

Water Leak - Backlite - RAMs (DJ/ D2/ DD/ DF/ DP/DT) or Jeep Gladiator (JT)

When replacing a backlite on a RAM or Jeep Gladiator vehicle, please submit a Warranty claim as follows:

Condition 1:

- Use the Reseal LOP (23-50-10-XX), with Failure Code (65 - LEAKS) at N/C
- Use the Backlite Replace LOP (23-XX-XX-XX) with the Labor Time

Following this format, the repair is covered under the 3/36 Basic Limited Warranty.

850RE Transmission D-Clutch Repair - TSB 21-009-25 Rev. B

This is a reminder that fluid condition is not a reason to replace the transmission for the D-Clutch repair.

NOTE: It is normal for the transmission to have fine debris present in the oil pan and stuck to the magnets. Burnt oil and debris DO NOT warrant a transmission replacement for D piston seal failure.

Burnt fluid could indicate damage to a clutch, but the clutch will be replaced as part of the D Piston kit.

If the transmission is being reconditioned (clutch/seal replacement) or replaced, it is necessary to perform the TCM Adaptation Procedure. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info>08 - Electrical/8E - Electronic Control Modules/ Module, Transmission Control/ Module Programming.

Fuel Injector Fault Check - MY 2019 - 2024 - RAM HD (DJ/D2/DP/DD) with 6.7L Cummins (Sales Codes ETL, ETM, ETN), Jeep Wrangler (JL), Jeep Grand Cherokee (WL) and Jeep Compass (MP)

This information is to ensure proper check of a fuel injector for fault before its replacement. The proper check for fuel injector fault should be done before any of them get replaced to reduce the overall warranty repair cost and avoid the issue of unnecessary repairs on the vehicle. Remanufactured part should be used when available in Mopar and request made to order the same from Mopar if one is not available in the inventory during warranty repairs on a vehicle.

Discussion/Customer Concern: There are some FCA US vehicles having multiple fuel injectors being replaced. This may be attributed to the lack of proper checks to ensure a fuel injector is faulty before its replacement. Also in some cases, remanufactured fuel injector is not being used which costs less than the original part.

Customer Symptoms: Below are the customer signs of a faulty fuel injector:

1. Check engine light blinks
2. Engine vibrates
3. Engine misfires
4. Bad fuel odor
5. Increased fuel consumption
6. Rough engine idling
7. Failed emission test
8. Fuel leak

Cause: Faulty fuel injectors on an engine.

Service Repair Procedure:

1. If vehicle comes to a dealership for any of the issues as mentioned in the 'customer symptom' portion of the TSB, please proceed to check for fuel injector to be faulty.
2. Every fuel injector on the engine should be checked for its functionality before its replacement. Dealers can refer to the fuel injector testing portion of Service Library for the vehicle for the tests to be performed for fuel injector functionality check.
3. Only the faulty fuel injector should be replaced, and fuel rail should not be changed unless it's necessary.
4. Please check for availability of remanufactured injectors and ensure it's used for warranty repairs. Remanufactured part should be ordered for use on a vehicle if one is not available. Only in cases where an OE part costs less than a reman part, an OE part should be used.
5. 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.



2013 - 2022 Jeep Grand Cherokee (WK) and 2023 - 2025 Jeep Grand Cherokee (WL) - Electrical DTCs

GENERAL INFORMATION

FCA US LLC has seen recent increase in claims with the Active Headrest (AHR). The vehicles with the AHR are designed to deploy (Front surface move forward with a spring-loaded mechanism) in certain rear impacts. The AHR is designed to be reset without replacement after deploying.

There is a Quality Bulletin that only allows extended warranty for unexpected deployment and AHRs that cannot be mechanically reset (10 years and unlimited mileage from the Date of Purchase). **This warranty does not allow claims for Torn, Faded, BSR/Squeak, Electrical failures, Open Circuit, DTC or any other conditions after the original warranty period (3 years and 30,000 miles).**

*P/n list:

- 5PN14DX9AA
- 5PP26DX9AB
- 5PS82DX9AA
- 5PR86DX9AA
- 5PN14HL1AA
- 5PP26HL1AB
- 5PR32DX9AA
- 5PR32LT5AA
- 5PS82HL1AA
- 5PP26HL1AA

The following DTCs are related Electrical failures in the seat, headrest or related harnesses. These may occur when an Active Headrest deploys or damage occurs to a wiring harness.

- B0020
- B0020-13
- B0028
- B0028-13
- B0095
- B0095-13
- B1C11
- B0020
- B1C11
- B1C11-11
- B1C11-12
- B1C11-13
- B221E
- B221E-00
- P152E
- B1C17
- B1C17-11
- B1C17-13
- C1B11
- C1C17
- C1C17-13
- X8895
- X88RE

Active Headrest replacement to clear these DTCs is not covered by the extended warranty and will be subject to recovery on a case-by-case basis.

The only condition allowed by the extended warranty is an Active Headrest that has deployed and cannot be reset by the repair procedure described in WARRANTY OPERATIONS NEWSLETTER VOLUME 11, ISSUE 2 (Rev. A) Published on February 19, 2025.



2025 Ram ProMaster (VF) – Front Axle ABS Light on After Wheel Speed Sensor Replacement

GENERAL INFORMATION

We have received warranty claims that have stated that the ABS ESC lights are on after Wheel Speed Sensor replacement.

Disassemble and clean the tone wheel on the suspect side first.

Acronyms:

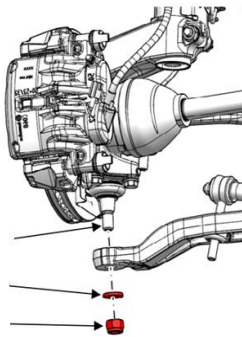
ABS – Anti-lock Braking System

ESC – Electronic Stability Control

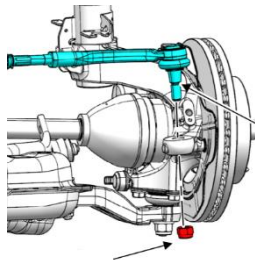
WSS – Wheel Speed Sensor

Pre-Check:

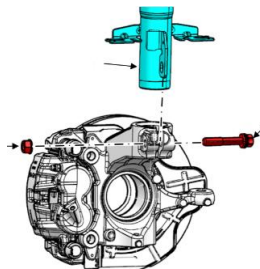
1. Remove front tires
2. Remove the nut used to fix the half shaft to the Hub & Bearing
3. Disassembly the Knuckle from the Lower Control Arm



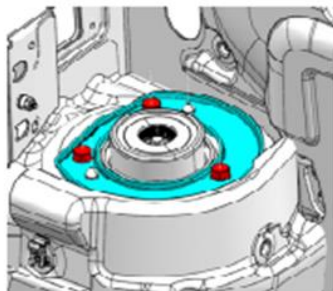
4. Disassembly the Tie Rod of the Rack & Pinion steering



5. Disassembly the bottom side of Front Strut from Knuckle



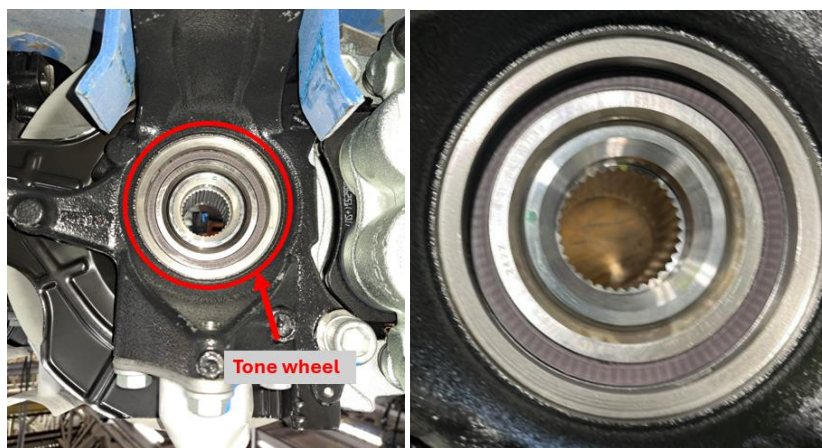
6. Disassembly the upper side of the Front Strut to body



Checks:

7. After completing the previous steps, the access to the Tone Wheel area will be possible, clean the area to remove particles (All area inside red circle), re-assembly the parts and verify that the issue is not present.

If the issue returns, replace the Tone Wheel assembly.



MY 2022 - 2025 (All Models) - Coolant Reservoir Leak Analysis

This procedure follows an increase in coolant reservoirs being replaced through warranty, and returned parts found to have no leakage or damage. This procedure is meant to aid technicians in understanding the operation and better utilize these procedures to diagnose the coolant reservoirs for any leaks if present.

Reminder:

- Always use an appropriately sized funnel for topping off the cooling system.
- Always wipe up any spilled coolant after refill.
- Fill to “max fill” line only and do not overfill, this could lead to coolant spillage under hot conditions.
- Do not disconnect quick connects or hose/clamps.
- Do not manipulate hose clamps or quick connects.
- If the reservoir is to be returned for further review, please include the cap along with it.

A. Perform a visual inspection of the cooling system and reservoir area, checking for any signs of leakage

- If there is any coolant or other liquid present, wipe it up before starting.

B. Perform a pressure leak down test

- Apply 21PSI to the reservoir (High temp, Low Temp or Battery). On low temperature or battery systems, always use 21psi even though the cap pressure is only 5psi. The system is designed to withstand 21psi.
- Hold 21PSI for 10 min
- Check for leaks

IF a leak is found on the bottle itself, while system is under pressure, use soapy water to spray onto the bottle to identify potential leaks.

A. Soapy water application spots

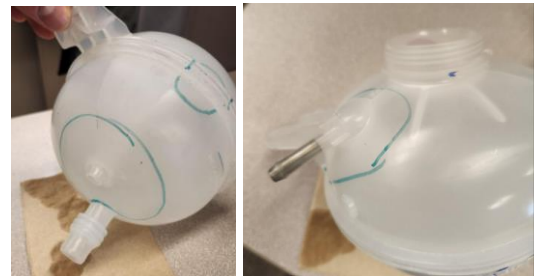
- Reservoir seam
- Cap area
- Into overflow port (if accessible) example of overflow port below:



- With a paint marker or sharpie circle the affected area in question.
- For a leak at the reservoir seam circle the section of seam in question, example on the right:



- For any deformation related defects, circle the affected regions with a sharpie or paint marker, example on the right:



IF a leak is found at the inlet or outlet joints, DO NOT DISCONNECT THE JOINT OR MANIPULATE IT. Use soapy water to spray onto the joints.

- Soapy water application spots:

- Inlet and outlet connections (WITH HOSES ATTACHED)
- Please take video/picture of the leak in question to attach to the claim
- Mark with a sharpie/paint marker and circle the source of the leak.