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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 Warranty Goodwill Grid. The top navigation bar includes 'HOME', 'SALES', 'LEV RESOURCES', 'STELLANTIS FINANCIAL SERVICES', 'SERVICE CONTRACTS', 'SERVICE', 'PARTS', 'CUSTOMER EXPERIENCE', 'NETWORK', and 'TRAINING'. The 'SERVICE' tab is active. Below the navigation bar, there are input fields for 'VIN', 'Goodwill Request #', and 'Repair Order #'. There are also dropdown menus for 'Status' and 'From Date', and date pickers for 'To Date'. At the bottom, there are five buttons: '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 the 'Quick Eligibility Check' popup screen. It has a title bar with a close button (X) highlighted with a red box. Below the title bar, there are 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 with a red circle indicating a specific scenario:

- 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.

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.

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

