MOPAR

WARRANTY OPERATIONS NEWSLETTER
VOLUME 11, ISSUE 4

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Announcement Of Future Addition To Exchange Order Type

We are working on an improvement to the Exchange Order Process to add the "Recall" order type to the options. Today, dealer orders for recall exchange parts are placed as "Warranty" but the upcoming change will allow the order type to match the claim type. The exact date of the change is still in process and will be communicated in a future announcement. There will be no change to the claim requirements or chargeback process, but only the addition of the recall order type.

Please always review the recall remedy instructions to make sure that the latest instructions are followed. The order type will be communicated in the specific recall instructions.

High Voltage Lithium - Ion Battery Exclusions

As per the Warranty booklets for vehicles with High Voltage batteries: Your warranties do not cover the costs of repairing damage or conditions caused by any of the following:

- Physically damaging the high voltage lithium-ion battery or intentionally attempting to reduce the life of the high voltage lithium-ion battery
- Leaving your vehicle for over 30 days where the high voltage lithium-ion battery reaches a zero or near zero state of charge
- Neglecting to follow correct charging procedures as recommended in your Owner's Manual
- Use of incompatible charging devices as recommended in your Owner's Manual
- Opening the high voltage lithium-ion battery enclosure or having it serviced by someone other than an authorized repair facility certified technician
- Exposing the high voltage lithium-ion battery to contact with a direct flame
- Exposing your vehicle to ambient temperatures above 140° F (60° C) for over 24 hours

HV Pack Core Refund - Use I-Sheet Directions

There have been issues with dealers not following the directions in the I-Sheets when returning HV pack cores. There is a process in place outlined in the I-Sheets for dealers to manage HV pack core returns. Dealers in many cases aren't adhering to the I-Sheets (found in the Dunnage or Service Library) and have been using other processes to send the packs back to the warehouses they were shipped from. If the packs are not returned per proper processes, dealers potentially **WILL NOT** be issued a core refund. **This is due to the pack being returned incorrectly.** This is causing logistical issues and unnecessary expense to the company. (NOTE: See **DCMail ID: 104553** for an I-Sheet example)

Vehicle Maintenance – Engine Oil Filter

The engine oil filter should be replaced with a new filter at every engine oil change.

SERVICING AND MAINTENANCE: A full-flow type disposable oil filter should be used for replacement. The quality of replacement filters varies considerably. **Only high quality Mopar® filters should be used.** If Mopar® Engine Oil Filters are unavailable, **it is preferred to use bproauto filters as an alternative.** If neither Mopar® or bproauto are available, only use filters that meet or exceed SAE/USCAR-36 Filter Performance Requirements.

Side Marker Condensation - Model Year 2024 Fiat 500e (FG)

Under certain atmospheric conditions, condensation can appear inside the Side marker in the 2024 Fiat 500e (PNs: 68656439A* and 68656440A*). This occurrence is normal, and with time it goes away. The Side marker is a decorative, non-functional part, so condensation does not pose any risk to the performance or safety of the vehicle. The part(s) is working as designed and will not be covered under warranty.

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)

To reduce the cost per repair, Engineering recommends using a long block instead of a complete engine replacement for GME T4 DOHC.

*Long Blocks p/n list:

18-24MY JL ESS & JL PHEV	22-24MY WL PHEV
68731685AA	68731694AA
23-25MY MP	**23-25MY GG/GC**
68731712AA	

Before replacing a Long Block, Engineering is asking to follow these pre-checks and checks for an overheating suspect diagnosis:

A. Pre-Check:
- Check and record level of coolant in 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 Cylinder Leakage Test, available in Service Library, on all cylinders by pressurizing one cylinder at a time with piston at TDC with 5.5bar of air and check for bubbles in the radiator coolant
   - Perform coolant pressurization test on cooling system, (Pressurize to 2Bar / 30PSI), Borescope cylinders to check for presence of coolant in 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

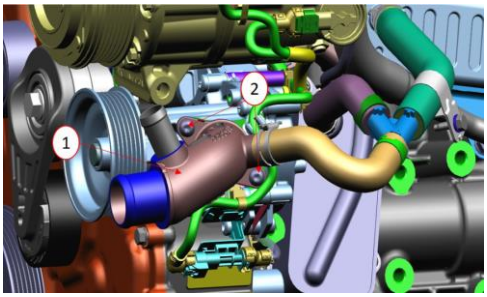
3. Perform CO2 leak test to check for combustion gasses in cooling system.

<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 the full engine. There are several components failing that may be the root cause and, in most cases, just this component needs to be replaced rather than the long block*.

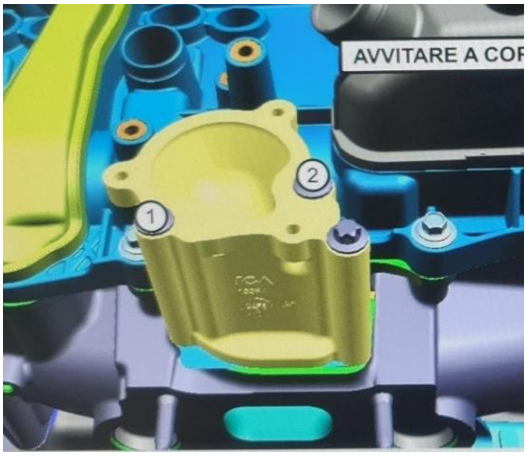
We are mainly focused on three of them:

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



B. Water Pump Gasket is twisted inside its groove:

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 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. Above 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).

2021 - 2025 MY Jeep Grand Cherokee (WL), Wagoneer/ Grand Wagoneer (WS) - Park Assist Sensors Damage

We have found during supplier analysis, that the park assist sensors are found to have physical damage, potentially caused by an external force such as road debris. Symptoms for this issue are found in Service Library. If the park assist sensor has physical damage, it is not considered a defect in material or workmanship yet could be considered for Consumer Goodwill with the support of the business center.

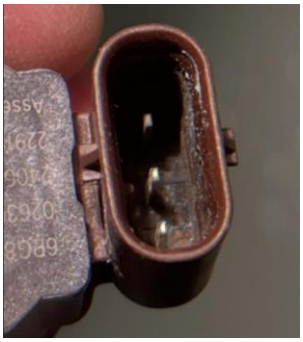
If that is not obtained, then this is considered an Insurance claim with the vehicle car insurance. In any event, it is not supported for a warranty reimbursement as damage is not a defect in material or workmanship.

Please remove sensors carefully when performing repairs.

If corrosion is visible in sensor connector area, LOP should be assigned to a wiring repair. Only use the Park Assist sensor LOP if the sensor is replaced.

Examples of Physical Damage:

Example of Sensor Connector Corrosion:



2024 – 2025 Domestic Models Intelligent Battery Sensor (IBS) Diagnostics

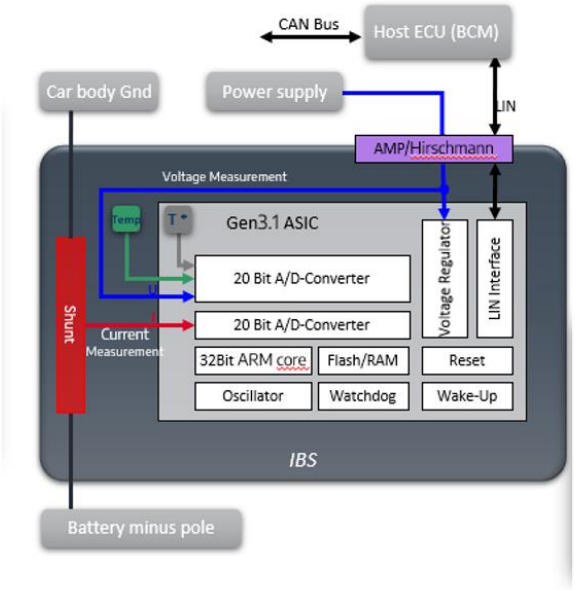
GENERAL INFORMATION

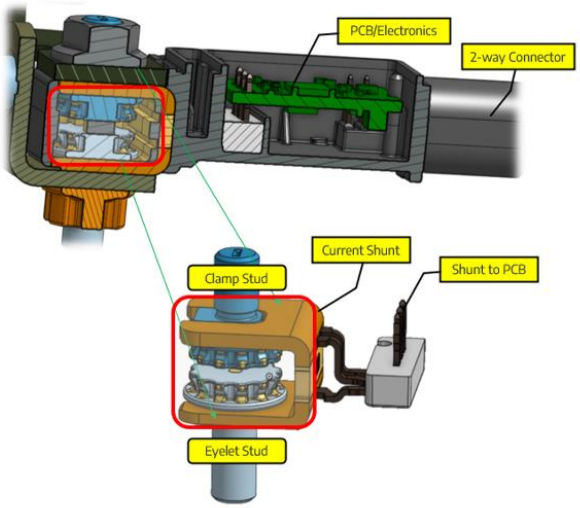
This information is communicated by Intelligent Battery Sensor (IBS) to Body Control Module (BCM) over Local Interconnect Network (LIN) bus which then gets transferred to Controller Area Network (CAN) network for other end consumers of the data.

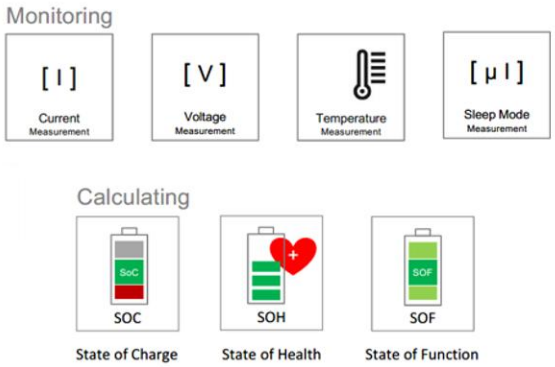
Internally, the IBS includes a current shunt for the battery measurement, temp sensing element, voltage sensing, a micro containing analog acquisition, logic processer, and memory.

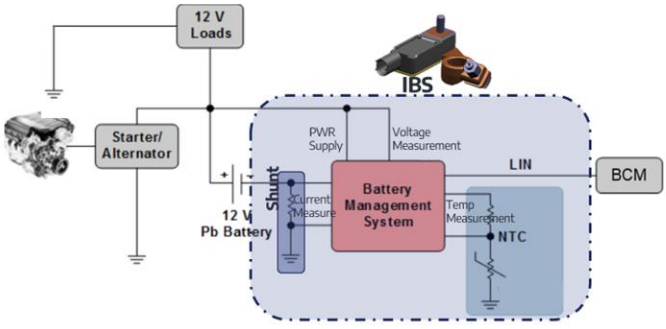
IBS claims shall indicate the symptom the repair pertains to. This list should cover nearly all cases, however; if symptom is not listed above, note "other" and describe symptom in detail.

It is suggested that the claims indicate the checklist was followed and the step it failed, along with any applicable Diagnostic Trouble Codes (DTCs).









Symptom	IBS Troubleshoot Actions	Additional comments
LOC DTC U113E	☐ Check battery connections ☐ Verify voltage at IBS 2-way connector (Battery supply and LIN). ☐ Check IBS fuse ☐ Verify LIN bus activity with Mopar scope ☐ Perform Continuity Test ☐ Unplug and plug back IBS (Reset) Replace IBS if all actions above fail to work.	Please ensure claim narratives list and reference any DTCs mentioned in this document and state the DTCs set at time of IBS Replacement.
IBS Internal Error DTC B2193	☐ Check battery connections ☐ Unplug and plug back IBS (Hard Power Reset). ☐ Replace IBS if all actions above fail to remove the DTC. ☐ Turn off vehicle and allow IBS to undergo SOC Learning. Follow SoC learning steps. ☐ Replace IBS if all actions above fail to work.	Please ensure claim narratives list and reference any DTCs mentioned in this document and state the DTCs set at time of IBS replacement.
Loose Connection	☐ Verify clamp retention. ☐ Verify IBS fasteners joints are tightened adequately. ☐ Repair if damaged (e.g. threads, clamp, or battery post). ☐ If loose only, mount to battery negative post with clamp seated as far down as possible. Then tighten IBS clamp fastener to secure IBS on battery.	
Vehicle No Start	☐ Ensure IBS is not loose. ☐ Check battery connections ☐ Recharge and test 12V batteries. ☐ Follow standard repair procedure for vehicle no start (i.e. issue is not related to IBS).	IBS should not impact starting unless it is loose, significantly corroded or disconnected.

Bad Battery	☐ Follow std repair procedures for battery diagnostics to determine if new battery is required or requires charging only. ☐ Avoid blind charging the IBS	An aged battery should not require a new IBS. Turn off vehicle and allow IBS to undergo SOC Learning in case IBS gets disconnected during repair. Follow SoC learning steps.
SOC Inaccurate	☐ Check for active IBS DTCs (U113E, B2193). Repair accordingly if present. ☐ Visual and connection inspection ☐ for ICE vehicles, perform crank, turn off vehicle to initiate quiescent state and IBS SOC learning. After 4 hours crank the vehicle and check SOC. ☐ In case vehicle is equipped with DC/DC converter, use of external charger or fails previous step, leave vehicle off for two days, and check SOC Accuracy status again. ☐ If SOC Accuracy is reported accurate and SOC level seems low (e.g. SOC<75%), drive vehicle for 1 to 2 hours and monitor SOC change.	During quiescent state IBS shall battery quiescent/Sleep time is defined as Quiescent phase: [-500mA, 50mA] battery current. All vehicle by design meets this requirement. Disconnect external charger during IBS learning. SOC cannot be instantaneously estimated.
Inadequate Battery Charging, Charging failure, Battery Telltale Light	☐ Check for active IBS DTCs (U113E, B2193). Repair accordingly if present. ☐ Verify IBS and battery connections/voltage. ☐ If no IBS DTC is present, the issue is unrelated to IBS. Follow standard procedure for charging system.	Please ensure claim narratives list and reference any DTCs mentioned in this document and state the DTCs set at time of IBS replacement.
ESS Inop	☐ Check for active IBS DTCs (U113E, B2193). Repair accordingly if present. ☐ Verify IBS and battery connections/voltage. ☐ Unplug and plug back IBS (Hard Power Reset). ☐ Carryout IBS new SOC learning.	

RAM 2500/3500/5500 Trucks 1st Row Power Seat Fore/Aft Adjuster Motor Connection Inspection

GENERAL INFORMATION

RAM 2500/3500/5500 Trucks with an inoperative fore/aft front seat adjuster function might have a loose connection to the motor. Inspecting the connection will determine if replacement of the entire adjuster is required.

Quick description of procedure:

1) Put seat in position for inspection.
2) Disconnect seat wire harness motor connector from the fore-aft motor on the seat adjuster, wait 10 seconds, and reconnect.
3) Verify function of the fore/aft adjuster.

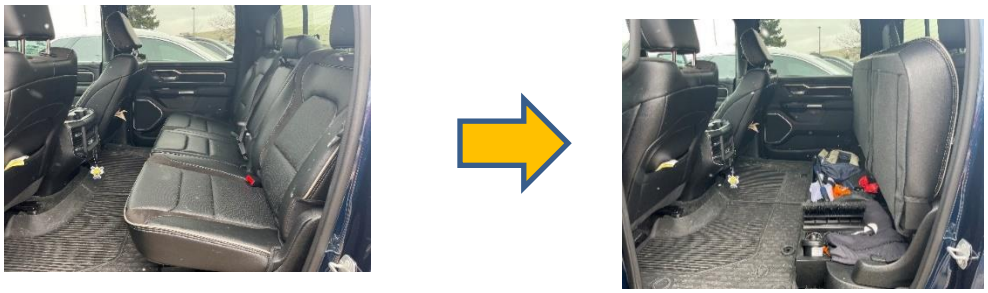
PARTS REQUIRED:

Four (4) Replacement floor attachment bolts: 06508069AA
When applicable: Replacement power seat adjusters. See rest of instructions.

PART NUMBERS: 68455847AA, 68455848AA, 68455849AA
GROUP: Interior
DATE: 3/12/2025

INSPECTION PROCEDURE

Step 1. Open 2nd row door and function rear seat cushions up to stowed position.



Step 2. Adjust the driver front seat to the full up position. Use switches on the side shield to move power seat fully up.

Step 3. Remove the 4 bolts that hold the seat to the truck floor and discard. The bolts have lock patch that is not reusable.

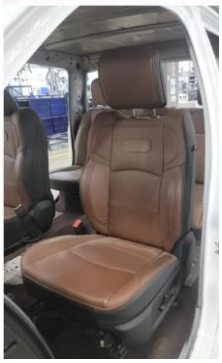
Step 4. Lay the seat down so it's laying on its back so the underside of the seat is easily accessible.

Step 5. Remove the fore/aft wire harness motor connector from the fore/aft motor (back right of the seat adjuster). Push on the tab to remove the motor wire harness connector from the motor. Leave disconnected for 10 seconds.

Step 6. Reconnect the fore/aft wire harness motor connector to the fore/aft motor. Push / Pull / Push the connector with fingers to ensure the wire harness connector is fully seated to the fore/aft motor connector.

Step 7. Before assembling the seat back to the truck floor, cycle the seat to check that the motor is working properly by pressing the fore/aft switch. If fore/aft motor does not function, please refer to Replacement Procedure below.

Step 8. If the seat is working properly, carefully reassemble the seat back to the truck floor using the four new bolts. Use a torque wrench to verify 47 Nm.



Step 9. *Note: Checking the passenger seat will be the same procedure as the driver seat.

REPLACEMENT PROCEDURE:
Only for seats rejected after inspection.
Replace Power Seat Adjuster per MOPAR service part replacement instructions.
MOPAR Part Numbers: 68455847AA, 68455848AA, 68455849AA

2023 - 2025 GG/GC 12V Battery Charging and PHEV Vehicles Jump Start

GENERAL INFORMATION
There has been an increase on GG/GC vehicle claims related to 12V battery charging procedure or vehicle jump starting. The issue is that these procedures were not updated in Service Library causing a considerable number of claims and replacements of the Integrated Dual Charging Module (IDCM). DTC U12AF is the reference for this issue.

12V battery charging procedure has been updated in Service Library, this procedure must be followed to avoid damaging the IDCM.

Discharged 12-Volt batteries on PHEV/BEV – Avoid Damaging the IDCM

Charging a completely Discharged 12-Volt Battery on PHEV/BEV.
When a 12-Volt battery is completely discharged on a FCA US, LLC PHEV or BEV vehicle, we should be using the procedure found in Service Library related to the 12-Volt battery charging. Unless this procedure is properly followed, a good battery may be needlessly replaced. Charging the battery depends on the battery temperature, and a good, depleted battery accepts charge at a higher rate when the battery temperature is over 32 degrees Fahrenheit. Here are some quick points related to charging a 12-Volt battery.

1. Measure the battery voltage at the battery posts with a voltmeter, to be an accurate with the measurement. We consider a battery below 10-Volts to be extremely discharged.

3. Battery charger will vary in the amount of voltage and current provided. The amount of time required for a battery to accept varies.

2. Disconnect and isolate the negative battery cable. If equipped with an intelligent Battery Service (IBS), disconnect the Intelligent Battery Sensor connector FIRST before disconnecting the negative battery cable.

Charging the 12-Volt batteries that have been completely discharged on the PHEV/BEV vehicles, are very dependent on the ground cable being disconnected, if it is not done this way, we can cause damage to the Integrated Dual Charge Module (IDCM) which can result in premature replacement of the Integrated Dual Charge Module.

This is an extremely crucial step when charging any battery, but with PHEV/BEV vehicles, this can result in a very costly replacement of the Integrated Dual Charge Module. Technicians that are charging 12-Volt batteries that have been drained on PHEV/BEV vehicles, need to be aware of this and ensure that they are following the procedure in Service Library.

PHEV Vehicles Considerations – Jump-start

After a discussion with supplier, we have achieved the following conclusions for the PHEV vehicles jump-start procedure:

To avoid battery degradation when vehicles are not being used, disconnect the 12V battery negative terminal.

To properly jump-start PHEV vehicles then the following procedure must be performed:

1. Remove the IDCM KL30 line fuse from the LV PDC box under the hood.
2. Connect the jump-box or booster to the 12V battery, make sure that the jump-box positive terminal is connected to the 12V battery positive terminal, and the jump-box negative terminal is connected to the 12V battery negative terminal or the vehicle chassis ground, please, **avoid reverse polarity**.
3. Wait for a few minutes to charge the 12V battery, the waiting time depends on the voltage measured on the battery, measure the battery voltage until it reaches at least 10.5V.

4. Key on the vehicle and as soon as it cranks remove the jump-box/booster connections and re-install the KL30 line fuse previously removed, please, **do not re-install the fuse before disconnecting the jump-box/booster.**
5. Check 12V battery voltage level (measure).

- We highly recommend charging the 12V battery rather than jump-start the vehicle.
- For 12V battery charging please refer to the procedure indicated in the previous section.

Key Fobs - Instructions for Usage - Jeep Wrangler (JL) / Jeep Gladiator (JT)

GENERAL INFORMATION

The key fob's wireless signal may be blocked if the key fob is located next to a mobile phone, laptop, or other electronic device. This may result in poor performance.

Keyless Entry N' Go

The key fob may not be detected by the vehicle Passive Entry system if it is located next to a mobile phone, laptop, or other electronic device; these devices may interfere with the key fob's wireless signal and prevent the Passive Entry system from locking/unlocking the vehicle.

If the key fob is next to a mobile phone, laptop, or other electronic device, the wireless signal may get blocked, and the driver's door may not unlock automatically.

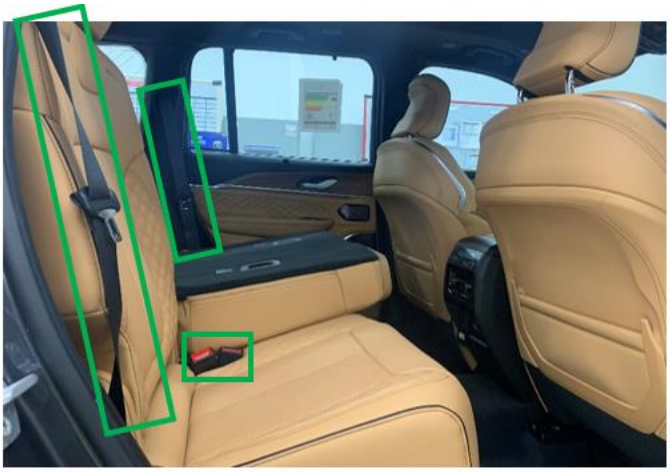
MY 2024 -2025 and Forward - Jeep Grand Cherokee Summit / Summit Reserve Seat Belts and Buckles

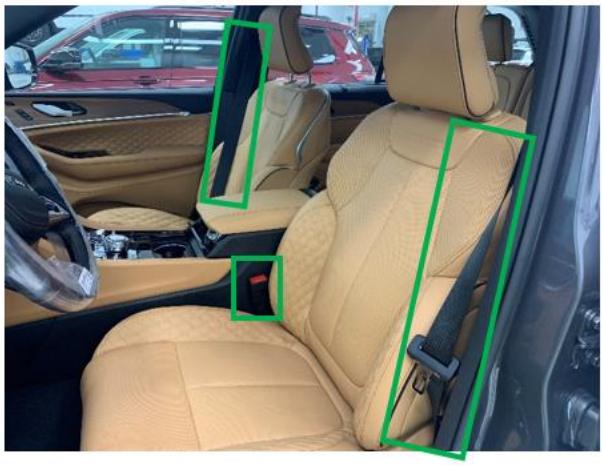
GENERAL INFORMATION

Due to a production change, Jeep Grand Cherokee Summit and Summit Reserve vehicles with Tupelo interior (-T7) as of 04/03/2025 (MDH 0403XX) will have seat belts and buckles of Global Black (TX7) color in place of Tupelo (WT5). See before/after picture examples below.

Before:

After:





2025 Warranty Bulletin Highlights

Bulletin #	Subject	Release Date	DCMail ID#
D-25-01	Automatic Labor Rate Increase (ALRI) 2025	1/29/2025	103095
D-25-02	12V Battery Traceability Code Claim Requirement (Rev. A)	2/4/2025	103264
D-25-03	(XV1) Driver and Passenger Sliding Door Power Lock Actuators – 2017 – 2019 Dodge Caravan (RT) and 2017 – 2019 Chrysler Town & Country (RT)	1/30/2025	103113
D-25-04	Fast Feedback Program – 6.7L Cummins Engine (Sales Codes ETM and ETN), Base Engine Components, Electronic Components, Cooling System Components, Exhaust Gas Recirculation System, Fuel System and Aftertreatment System – Select 2025 Ram 2500 Pickup (DJ), 2025 Ram 3500 Pickup (D2), 2025 Ram 3500 Cab Chassis (DD) and 2025 4500/5500 Ram Cab Chassis (DP)	2/5/2025	103318
D-25-05	DIPAP Requirements – Addition of Headlamps and Tail Lamps – 2022 – 2025 RAM 1500 Pickup (DT) – All Dealers	3/5/2025	103849
D-25-06	Fast Feedback Program – 6.4L V8 Hemi HD Engine – Single and Dual Alternator – (Sales Codes ESL), Fuel Injector, 8 Speed TorqueFlite HD Automatic Transmission – 2WD and 4WD (Sales Code DFM), Oil Pan Kit Plug, Oil Drain Cover Kit, Mechatronic Repair Kit, Input Shaft Sealing Set, Output Shaft Seal Set and Torque Converter Kit – Select 2025 Ram 2500 Pickup (DJ), 2025 Ram 3500 Pickup (D2), 2025 Ram 3500 Cab Chassis (DD) and 2025 4500/5500 Ram Cab Chassis (DP)	3/27/2025	104258