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GROUP: 31 - Collision Bulletins

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This bulletin supersedes Service Bulletin 31-002-11, dated November 10, 2011, which should be removed from your files. This is a complete revision and no asterisks have been used to highlight revisions.

SUBJECT:

Repair Parts Used For Structural Repairs

OVERVIEW:

This bulletin involves discussing FCA US LLC position with regard to structural repair parts usage.

MODELS:

1996 - Current (All) All FCA Group Vehicles

NOTE: This bulletin applies to vehicles within the following markets/countries: North America, APAC, EMEA and LATAM.

DISCUSSION:

FCA US LLC vehicles, systems and components are engineered, tested and manufactured to protect vehicle occupants based upon both government mandated and internal corporate requirements relative to durability, NVH (noise/vibration/harshness), occupant protection, and vehicle safety. The overall structural integrity of the vehicle is dependent on its inherent design specifications. Sheet metal and glass are critical elements in the design of specific crush zones that allow the energy of a collision to be absorbed in a predictable way and maximize the effectiveness of the restraint system to protect the occupants. The use of parts not specifically designed and tested by FCA US LLC may compromise the integral balance between these safety systems. Only Authentic Mopar® Repair Parts and glass are designed, engineered, manufactured and tested to the FCA US LLC internal and government mandated standards and are the only ones equivalent to the originally installed parts. FCA US LLC does not approve of or recognize structural repair procedures where Authentic Mopar Parts are not used for Chrysler, Dodge, Jeep® and Ram vehicles. Any repairs performed not using Mopar parts, and not following published repair guidelines and procedures, may expose current or future vehicle owners and occupants to unnecessary risk. When restoring a collision damaged vehicle to pre-loss condition, consideration must be given to the following:

- All structural distortion has been identified and corrected using appropriate structural straightening equipment (“frame rack”) and a three-dimensional measuring system.
- All damaged panels have been repaired or replaced.
- All replaced panels provide the as-built structural equivalence and corrosion protection of the original panels.
- Unless partial replacement procedures are documented in a FCA US LLC publication, structural panels must be installed in their entirety - partial replacement or “sectioning” of panels may compromise vehicle structure.

- FCA US LLC strictly prohibits the collision repair process of “clipping”, the general practice of clipping would include the sectioning of multiple vehicles at the a-pillar, floor, rocker panel and other locations which contain advanced high strength steel reinforcements. These panels must be replaced at the factory seams when applicable. Risk of improper repair is significant and is not a supported practice.
- FCA US LLC does not support the use or re-use of any structural component which has been removed from a vehicle previously damaged, flooded, burned, scrapped or removed from use for any other reason--commonly referred to as “salvage parts.”
- While some salvage parts may “appear” equivalent, there can be dramatic differences in the design and functional characteristics which cannot be determined by a visual inspection and which could have a negative effect on the vehicle occupants in a future collision event.
- Salvage components may have been affected by crash impact loads, incorrect, improper or inadequate disassembly and removal procedures, weathering or environmental exposure outside of that expected during normal use.
- Salvage components are not traceable should a component recall be required in the future.

This statement supersedes any previously released information by FCA US LLC. For more information, log on to <https://www.MoparRepairConnection.com>.

FCA US LLC vehicle lease agreements specify that ONLY Genuine FCA US LLC replacement parts be utilized for collision repairs to the vehicle.

POLICY:

Information Only.