met "Skilled" level or higher training level required for this repair
TT7 - Technician has not met "Highly Skilled" level training required for this repair

Dealer TASC Report:

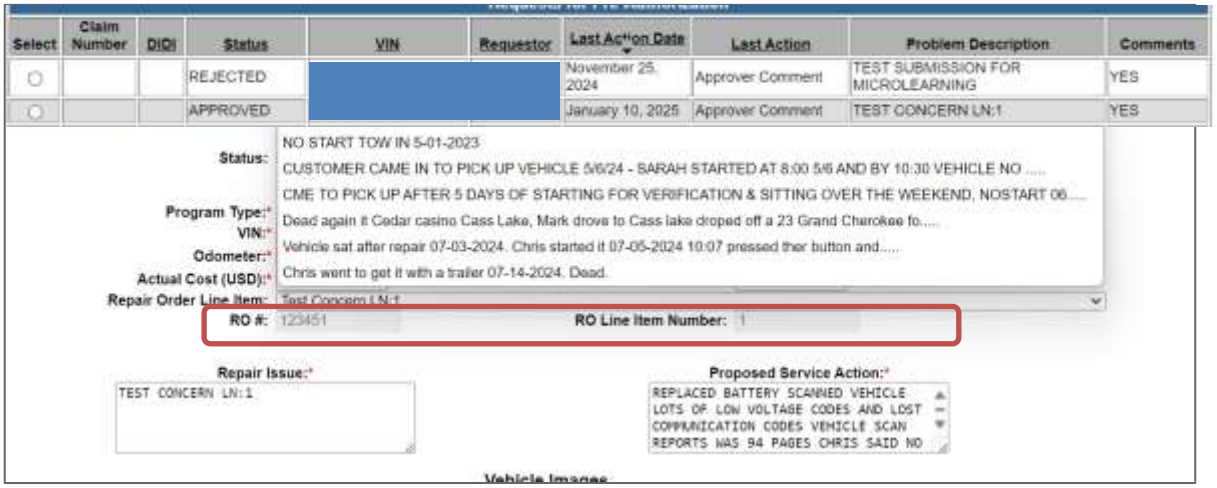
The dealer TASC report is based on the old technician curriculum data and is no longer valid. The report data and link will be obsolete soon.

The new curriculum data for technician will be monitored using the Repeat Repair statistics and the technicians will be restricted based on the percentage of repeat repairs performed.

Warranty Pre-Approval & DID-I Integrations

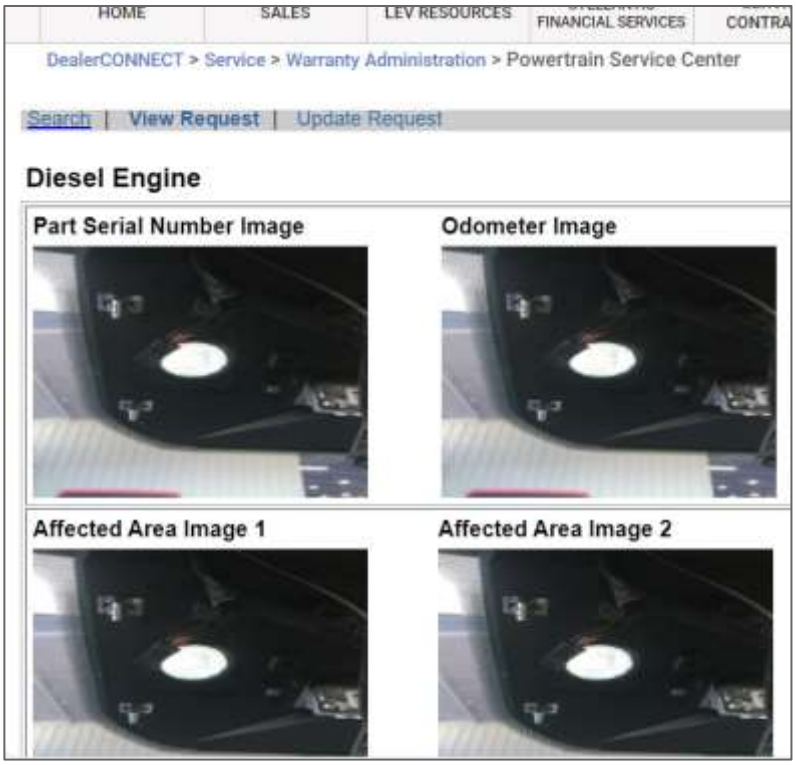
Effective **February 1, 2025** the Vehicle Digital Imaging (VDI)/ Powertrain Service Center (PTSC) pre-approval requests will be synced to the Service Library (SL) to pre-populate the pictures/images from the warranty pre- approval application. The users need to enter the RO/LN in the warranty pre- approval requests (see below) so that the details will be available in DID-I screens. (RO# and RO Line Item Number is the key data to pre-populate the images/pictures in DID-I).

VDI/PTSC screen showing that the RO/LN are populated via drop down. The user selected (RO: 12345, LN:1, Concern: Test Concern LN:1) from the drop down and submitted the Pre-Approval request.

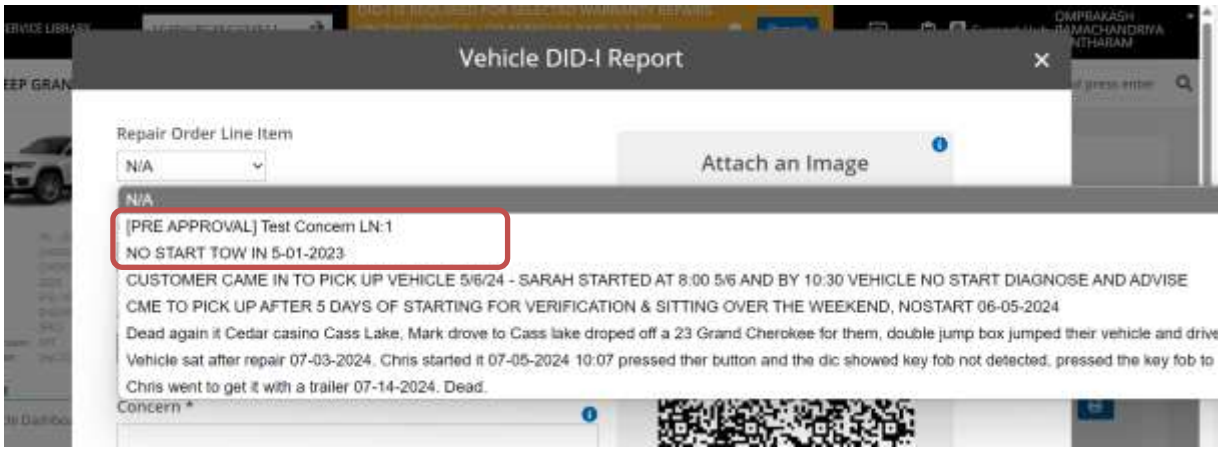


The pre- approval request is approved.

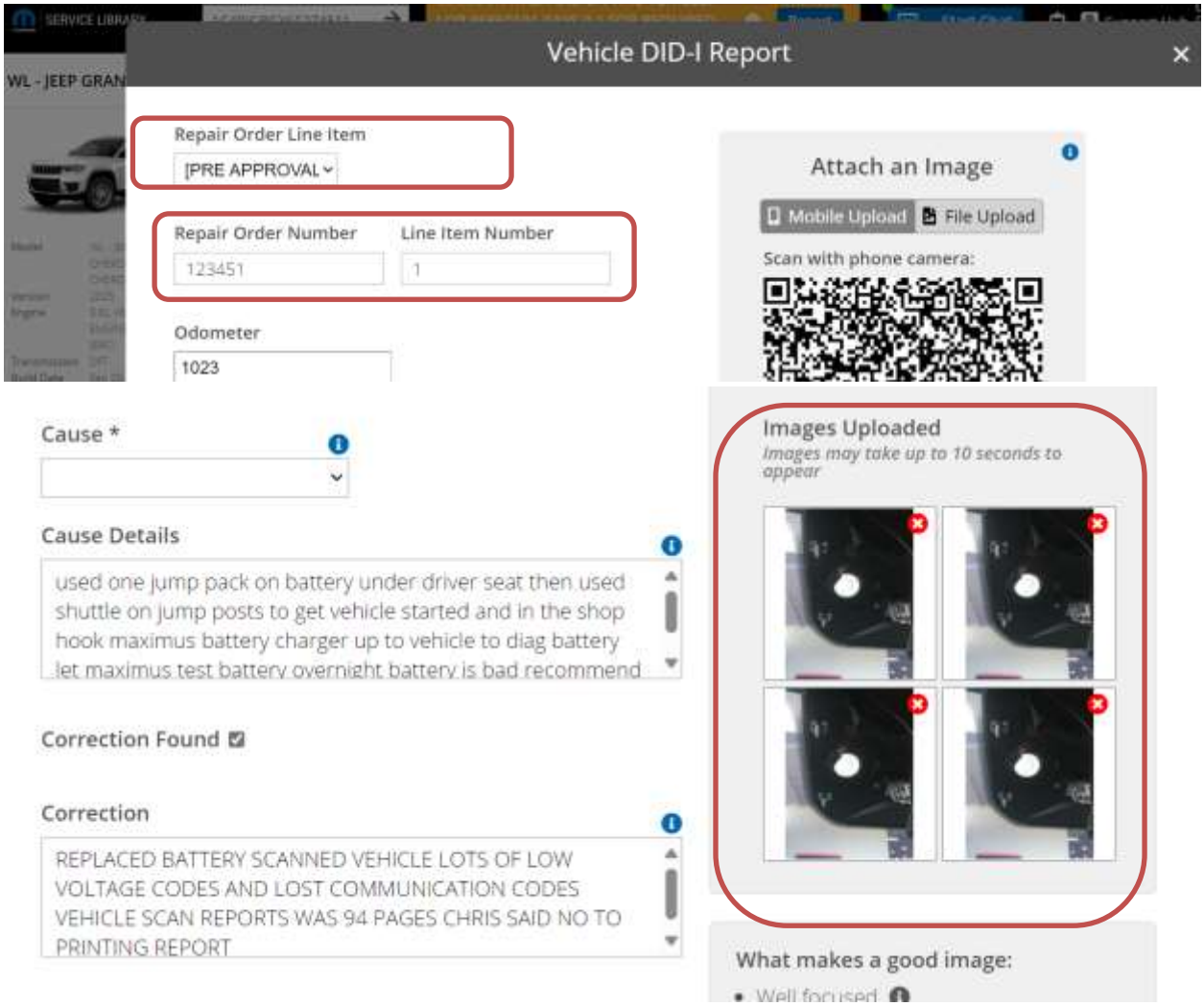
The images/pictures available in approved pre-approval request.



DID-I screen in Service Library (DID-I) will display line items with prefix "PRE APPROVAL" if the given line item is eligible for DID-I.



The technicians can choose the Line Item (RO: 123451, LN:1, Concern: Test Concern LN:1) from the drop down while creating the DID-I to have the images/pictures loaded into the DID-I screen. The technicians will have the ability to delete/add more pictures as needed.



Adding MOPAR Accessories – Adding Sales Codes

GENERAL INFORMATION

When adding a MOPAR accessory to a vehicle, it is important to check in "Vehicle Option Update" in DealerCONNECT for the sales code of the accessory. If a sales code is found, it must be added to the vehicle configuration to receive basic warranty coverage. In the example below, a 2023 Jeep Wrangler had a *Remote Start Kit* added and the sales code *"XBM"* was added so the system would be covered under the basic vehicle warranty.

Failure to add a sales code, if available, can cause the warranty claim for that component to not be covered by the vehicle basic warranty. Vehicle Option Update can be found in DealerCONNECT on the Service tab in the Warranty Administration section under Reports, Tools & Information. See below.

2023 - 2025 Dodge Durango (WD) - TPMS Light On, Sensor Not Responding, No Reading and Location Undetermined DTC's, Pressure Low, Short and Leaking

GENERAL INFORMATION

FCA US has seen recent increase in claims with TPMS being returned. The customer can detect that the cluster shows the TPMS reading wrong, not reading or just the light on. After looking at this issue, it can be confused with a leaking or a short or an inoperative sensor, and in most cases some DTC's (C151D-00, C1501-31, C0077-00) can be found. Sensors are often fine, so this can be classified as a communication issue, and it can be solved with the procedure presented below.

We strongly recommend verifying physical damage and replacing sensors only if they do not respond after the intermittent procedure. INTERMITTENT CONDITION procedure can solve most issues.

*P/n list:
68252495AC
68443470AB
1BP00260AA

Repair Procedure

CHECK FOR AN ACTIVE DTC

1. Turn the ignition on.
2. With the scan tool, create a Vehicle Scan Report and attach it to the repair order.
3. Test drive the vehicle at a speed greater than 32 km/h (20 mph) for 20 minutes in order to receive TPM Sensor data and allow for the system to update.
4. With the scan tool, read the RF Hub DTCs.

- Perform the TESTING FOR AN INTERMITTENT CONDITION procedure. (Refer to 28 - DTC-Based Diagnostics/Standard Procedure).
- Perform the TPM SENSOR VERIFICATION TEST. (Refer to 28 - DTC-Based Diagnostics/MODULE, Radio Frequency (RF Hub) - Standard Procedure).

- If the problem persists, continue following the correct DTC manual procedure.

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2021 - 202X MY Jeep Grand Cherokee (WL), Wagoneer/ Grand Wagoneer (WS) - Night Vision Cracked Camera Lens Issue

GENERAL INFORMATION

We have found during supplier analysis, the night vision cameras lens is found to be cracked, potentially caused by an external force such as road debris. Symptoms for this issue are found in Service Library. If the Night Vision Camera lens is cracked, or delaminated, it is not considered a defect in material or workmanship yet could be considered for Consumer Goodwill with the support of the business center.

If that is not obtained, then this is considered an Insurance claim with the vehicle car insurance. In any event, it is not supported for a warranty reimbursement.

All Model Years and Models - Saddle Fuel Tanks

Vehicles that contain Saddle Fuel Tanks are challenging due to the configuration and location of the wiring harness for the Primary Fuel Pump and the Auxiliary Level Sender.

- L Cars and the WL PHEV vehicles have the Wiring Harness inside the Fuel Tank.
- WL 2.0L EC1 and 3.6L ERC have the Wiring Harness outside the Fuel Tank.
- WD Durango and WK Grand Cherokee Fuel Tank Wiring configuration is similar to the WL 2.0L EC1 and 3.6 ERC.
- RU Pacific AWD has an Auxiliary Level Sender as part of the Fuel Tank and the Wiring Harness is inside the Fuel Tank.

When a vehicle is received at the Dealership, the first step is to determine if there are any DTCs outlined in the Wi-Tech.

If there are any TSBs associated with the DTC(s) found in the vehicle then proceed on doing the repair as shown on the TSB. **Irrespective of Service Action bulletin, published diagnostics MUST always be performed first to confirm the issue prior to making any hardware changes.**

On a normally functioning system, the raw signal voltage to the BCM will read between approximately 0.5 volts (full stop) and 4.5 volts (empty stop) when the harness is connected. When there is an open in the circuitry the signal circuit voltage will be 12.0 volts. **The data reading value on the scan tool is clipped to read 5.0 volts when the signal circuit is open.**

FOR BCM DTC	PERFORM PCM DTC
P0460-11-FUEL LEVEL SENSOR 1 - CIRCUIT SHORT TO GROUND	P0462-FUEL LEVEL SENSOR 1 CIRCUIT LOW
P0460-15FUEL LEVEL SENSOR 1 - CIRCUIT SHORT TO VOLTAGE OR OPEN	P0463 FUEL LEVEL SENSOR 1 CIRCUIT HIGH
P2065-11-FUEL LEVEL SENSOR 2 - CIRCUIT SHORT TO GROUND	P2067 FUEL LEVEL SENSOR 2 CIRCUIT LOW
P2065-15 FUEL LEVEL SENSOR 2 - CIRCUIT SHORT TO VOLTAGE OR OPEN	P2068 FUEL LEVEL SENSOR 2 CIRCUIT HIGH

Only the Primary Fuel Pump should be replaced if there are DTCs associated with the Fuel Level Sensor number 1.

Only the Auxiliary Level Sender should be replaced if there are DTCs associated with the Fuel Level Sensor number 2.

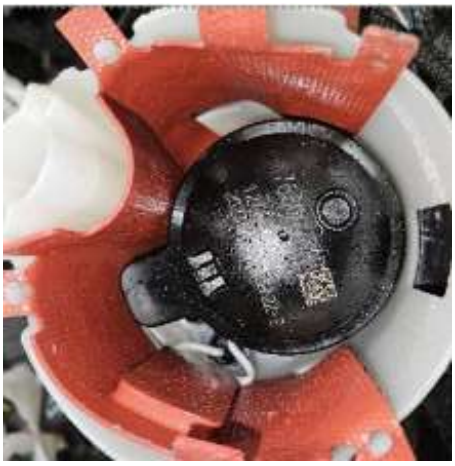
If there is a mixture of DTCs between the Primary Fuel Pump and the Auxiliary Level Sensor, then investigate if there is a Jumper Harness or circuit issue between the Level Sender and the PCM.

All Model Years and Models With Diesel Exhaust System - Contamination

For Diesel Exhaust Systems, if an owner has added any form of hydrocarbon, such as diesel fuel, fuel system additives, gasoline or any other petroleum-based product, the whole DEF system is contaminated. A quantity less than 100 parts per million or less than 1 oz. per 78 gallons (295 liters) of any form of hydrocarbon will contaminate the entire DEF System. It will require the replacement of the DEF Pump, DEF Lines, DEF Injector and DEF Tank.

Contamination is not a defect in material or workmanship but could be covered as Consumer goodwill, with appropriate approval from the business center.

Good Part



Bad Part

Please inform the owner that only DEF Fluid from a dedicated DEF container, funnel or nozzle should be used for refilling the DEF Tank.

All Model Years and Models With Diesel Exhaust DEF System - Overfill Condition

The DEF Tank should not be overfilled, otherwise, an engine light will set with DTC P203E. The fluid needs to be drained from the Tank to bring the level down below the overfill condition.

If the DEF Tank was overfilled, drain 2-3 gallons of fluid from the tank. Once drained, you will need to perform a specific drive cycle to clear the message and ensure the vehicle is repaired.

Note: When performing the drive cycle to clear the message, please drive as steadily as possible at highway speeds. Avoid excessive stop and go, large bumps, or excessive curves in the road to keep the fluid slosh in the DEF Tank at a minimum. Excessive slosh will delay the monitor from passing and lead to an inability to clear the message.

To clear the "Service DEF" message, and ensure the vehicle is repaired, please drive the vehicle under the following operating conditions:

Steady state driving at highway speeds for a minimum of 15 minutes with

Minimal stopping and starting to reduce DEF Tank sloshing.

Note: If the vehicle is in a derated power state, safely drive the vehicle at the derated speeds for a minimum of 15 minutes, as steadily as possible to avoid Tank slosh.

- Ambient Temperature must be greater than 50 degrees F (10 degrees C)
- DEF Tank Temperature (as reported by Temperature Sensor) must be greater than 50 degrees F.
- DEF Tank Temperature (as reported by the Urea Quality Sensor) 50 degrees F.

If the DTC goes stored, and the "Service DEF" message on the EVIC no longer appears, top off the DEF Tank to the proper level, and release it back to the Customer.

Do not replace the DEF Pump Unit if this DTC was caused by overfilling of the Tank.

Please inform the owner not to overfill the DEF Tank.

Overfill of the DEF tank is not a defect in material or workmanship however it could be covered as Consumer Goodwill with the appropriate approval from the business center.