

## New Message Code LH8

Dealers will soon start to see new message code LH8 (*The submitted Special Service amount appears to be excessive*) on certain Special Service LOPs. The message code has been designed to make sure that the maximum amount for a reimbursement Special Service LOP is not exceeded. For example, as stated in Warranty Bulletin D-24-17, dealers can request \$50 per

VIN once a day for Mobile Service by using LOP 95-23-08-50. For this LOP, if the amount entered is higher than \$50, then message code LH8 will set, and you will need to lower the amount to \$50 in order for the claim to process. The claim will be set to Pay for the first few weeks, but on June 4, 2025 the claims with LH8 will be rejected until the amount is corrected.

## New Message Code RE9

New! - RE9 is a new recall related message code that will be launching this month. The intent of this message code is to reject recall claims submitted on a VIN that was manually marked "Complete" by the Recall Administration Team or previously performed. These recall repairs are

typically for Firmware Over the Air (FOTA) or manual sticker applications. If a claim is rejected with RE9, the dealer needs to provide justification for completing the "Completed" recall a second time in the narrative and send the claim to RA for review.

## Dealer Responsibility for Preventing Lot Rot

It is the responsibility of the dealer to ensure that customers do not receive a vehicle that may be subject to "lot rot". Lot rot is a condition that can occur on vehicles that remain stationary for long periods of time.

Dealers are to periodically move vehicles in their inventory to prevent the two components that are greatly affected by lot rot:

- Tire flat spotting
- Brake rotor corrosion

Lot rot can also result in unnecessary 12V battery replacements due to dealers not performing the necessary charging maintenance on unsold vehicles.

This will improve customer satisfaction and ensure our customers have a positive driving experience.

**See the Warranty Administration Manual (WAM), Section 1.3.1**

## Reman vs New Part

Remanufactured part(s) are required for Warranty (W), Mopar (M) and FlexCare Vehicle Protection (F) claims (including repairs on Cummins Diesel Engine equipped vehicles).

Claim the part number used for the repair. Do not change the part number to a part not used to help get a claim paid. Failure to use authorized parts, or to identify non-Mopar parts, will result in a non-payment or chargeback of both parts and labor for the applicable portion of the claim.

- **When is it appropriate to use new parts rather than reman parts?**
  - 1) If a remanufactured part is on back order and an OE part is in stock and available, that part should be ordered to reduce the time a customer is without their vehicle and in a rental vehicle. Any excessive rental time charged when the OE part was available will not be reimbursed.
  - 2) Dealers may also find that the reman part has superseded to a new part number. If this occurs, dealers are able to use the new part number. Dealers can check superseded information in *DealerCONNECT*>

*Parts> Parts/Order Inquiries> Part Inquiries.*

- **Should part price be used to determine which part to use?**

Pricing should be used to help determine which part to use, for example if the new part is \$500, but the reman part is \$600, the new part should be used. The dealership will need to provide notes as to why the part selection was made. This type of pricing difference could also cause the Warranty Contact Center to ask for the claim to be adjusted, since the dealer selected a part that cost more than another available option.

- **What support is needed when a reman part is not available?**

Dealers will need to capture screen shots of the reman part not being available. This is similar to the Technician notes that Technicians are required to provide to support a request for diagnostic time. Since neither the dealer nor the Warranty Contact Center can retrieve past parts data, the Parts department should capture the details on why the correct version of the part was not ordered.

For more details, refer to FCA Caribbean Warranty Bulletin ID-19-05.

## MY 2023 - 2024 - Jeep Grand Cherokee (WL) - Removal of the Engine Cover on 3.6L Engines

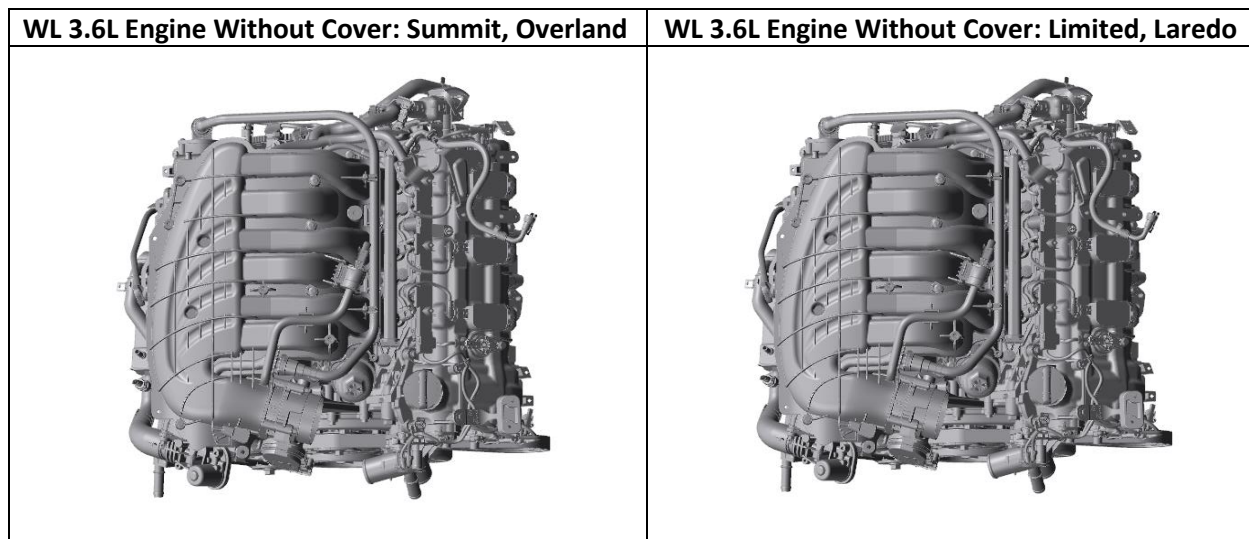
Following an increase in dealer inquiries regarding missing engine covers from WL with a 3.6L Engine in the **Summit** and **Overland** trim grades, this is to notify the extended dealer network regarding appropriate application of engine covers on vehicles.

### WL 3.6L:

The removal of the engine cover for WL in the

Summit and Overland trim grades has been in effect since January 17th, 2024. WL with the 3.6L engine, the engine cover **DOES NOT** apply to the **Summit, Overland, Laredo, and Limited** trim grades. The engine covers have been removed from these vehicles. Please note that this notice is **NOT** applicable to the other engine variants, which currently receive an engine cover.

Figure 1: Overhead view of the WL 3.6L Engine without the engine cover



## MY 2025 RAM 1500 Pickup (DT), Jeep Wrangler (JL), Jeep Gladiator (JT) - Security Gateway (SGW) Module Sets Diagnostic Trouble Code (DTC) U0080-00 Ethernet BUS 1

**Customer Complaint/Technician Observation:**  
The customer may experience one or more of the following:

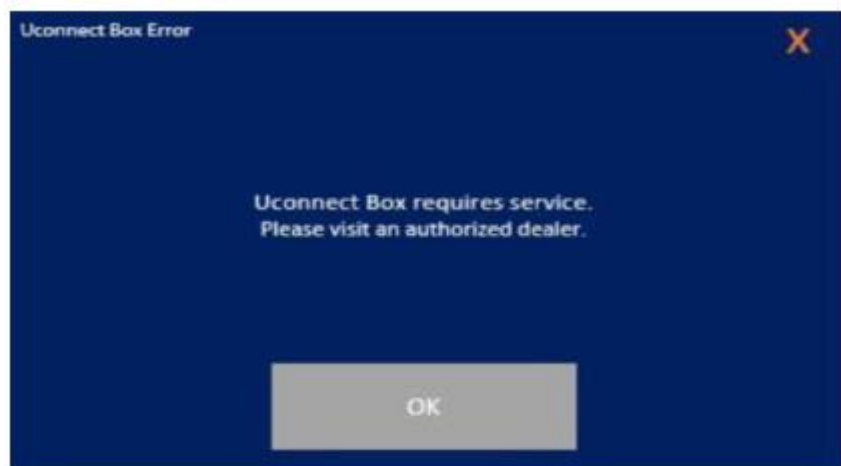
- Uconnect Box Message at Startup.
- Uconnect Box Error or Requires Service Message.
- Diagnostic Trouble Codes (DTCs) for Electronic Control Modules (ECUs) won't be shown to the customer through the Vehicle Health alert (Mobile App or email).

The technician observed the SGW setting DTC U0080-00 as stored.

### **Discussion:**

Use scan tool select >guided diagnostics>reset ECU >TBM. Inspect the Telematics Box Module (TBM) connections.

1. Remove upper and lower glove box to access the TBM module pg. 2.
2. Inspect the connector(s) at the TBM module.
3. Use the Push-Pull-Push method to secure the connections.
4. Clear Diagnostic Trouble Codes (DTCs).
5. Test the operation to complete no parts required.



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## MY 2025 RAM 1500 Pickup (DT) – Commonization of Carryover Jeep Wrangler (JL)/Jeep Gladiator (JT) Oil Fill Neck Into DT on 3.6L Engines

To make the service community aware of the change on PSU 3.6L DT vehicles, the FCA US Service team is working to notify the extended dealer network regarding the change on the oil fill neck for 3.6L DT.

### DT 3.6L:

The change of implementing the JL/JT oil fill neck into DT family will take place beginning with Engine Build dates from 06/16. The intention is to make you aware of this change.

Figure 1: Visual reference of before and after



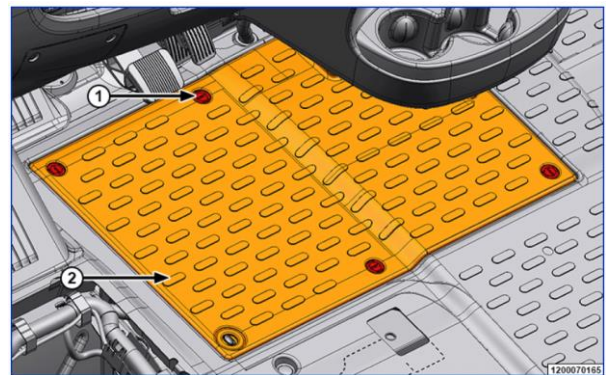
## MY 2025 ProMaster (VF) - 12 Volt Battery

Electrical / 8F - Engine Systems / Battery System / BATTERY /

Following an increase in dealer inquiries regarding loose connection at the negative post at 12-volt batteries on MY 2025 (VF) vehicles,

this is to notify the extended dealer network regarding appropriate negative clamp connection on 12-volt batteries.

1. Remove the plastic floor cover on the driver's side.



2. Check the connection condition of the negative post of the 12-volt battery.

- 12-Volt Battery Negative Post Clamp not closed, with contact with the plastic

battery casing.

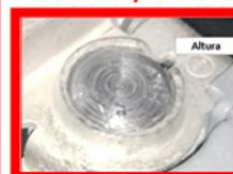
- Negative post clamp position not fully down.

### Picture of Defect

Negative post clamp position not fully closed.



Not Fully down.

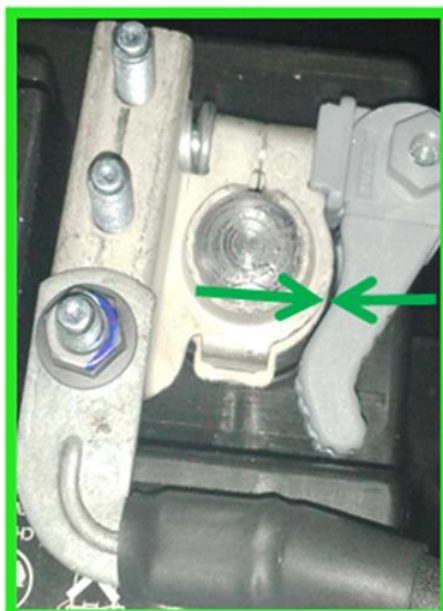


Good connection.

- Fully closed 12-Volt battery negative post clamp, no contact with the plastic battery casing.
- Negative post clamp position fully down.

### Picture of Good connection

Negative post clamp position fully closed.



Fully down.

