

**NOTE: Going forward, technical articles WILL NOT be included in the Warranty Operations Newsletter. All technical articles will be published in MasterTech located on DealerCONNECT using the path: DealerCONNECT> Service> Repair Information> MasterTech. The articles will display in MasterTech under the Vehicles Systems that pertains to the article as shown below. Articles are added to MasterTech on a daily basis.**



## Mitsubishi Radio Displays - Order as NEW for Warranty Repairs

There are several Melco Display part numbers that dealers will be directed to order as a "68" NEW part number for warranty repairs. Dealers are to order the regular "NEW" part number for New and Unsold vehicles and for Warranty repairs only.

Verify the Z part number availability. Order a "Z" part number for all Exchange Orders for Mopar, customer pay and Service Contract. See the New and Exchange part numbers listed below:

68526524A\$	CENTER STACK UPR-DISPLAY W/BUTTON BEZEL	Z8526524A\$
68526597A\$	CENTER STACK UPR-DISPLAY W/BUTTON BEZEL	Z8526597A\$
68526598A\$	CENTER STACK UPR-DISPLAY W/BEZEL	Z8526598A\$
68526608A\$	CENTER STACK UPR-DISPLAY W/BUTTON BEZEL	Z8526608A\$
68526609A\$	CENTER STACK UPR-DISPLAY W/BUTTON BEZEL	Z8526609A\$
68526610A\$	CENTER STACK UPR-DISPLAY W/BUTTON BEZEL	Z8526610A\$
68526611A\$	CENTER STACK UPR-DISPLAY W/BUTTON BEZEL	Z8526611A\$

## 3rd Row Floor Mats – Jeep Grand Cherokee Laredo L (WL)

We are seeing claims where 3rd Row Floor Mats are being submitted under Warranty for Jeep Grand Cherokee Laredo L with 3rd Row Seating.

Please note, 3rd Row Floor Mats are NOT shipped in the trunk of the vehicles if **Sales Code CWBS (Floor Mat, 3rd Row)** does not display in the Sales Code List.

If the vehicle has **Sales Code CLES**, Front and 2nd Row Floor Mats **are NOT** included and shipped in vehicle and not reimbursable under Warranty.

Warranty claims submitted in this scenario are subject to recovery.

## Replacement Regulatory Labels

Replacement regulatory labels are processed by Technical Safety and Regulatory Compliance (TSRC) for current model year vehicles and vehicles that are one model year prior. In addition to the model years, the label issue must be plant related (i.e. the vehicle must be shipped from the manufacturing plant with the wrong label or a missing label).

If the vehicle is a 2023 or older, the dealership will have to reach out to ECS Automotive for a replacement (i.e. this includes vehicle accidents, vehicle thefts, or labels damaged during repair).

ECS Automotive is the **ONLY** label reprint/replacement vendor licensed and authorized by FCA US LLC. The contact information for ECS Automotive is: **855.532.7846** or **www.ecsvin.com**

## Lower Control Arm Diagnosis

- If you are having trouble pinpointing a noise source, disconnecting the stabar can help isolate the issue
- Do not replace multiple components at once
- If any suspension components are being removed, take extra care to avoid damaging the rubber boot of the ball joints
- Do not hammer any suspension components, especially the knuckle/control arms when removing the ball joints

## MY 2022 - 2025 All Models - No Heat/AC Reported, or “Overspeed/Air in System” Message

### GENERAL INFORMATION:

Due to an increase in no heat/AC issues and “dry run codes” being reported in the field, we are seeing an increase of heater and pump replacements, which when returned to the Part Return Center, are determined to be no trouble found in the returned part.

Even if the bottle looks full, there may still be air pockets within the system that need to be removed, these air pockets can cause “No Heat/AC” issues.

### ICE Vehicles:

Before replacing hardware, such as pumps, valves or heaters, please perform the applicable EVAC and Fill Procedure for ICE vehicles.

This scenario will require a vacuum to be pulled using the UView Airlift (or equivalent) system at their respective steps in the fill process. For ICE vehicles, vacuum can be pulled right away.

Follow the procedures in Service Library to assure that the system is free from air.

### PHEV/BEV Vehicles:

PHEV/BEV coolant service fill procedures should be initiated via WiTECH first before a vacuum can be pulled. The WiTECH “High Temp Coolant Fill Aux Pump” procedure must be run. This procedure opens and closes the 3-way valve to help fully purge the system to aid in the flow of coolant. Continue adding coolant to the High Temperature pressurized coolant bottle maintaining the coolant at the max level. When no more coolant is needed the system is filled. The routine may time out before the system is full and take multiple cycles to bleed all the air from the system.

**NOTE: Make sure there is a constant flow of coolant returning to the coolant bottle with no spurts of air. This will make sure that there are no air pockets in the system.**

## Shock Replacement Requirements

If it is determined that a shock or strut is defective and needs to be replaced, only replace the defective shock or strut as required.

NOTE: Do not replace any other shocks or struts because one is defective.

It is recommended to perform the following before any shock or strut replacement:

- Refer to the detailed procedures available in DealerCONNECT > Service Library> under: 02 - Front Suspension / Front / Diagnosis and Testing OR 17 -

Rear Suspension / Diagnosis and Testing.

- Each shock or strut should be diagnosed separately.

After any shock/strut replacement, it is important to note the performance of a new shock or strut changes over time and normalizes after a breaking in period of approximately 160 km (100 mi). The difference in performance between the left hand and right-hand sides, if it is noticed, will be quickly balanced out during this break in period.

## Chassis/Suspension - Shock Absorbers - Oil Leak Diagnosis

### SHOCK/STRUT DIAGNOSIS

Shocks and struts can fail in a few different ways. For a leak, or bushing failure, and/or ride degradation. The bullets points below list how to check these conditions and the graphics show normal oil misting compared to a leaking shock/strut.

A knocking or rattling noise from a shock absorber may be caused by movement between mounting bushings and metal brackets or attaching components. These noises can usually be stopped by tightening the attaching nuts. If the noise persists, inspect for damaged and worn bushings, and attaching components. Repair as necessary if any of these conditions exist.

A squeaking noise from the shock absorber may be caused by the hydraulic valving and may be intermittent. This condition is not repairable, and the shock absorber must be replaced.

### NOTE:

This can also occasionally come from the shock or strut bushing. Attempt to verify the bushings are good before replacing the shock/strut.

### NOTE:

The shock absorber bushings do not require any type of lubrication. Do not attempt to stop bushing noise by lubricating them. Grease and mineral oil-base lubricants will deteriorate the bushing.

To test a shock absorber for ride degradation, hold it in an upright position and force the piston in and out of the cylinder four or five times. The action throughout each stroke should be smooth and even. The shock rod should move up and down smoothly without binding or sticking. Struts can be tested in the same manner but must be disassembled (spring removed) to check. This procedure does not apply to load leveling shocks.

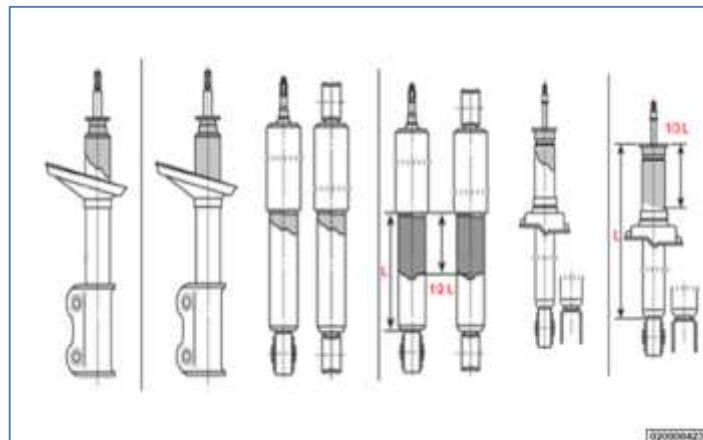
When checking the shocks/struts visual condition it should be noted that slight oil dampness or “misting” does not indicate the unit has failed. Below are examples of misting shocks and a failed leaking shock:

### NOTE:

The shock absorbers are not refillable or adjustable. If a malfunction (excessive leak) occurs, the shock/strut must be replaced.

### Shock/Strut Leak Criteria

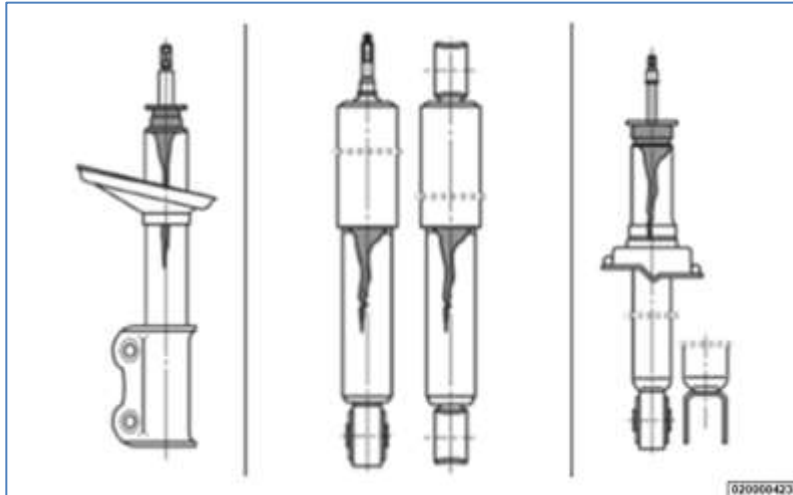
Normal misting of a strut or shock. The reasons misting occurs is usually from evaporation of shock fluid from the rod under heated conditions. The evaporated fluid condenses and forms a mist on the shock body and cover. This is normal because a certain amount of shock oil must stay on the rod to lubricate it. Some misting accumulation is normal and does not degrade ride performance. Misting is most likely to be noticed at higher mileages due to accumulation.



**LIGHT and MEDIUM MISTING STRUTS/SHOCKS (DO NOT REPLACE)**

Struts and shocks with an excessive drip or run on one line on the body of the shock or strut. Excessive runs and drips are something different

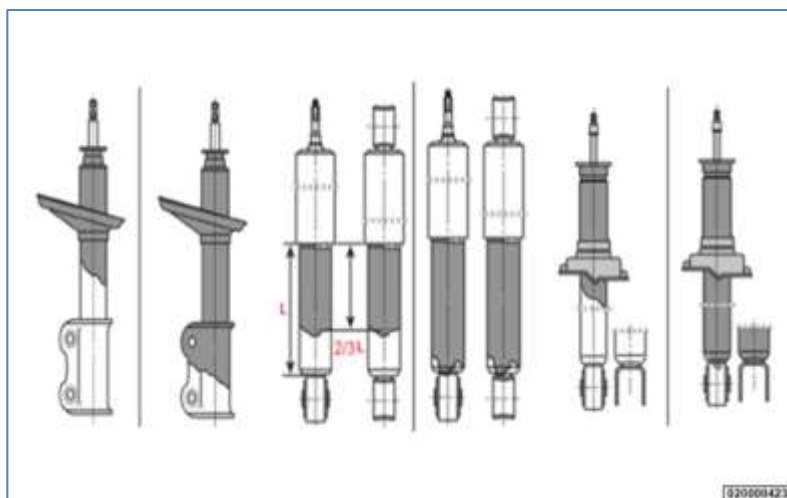
and likely is caused by damage to the rod or sealing system.



**STRUTS/SHOCKS EXHIBITING AN OIL LEAK/DRIP ON ONE SIDE OF THE TUBE (REPLACE)**

Struts and shocks that exhibit excessive oil leakage. This is determined by oil evenly around the body of the strut or shock that is at passed

the spring seating surface or a strut or shock with spring, or at least 2/3 of the way down the body of a standard shock.



**FAILED LEAKING STRUTS/SHOCKS (REPLACE)**