

# WARRANTY BULLETIN



**TO:** Dealer Principal, Service Manager,  
Service Advisor, Parts Manager and  
Warranty Claims Administrator

**NO:** D-20-23

**DATE:** December 9, 2020

**SUBJECT:** Part Order Restriction Program  
- 48V Power Pack Unit (PPU) - Select  
2018 - 2020 Jeep Wrangler (JL) and 2019 -  
2021 RAM (DT)

**FOR:** All U. S. Dealers  
All U. S. Business Centers

## PURPOSE:

To announce a Part Order Restriction program for replacing the **48V Power Pack Unit (PPU)** in an effort to collect, monitor and correct quality issues in a timely and efficient manner.

## Models affected:

- 2018 - 2020 Jeep Wrangler (JL) with a **2.0L engine (Sales Code EC3)**
- 2019 - 2020 Jeep Wrangler (JL) with a **3.6L engine (Sales Code ERG)**
- 2019 - 2021 RAM (DT) with a **3.6L engine (Sales Code ERG)** and **5.7L engine (Sales Code EZL)**

## TIMING:

January 4, 2021 - April 30, 2021

**NOTE:** At the end of this Part Order Restriction program, normal Parts Ordering and Service Information procedures apply.

## ACTION:

When customer input and technician diagnosis suggests a 48V Power Pack Unit (PPU) defect, drivability or electronic issue, the dealer must:

- Review the nature of the problem and perform all necessary diagnostics.

**NOTE:** Technicians should check the 48 volt connections before contacting STAR.





- Submit a STAR case providing the details of the problem and the diagnostics performed. A Vehicle Scan Report (VSR) should also be attached to the STAR case.

**NOTE:** 48V Power Pack Units (PPUs) will be “order restricted” during the term of this program.

- If a 48V Power Pack Unit (PPU) repair is necessary, you will be advised by STAR of any critical warranty information or special instructions regarding component removal and return.
- To avoid damage and fluid spills, all returned parts must be shipped in the same container provided with the new replacement part.

**NOTE:** DO NOT disassemble the 48V Power Pack Unit (PPU) without prior approval from STAR. Any unauthorized internal PPU disassembly is subject to a complete or partial claim chargeback based upon the circumstances.

**All replaced 48V Power Pack Unit (PPU) must be returned following instructions in the packaging.**

DO NOT return 48V Power Pack Unit (PPU) via DDS.

#### **ADDITIONAL INFORMATION:**

NOTE: It is possible for a vehicle to have multiple parts on restriction.

Goodwill Alternate Transportation reimbursement requests can be submitted on the same claim as the warranty repair. Refer to Warranty Bulletin D-19-28 (Rev. B) for complete Goodwill Alternate Transportation Guidelines.

**Please ensure that all affected dealership personnel are aware of this bulletin.**

## **WARRANTY OPERATIONS**

FCA US LLC reserves the right to change any or all of the rules set forth in the Dealer Policy Manual and the Warranty Administration Manual by means of Warranty Bulletins and also by making the amended manual available to you on DealerCONNECT.

