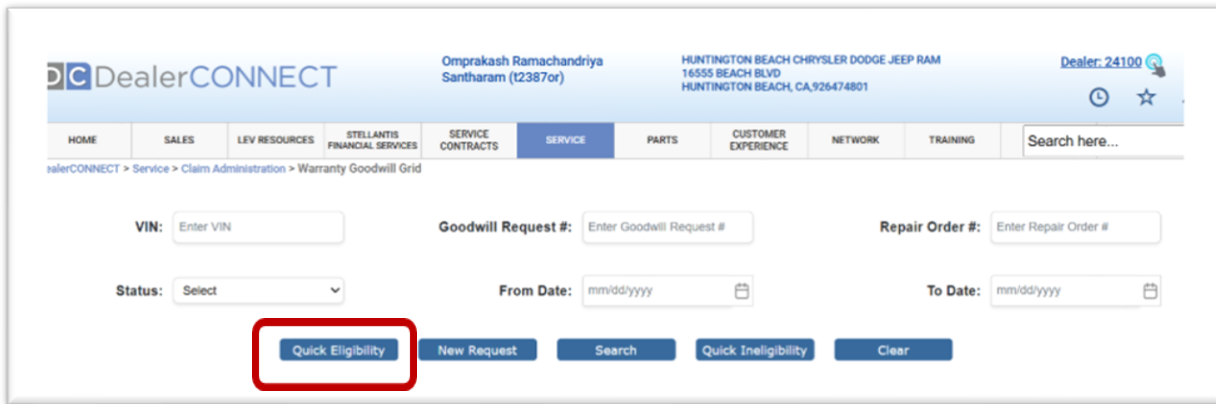


WARRANTY GOODWILL QUICK ELIGIBILITY

Effective May 14th, 2026, a new button “**Quick Eligibility**” was added in the warranty goodwill work area screen that helps the dealer to know if

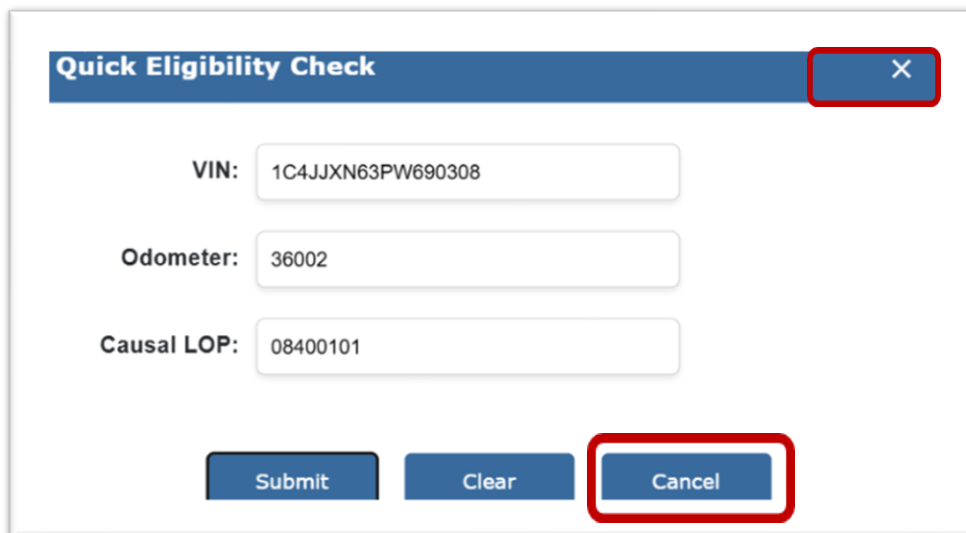
the given vehicle/ repair combination is eligible for a goodwill offer with fewer details/ inputs submitted on the screen.



The screenshot shows the DealerCONNECT interface for the 'Warranty Goodwill Grid' screen. The header includes the MOPAR logo, user name 'Omprakash Ramachandriya Santharam (t2387or)', and dealer information 'HUNTINGTON BEACH CHRYSLER DODGE JEEP RAM'. A navigation menu is visible with 'SERVICE' selected. The main form contains input fields for 'VIN', 'Goodwill Request #', and 'Repair Order #', along with 'Status' and date pickers for 'From Date' and 'To Date'. At the bottom, a row of buttons includes 'Quick Eligibility' (highlighted with a red box), 'New Request', 'Search', 'Quick Ineligibility', and 'Clear'.

Upon clicking on the **Quick Eligibility** button, a new popup screen appears to input **VIN, Odometer and Causal LOP** as given in the screen shot

below. The user can close the window anytime using either the “**Close (X)**” button or the “**Cancel**” button on the screen.



The screenshot shows a 'Quick Eligibility Check' popup window. It has a title bar with a close button (X) highlighted in red. The form contains three input fields: 'VIN' with the value '1C4JJXN63PW690308', 'Odometer' with the value '36002', and 'Causal LOP' with the value '08400101'. At the bottom, there are three buttons: 'Submit', 'Clear', and 'Cancel' (highlighted with a red box).

Upon clicking on the **Submit** button, the offer result appears at the bottom of the popup window based

on VIN/ Odometer/ Causal LOP (combination). A few sample screen shots are provided below.

Screen shot (1) -> Warranty Goodwill offer will be provided

Screen shot (2) -> Warranty Goodwill offer NOT provided due to exiting warranty coverage

Screen shot (3) -> Warranty Goodwill offer provided upon successful Pre-approval

Screen shot (4) -> Warranty Goodwill NOT provided

The image displays four screenshots of the 'Quick Eligibility Check' popup window, each showing a different combination of VIN, Odometer, and Causal LOP values and the resulting eligibility status.

- Screen shot (1):** VIN: 1C4JJXN63PW690308, Odometer: 36002, Causal LOP: 08400101. The message states: "The VIN, Odometer and LOP combination is Eligible for Goodwill".
- Screen shot (2):** VIN: 1C4JJXN63PW690308, Odometer: 36002, Causal LOP: 090530P1. The message states: "This Causal LOP is covered under Warranty, not eligible for Goodwill".
- Screen shot (3):** VIN: 1C4JJXN63PW690308, Odometer: 65002, Causal LOP: 090530P1. The message states: "The VIN, Odometer and LOP combination is Eligible for Goodwill. Note: This LOP requires PTSC/VDI Pre-Approval (DIPAP) before the Goodwill request can be accepted".
- Screen shot (4):** VIN: 1C4JJXN63PW690308, Odometer: 97000, Causal LOP: 08400101. The message states: "The Vehicle does not qualify for the Goodwill".

The Quick Eligibility validates all the scenarios available in the Goodwill request creation/ submission logics and accordingly, the messages are displayed in the popup window.

Note: Quick Eligibility just confirms if the offer (regardless of the participation) will be provided based on input criteria without consideration of questionnaires and eligibility criteria.

GOODWILL GRID SYSTEM UPGRADE

Effective June 4, 2026, the Goodwill Grid system will be upgraded to simplify the questionnaire.

To support this system upgrade, all Goodwill requests currently in **HOLD** status should be **EVALUATED** and **ACCEPTED** prior to June 4, 2026.

Any requests remaining in the system in "HOLD" status

on June 4, 2026, will be deleted. Dealers will then be required to resubmit the Goodwill Grid request, and the customer participation amount may change.

Please note: The original participation amount will be eliminated from the system and there will be no way to recover the past offer if the request was not accepted on or before June 4, 2026.

WARRANTY CONTACT CENTER – WARRANTY HOTLINE/ LIVE CHAT

The Warranty Hotline and Live Chat both offer direct communication with a Warranty Contact center (WCC) agent and provide dealers with a live support channel for troubleshooting claim processing issues in support of improving **both warranty claim processing efficiency and claim data integrity**.

The Warranty Hotline is not a substitute for WIC type questions (e.g. labor time review, parts to LOP, warranty coverage information etc.).

If you are not able to obtain answers to a claim related question after reviewing the Warranty Administration Manual, Dealer Policy Manual or "Ask a Question" via the Warranty Information Center (WIC) application, you may call 1-888-255-2616 Monday thru Friday from 8:00 AM to 6:00 PM, Eastern Time.

Live Chat may be accessed through DealerCONNECT> Service> Warranty Administration> Live Chat or by selecting the "Chat" link in the Warranty Information Center (WIC).

3.6L PENTASTAR ENGINE RECOMMENDATION FOR FULL SYNTHETIC OIL

You may use synthetic engine oils provided the recommended oil quality requirements are met, and the recommended maintenance intervals for oil and filter changes are followed.

Synthetic engine oils which do not have both the engine oil certification mark and the correct SAE viscosity grade number should not be used.

ENGINE CORE RETURNS – ALL LOCATIONS

Engine cores are being returned to the Memphis Core Center and other Mopar locations not completely drained of engine oil and coolant. This oil then gets on the floors of the trailers and

warehouses and causes both environmental and safety issues. If the cores are not drained properly, you will lose the Core credit for the component.

POWER INVERTER MODULE (PIM) REPLACEMENT

Plug-in Hybrid Chrysler Pacifica Minivan (MY2017 through MY2027) – If the vehicle comes in with Inverter related issues (specifically Resolver DTCs) please refer

to the active TSBs for HCP/AHCP flash BEFORE ordering the hardware for the Inverter. Software update to latest HCP/AHCP usually fixes the issue.

TEMPERATURE SENSOR REPLACEMENT

We are seeing warranty claims where the incorrect temperature sensor LOP is used on a repair order. The **same** temperature sensor is used in the **water pump** and the **oil pump**.

When replacing the temperature sensor in the water pump, use the water pump temperature sensor LOP. When replacing the temperature sensor in the oil pump, use the oil pump temperature sensor LOP.



CHRYSLER DODGE



FIAT

Jeep



2026 WARRANTY BULLETIN HIGHLIGHTS

Bulletin #	Subject	Release Date	DCMail ID#
D-26-01	Addition of 8HP75 8-Speed Automatic Transmission to the Powertrain Service Center (PTSC) Pre-Approval Program - ALL Dealers (Rev. A)	1/30/2026	109968
D-26-02	Addition of PentaStar 3.6L Upgrade Long Block or Complete Engine to the Powertrain Service Center (PTSC) Pre-Approval Program - ALL Dealers	1/29/2026	109901
D-26-03	Addition of 2.0L T4 Long Block or Complete Engine to the Powertrain Service Center (PTSC) Pre-Approval Program - ALL Dealers (Rev. A)	5/20/2026	112320
D-26-04	Addition of 68RFE Transmission to the Powertrain Service Center (PTSC) Pre-Approval Program - ALL Dealers (Rev. A)	1/30/2026	109970
D-26-05	Technical Training Requirements - Message Codes TT9/ TT7/ TT6/ TT5	1/28/2026	109912
D-26-06	(XU1) High Voltage Battery Pack - Select 2021 - 2025 Jeep Wrangler (JL) and 2022 - 2026 Jeep Grand Cherokee/ Grand Cherokee (WL)	2/18/2026	110391
D-26-07	Automatic Labor Rate Increase (ALRI) 2026	2/19/2026	110452
D-26-08	Emissions Coverage Not Displaying in Vehicle Information Plus (VIP)	4/1/2026	111337
D-26-10	(XX1) Two Speed Power Transfer Unit (PTU) – Select 2017 – 2019 Jeep Cherokee (KL)	4/8/2026	111432
D-26-11	(XC2) 2.0L PHEV Engine - Select 2024 - 2025 Jeep Wrangler (JL) and 2023 - 2025 Grand Cherokee/ Grand Cherokee L (WL)	5/13/2026	112147
D-26-12	Field Action Overlap Policy	5/13/2026	112158