

WARRANTY BULLETIN



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

NO: D-17-20

DATE: September 27, 2017

SUBJECT: Removal of 2009 Dodge
Sprinter (VB) US Vehicles ONLY From
Safety Recall S43 and Adding Them to
Safety Recall R49

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

PURPOSE:

To announce the removal of 2009 model year Dodge Sprinter (VB), US vehicles ONLY, from Safety Recall S43 and adding those vehicles to Safety Recall R49.

TIMING:

Effective September 30, 2017

ACTION:

All 2009 Dodge Sprinter (VB), US vehicles ONLY, will be removed from Safety Recall S43 and added to Safety Recall R49. This will **not** affect Dodge Sprinter vehicles which have had Safety Recall S43 performed in the past and Safety Recall S43 is "completed". The owners of completed Safety Recall S43 repairs will not be notified of this change.

VIP will be updated on September 30, 2017 to reflect this change.

Claim Processing:

This communication is to help effectively handle claim history, submission and payment:

- Any claim previously paid will not be affected by this change.
- Any current claims with an S43 Labor Operation number remain eligible for payment using the original LOP listed in the S43 Safety Recall document for the next 3 weeks.
 - For claim payment after this date, use the current LOP listed in the Safety Recall R49 document to avoid any claim rejection and to ensure quicker payment.
- All future claims should follow the Safety Recall displayed in VIP for the correct campaign and LOP number usage.

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

WARRANTY OPERATIONS

FIAT USA 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.

