

# WARRANTY BULLETIN



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

**NO:** D-22-17

**DATE:** August 23, 2023

**SUBJECT:** 2017 – 2023 (Current) Chrysler  
Pacifica (RU) and 2013 – 2016 Chrysler  
Town & Country/ 2013 – 2020 Dodge  
Caravan (RT) - Corrosion – **Complete  
Hood Panel Warranty Claim  
Simplification (Rev. B)**

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

\*\*\*\*\*Revisions are noted in RED\*\*\*\*\*

## PURPOSE:

To explain the new process for corrosion Warranty (W) claims for the **Complete Hood Panel** for repairs and replacement on the 2017 – 2023 (Current) Chrysler Pacifica (RU) and 2013 – 2016 Chrysler Town & Country/ 2013 – 2020 Dodge Caravan (RT) vehicles. This bulletin announces a new Administrative Processing LOP for Body Shop Paint Repairs. This bulletin also announces that these vehicles no longer require Vehicle Digital Imaging (VDI) pre-approval, therefore, the measurement requirements and the Repair vs Replace worksheet has been eliminated for claim support. This is a process change communication, not a coverage change. Always verify coverage using DealerCONNECT or wiADVISOR VIP.

A list of LOPs for repairs that require Vehicle Digital Imaging pre-authorization can be found in:

- ✓ DealerCONNECT>Service>Warranty Administration>Pre-Authorization Programs>Vehicle Digital Imaging Pre-Authorization Matrix
- ✓ DCMail>Mopar Technical Service>Warranty Pre-Authorization Programs>Vehicle Digital Imaging LOPs Requiring Pre-Authorization (Non-Powertrain)

## TIMING:

Effective with repairs received on or after December 14, 2022

## ACTION:

New Labor Operations have been developed that include painting, blending of 2 panels based on the affected area and repair, painting around all edges and underside of the hood, and removal and installation of the Seam Sealer.





There is a new Administrative Processing LOP for Body Shop Paint Repairs that will replace the current sublet processing allowance LOP. Dealers will use Administrative Processing LOP 85-33-33-AP instead of the current sublet processing allowance LOP.

**Note: Dealers CANNOT use Sublet Processing Allowance LOP 85-33-33-33 with the new Administrative Processing LOP 85-33-33-AP.**

For these repairs, measurements and the 70% worksheet are not required, therefore, these repairs do not require pre-approval. All other repairs will continue to follow Warranty Bulletin D-19-27.

The revised Collision Service Bulletin **31-001-23** has an inspection process and explains when a hood replacement is required. The Collision Service Bulletin outlines two reasons for panel replacement (see examples below).

1. Perforation/ Pitting found during the sanding process (Fig. 1)



**Perforation/Pitting Found After Sanding Examples (Fig. 1)**

Note: If pitting is found during the sanding process, please use LOP 23-75-21-01 for up to 0.5 hours in conjunction with the 23-85 replacement LOP.

2. Corrosion found on the Hem Flange on the underside of the hood (Fig. 2)



**Hem Flange Area Examples (Fig. 2)**





Parts and materials outlined in Collision Service Bulletin **31-001-23** are included in the material allowance. **Examples of items not reimbursable are listed below but not limited to:**

- Hazardous material disposal fee
- Shop supplies
- Pre and post scans
- Cleaning, waxing and sanitizing supplies
- Protective covers or storage bags
- Fitting/ aligning panels
- Resetting electronics and memory functions
- De-nib and polish
- Disconnecting and reconnecting the battery
- Upgraded anti-corrosion/ paint protection
- Body shop administrative fees
- Towing and storage fees
- Additional labor, parts or services not supported by the Collision Service Bulletin

Photos to support corrosion repairs or replacement must show the VIN in the photo. The VIN can be written on masking tape, on the panel with a grease pen or a sticky note. The important part is that the VIN **MUST** be seen near the corrosion area to support the repair as seen in (Fig 3).



**VIN Example (Fig. 3)**

### **Claim Processing**

Dealers will no longer submit these hood repairs as a sublet claim when the repair was completed by a third-party body shop. Entering all parts and labor as a traditional repair will show the maximum amount supported for reimbursement.

For these repairs all claims should be submitted as a normal Warranty (W) claim with the following information:

- Technician ID as "none"
- Part(s) and materials (MATL)
- Labor (new Labor Operations only)





- RA attachments
  - Sublet invoice must be submitted with the claim
    - Must also be retained in the dealer's file
    - If the sublet bill is less than the claim amount, adjust the claim total in the "adjustment field" in Claim Entry
  - Photos with the VIN and affected area

To simplify the claim process, 2 new LOPs have been created. The new LOPs include all prep, detrimming, repair and refinishing needed to complete the repairs. The new LOPs are:

**23-75-21-11** is the new LOP to use when the hood is repaired and 2 panels are blended. This new LOP bundles all Labor Operations for the repair (as shown below in the Bundle Details), which allows 1 LOP to cover the entire repair. Dealers will now use the 1 LOP to cover the complete repair, no other LOPs are needed.

NEW

Hood repair with 2 blended panels			
Lop	Description	Labor	Material
23752111	Panel, hood Aluminum - Complete hood	12.1	412.28
<b>Total</b>		<b>12.1</b>	<b>412.28</b>

**Bundle Details**

Hood repair with 2 blended panels			
Lop	Description	Labor	Material
23700101	Basic paint preparation paint preparation	0.6	20.7
23702101	Panel, hood - Refinish Complete – Monotone	3.4	365.83
23672101	Panel, Hood – De-trim	0.3	
23672150	Panel, Hood Remove and install	0.1	
23752101	Panel, hood - Repair Metal finishing repair	3	
23675150	Panel, Fender Remove and install	1.3	
23675101	Panel, Fender - De-Trim One Fender	0.7	
23675150	Panel, Fender Remove and install	1.3	
23675101	Panel, Fender - De-Trim One Fender	0.7	
23605102	Panel, fender - Color Coat Complete-Right-Monotone	0.7	25.75
<b>Total</b>		<b>12.1</b>	<b>412.28</b>





**23-85-21-11** is the new LOP to use when the hood is replaced and 2 panels are blended. This new LOP bundles all Labor Operations for the repair (as shown below in Bundle Details), which allows 1 LOP to cover the entire repair. Dealers will now use the 1 LOP to cover the complete repair, no other LOPs are needed.

**NEW**

<b>Hood Replacement with 2 blended panels</b>			
Lop	Description	Labor	Material
23852111	Panel hood - Replace	9.4	341.21
<b>Total</b>		<b>9.4</b>	<b>341.21</b>

**Bundle Details**

<b>Hood Replacement with 2 blended panels</b>			
Lop	Description	Labor	Material
23850101	Basic paint preparation paint preparation	0.6	20.7
23852101	Panel, hood - Replace	0.5	
23852151	Panel, hood - Refinish Complete - Monotone	3.6	294.76
23675101	Panel, Fender - De-Trim One Fender	0.7	
23675101	Panel, Fender - De-Trim One Fender	0.7	
23675150	Panel, Fender Remove and install	1.3	
23675150	Panel, Fender Remove and install	1.3	
23605102	Panel, fender - Color Coat Complete-Right-Monotone	0.7	25.75
<b>Total</b>		<b>9.4</b>	<b>341.21</b>

Please ensure 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.

