



# SAFETY RECALL T34 PHEV POWER INVERTER MODULE RESOURCE GUIDE

September 2017





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**Safety Recall T34:** Applies to Pacifica Plug-In Hybrid Electric Vehicles (PHEV) built from October 12, 2016 through June 21, 2017.

The Power Inverter Module (PIM) on the above-referenced vehicles may experience diode failure due to an over-voltage condition.

To assist with this campaign, this resource guide has been developed to ensure an exceptional level of customer service and efficient execution in the repair process.

This document encompasses owner communication, dealer procedures, required parts, service processes, FAQs, and contact information.

### Important Information:

- Mailings for the Interim letters were completed in July. A final recall notification will be mailed to owners advising them to call the dealer to schedule an appointment. In addition, FCA will also execute a customer outreach program.
- Vehicles with 700 miles or less are to have the PIM replaced and have the PCM, BPCM, OBCM, and PIM reprogrammed with new software.
- Vehicles over 700 miles are to only have the PCM, BPCM, OBCM, and PIM reprogrammed with new software.
- New LOPs have been created to provide reimbursement for additional services.

We value your expertise to provide these customers and their vehicles the highest priority in your stores.

Thank you for your support and commitment to Mopar service quality.



Final T34 recall notification to customers (9/14/17 mail date)

This notice applies to your vehicle.

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

T34/NHTSA 17V-371

LOGO

VEHICLE PICTURE

**YOUR SCHEDULING OPTIONS**

**1. RECOMMENDED OPTION**

Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership

**2. Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can confirm part availability and help schedule an appointment**

Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership

**3. Visit our Recall Website,**

[recalls.mopar.com](http://recalls.mopar.com) or scan below.

QR Code

You can find your nearest dealer and review all your scheduling options from this website. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

**DEALERSHIP INSTRUCTIONS**

Please reference Safety Recall T34.

## IMPORTANT SAFETY RECALL

### PHEV Power Inverter Module

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain [2017 - 2018 Chrysler Pacifica] Plug-In Hybrid Electric Vehicles (PHEV).

#### WHY DOES MY VEHICLE NEED REPAIRS?

The Power Inverter Module (PIM) on your vehicle <sup>(1)</sup> may experience diode failure due to an over-voltage condition. PIM diode failure will cause the vehicle to lose motive power without warning. The vehicle will not power back on and the diode failure may be accompanied by illumination of a Malfunction Indicator Lamp (MIL). **A loss of motive power could cause a crash without warning.** In addition, an update to the On-Board Diagnostic system is necessary.

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA will repair your vehicle <sup>(2)</sup> free of charge (parts and labor). To do this, your dealer will reprogram the Powertrain Control Module (PCM), Battery Pack Control module (BPCM), On Board Charging Module (OBCM) and the PIM with the latest available software. In a small number of vehicles, the PIM may need to be replaced, based on inspection. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. The estimated repair time is one hour. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR CALL 1-800-853-1403 OR YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

#### CALIFORNIA RESIDENTS

The State of California requires the completion of emission recall repairs prior to vehicle registration renewal. Your dealer will provide you with a Vehicle Emission Recall Proof of Correction Form after the recall service is performed. Be sure to save this form since the California Department of Motor Vehicles may require that you supply it as proof that the recall has been performed.

#### WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit [www.fcarecallreimbursement.com](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>(3)</sup> Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations  
Fiat Chrysler Automobiles US LLC



## Performing Off-Site Software Updates to Support Recall T34



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**SUBJECT:**

Performing Off-Site Software Updates to Support Recall T34

**OVERVIEW:**

This document provides information on what is required when performing a software update at the customer's home or preferred location.

**MODELS:**

2017-2018 (RU) Chrysler Pacifica (PHEV)

**NOTE:** This document applies to vehicles within the following markets/countries: U.S Only.

**NOTE:** This document applies to vehicles that are part of Recall T34 and equipped with 3.6L V6 Hybrid Engine (Sales Code EH3).

**SYMPTOM/CONDITION:**

Customers may request to have Recall T34 performed at their home or preferred location.

**SPECIAL TOOLS/EQUIPMENT REQUIRED:**

WTT9425 (Wright Tools) or equivalent	Battery Charger
NA	50' Extension Cord (12 Gauge)
NA	microPOD II
NA	microPOD II USB Cable
NA	wiTECH 2 Display
1261587	DVOM (Digital Volt Ohm Meter)
NA	Cell Phone
NA	Hot Spot Device
NA	Laptop with microPOD (Setup Utility Program Installed)
NA	Floor Mats, Steering Wheel Covers, Fender Cover (Additional clean fender cover is needed to set tools on, inside of the vehicle)
NA	Window Cleaner and Paper Towels





## Performing Off-Site Software Updates to Support Recall T34 (continued)



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### **DISCUSSION:**

When going to a customer's location or home, technicians should wear a clean FCA approved mechanic's uniform. This will help the customer to identify the individual as a dealership employee. Protective covering such as fender covers, paper floor mats and steering wheel covers should be used when servicing the vehicles.

### **Rental/Loaner Vehicle:**

- Technician to drive rental/loaner to customer's location/vehicle in the event of no repair.
- Preferred if the rental/loaner vehicle is a Chrysler Pacifica.
- If there are issues completing Recall T34, the technician leaves the rental/loaner with the customer.
- The vehicle will then be repaired at the dealership. When completed the vehicle will be cleaned, charged and returned to customer.

### **Before Leaving the Dealer:**

- Have a printed copy of T34 Recall.
- Have all tools required for the service procedure (listed above).
- Verify the microPOD II has been set up for the hot spot being used.
- Verify the microPOD II software is up to date.
- Verify the "microPOD Setup Utility" program on the laptop is at the latest software level.

### **Before Flashing the Vehicles:**

- Request permission if the vehicle can be moved out of the garage if needed.

### **NOTE: Park the vehicle so it can be towed, if required.**

- Request the location and permission to use 110v power source for the battery charger.
- **Do Not** perform the Recall T34 at the customer's home if there is poor Wi-Fi reception or no power outlet.
- When the repair procedure is complete move vehicle to the original location and ensure vehicle is wiped clean.

### **Flash Cannot be Performed:**

- If the software update cannot be performed request permission to take the vehicle to the dealer and leave the loaner vehicle.
- Technician to move tools and equipment to customer vehicle.
- Inform customer when the vehicle will be returned and request the preferred location and time.

### **Policy:**

For repair instruction and warranty information review T34 document.



Part Number	Description
CSAJT341AA	Kit, Power Inverter Module (PIM)

Each package contains the following components:

Quantity	Description
1	Module, Power Inverter Assembly
1	Gasket, Inverter Module
6	Retainers, Wire Harness

Due to the small number of involved vehicles expected to require PIM replacement, no parts will be distributed initially. Parts should be ordered only after inspection determines that PIM replacement is required. Very few vehicles are expected to require a PIM replacement. Material for unsold vehicles and dealer rentals will be shipped directly to those dealers that have vehicles which meet the mileage requirement.

The PIM may be ordered only if the above-referenced odometer mileage reading meets the requirement for PIM replacement during inspection. **A STAR Case must be created, then contact the STAR Center to obtain parts.**

**STAR: 800-850-7827 – Ticket number specific to T34: 1680637**

**Parts Return:**

Power Inverter Module (PIM) return is required for this campaign.

When returning the PIM:

DO NOT attempt to disassemble or open the PIM. In order to facilitate failure root cause analysis at the return center, the PIM must be received as an assembly in its current state.

NOTE: See Recall Dealer Service Instructions for complete parts information.



## Customer Care Outreach Process

Pacifica Premium Care Specialist will:

- Contact customers, apologize for delay, and inform them that the recall remedy is available
  - Coordinate repair date/time with dealer and customer
  - Offer three service/transportation alternatives (third given for flash-only repair):
    - Loaner vehicle delivered to customer's choice of location, customer's vehicle then taken to dealership for service and returned to customer and loaner is retrieved
    - Customer brings vehicle to dealership; receives loaner or waits for service completion
    - If flash only repair, off-site service will be offered (refer to page 5, Performing Off-Site Software Updates to Support Recall T34, for instructions)
  - Inform customer of goodwill that they will receive for their inconvenience
    - Six months Sirius XM service extension (to their current one-year trial subscription)
    - 42-mo., 42k mile Maximum Care
- Note: For customers that already have a service contract, customers will receive 3LOF/Tire Rotation services
- Send confirmation appointment email/text (customer preference) with service details to customer - copy to AM

Day before service appointment:

- Specialist will send appointment reminder/confirmation text/email or calls customer

Post-repair:

- Follow-up with customer to confirm service satisfaction
- Send customer PHEV-branded note card "thank you" for their loyalty and patience - and for being part of the FCA family





## Ensuring the Highest Level of Customer Service

- Schedule repair date/time at the convenience of the customer
- Accommodate customer's transportation request of:
  - Loaner vehicle delivered to customer (concierge)
  - Customer brings vehicle to dealership; receives loaner or waits
  - Off-site service (if flash only repair)
- If customer's vehicle is serviced at the dealership, ensure the following services are completed before the vehicle is returned to the customer:
  - Wash and vacuum the vehicle (See Service LOPs below)
  - Fill fuel tank and provide option to fully charge battery (See Service LOPS below)
- For off-site flash or concierge service (see SERVICE LOANER PROCESS for additional information):  
Prior to leaving dealership:
  - Have a clean, branded, FCA approved uniform
  - Ensure all required RO/loaner documents (tools if necessary) are
  - Make a courtesy call to inform the customer the name of the person that is on their way and the approximate arrival timeAt customer's location:
  - Introduce yourself, have customer complete/sign the paperwork; explain the loaner guidelines and expectations
  - Give the customer the loaner key, inform them of approximate repair completion time; explain who they should call if they have questions - and thank them.
  - Place protective covering in customer's vehicle prior to entering
- Post-repair: Follow up with customer
  - Confirm satisfaction

Note: Same process should be followed if the customer schedules an appointment directly with the dealership or through Customer Care.

## LOPs For Additional Services (to be used as required when processing the recall claim)

- 95-08-34-50 - Wash, Dry, and Vacuum Vehicle: \$15 MAX
- 95-08-34-51 - Loaner Vehicle: @ \$60 per day, up to 10 days; \$600 MAX (Loaner must be a Pacifica to receive this amount)
- 95-08-34-52 - Concierge Loaner Delivery/Off-site Service Call: \$35 MAX (Includes Fuel And Commute Time)
- 95-08-34-53 - Customer Vehicle Fuel Fill/Charge High Voltage Battery: \$45 MAX
- 95-08-34-54 - Loaner – Enterprise Pacifica w/Full Service Solution (Must submit invoice amount – validation of charges will occur upon claim submission.)



## Utilizing Courtesy Transportation or Dealer Service Loaners

- Coordinate service loaner, ensuring the loaner is a Pacifica (or other vehicle of customer’s choice), from your CTP or dealer service loaner fleet.
- Claim the Pacifica loaner using the newly created, CTP Loaner LOP (95-08-34-51 - \$600 MAX, up to 10 days @ \$60 per day)

## Utilizing Enterprise Solution

- An Enterprise solution was created for the T34 recall process with special rates and additional benefits, including a concierge.
- If utilizing Enterprise concierge. (Note: Enterprise requires 24 hour notice for this option)
  - The Enterprise agent will pick up dealership personnel and drive both to customer’s location of choice to pick up customer’s vehicle
  - The dealership personnel returns the Enterprise agent to the Enterprise location
  - Dealership personnel returns to the dealership
  - The same process is followed when the vehicle repair is completed.
- Enterprise billing and claim process:
  - Enterprise will bill the dealer through the current rental process
  - Claim the Enterprise Pacifica loaner using the Enterprise Pacifica Loaner LOP (95-08-34-54; enter LOP and invoice amount)  
Note: Submit invoice amount – validation of charges will occur upon claim submission.)

Enterprise will apply the following rental rates and terms for each rental under the Program (“Rental”). All Rentals shall be made through a booking channel or channels approved by Enterprise or its designee in writing. In the event a Company or Customer does not use the applicable customer number(s) or approved booking channel as set forth herein, the terms and conditions of this Agreement shall not apply.

Chrysler Pacifica	Daily Rental Rate \$60.00
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\*\*Rates are billed on a 24 hour basis and are valid at Enterprise Rent-A-Car brand locations in the United States. Other vehicle classes may be available, and the Rates for those vehicle classes, to the extent available, will be determined in Enterprise’s discretion.

<b>Monthly Multipliers</b>	Monthly rates will be calculated at twenty eight (28) times the Daily Rate for the Vehicle Class rented.
<b>Market Surcharges</b>	\$1.00/day: AZ, CO, FL (SOUTH), IL, ME, MI, MN, MT, ND, NH, NV, OR, PA (CENTRAL, WEST), SC, SD, TX, VA, WI, WY \$4.00/day: CA, CT, MA, MD, NJ, PA (EAST), RI, VA (METRO DC), WA \$5.00/day: AK, HI, NY, CA (CENTRAL, NORTH), DOWNTOWN - BOSTON, CHICAGO, DC, LOS ANGELES, PHILLY \$15.00/day: LONG ISLAND, STATEN ISLAND, SAN FRANCISCO BAY AREA \$18.00/day: MANHATTAN, BROOKLYN, BRONX, QUEENS, DOWNTOWN SAN FRANCISCO
<b>Mileage Allowance</b>	Rates include unlimited free miles per day and per week with a mileage cap of 3,500 per month. Each additional mile will be charged at \$0.20.
<b>Youthful Renter Surcharge</b>	Enterprise will waive the youthful driver surcharge for renters who are twenty-one (21) to twenty-four (24) years old. For rentals to renters who are eighteen (18) to twenty (20) years old a youthful renter surcharge of \$5.00/day will apply. In states of New York, New Jersey and Michigan each rental branch reserves the right to charge a youthful driver surcharge at market driven rates, which will be subject to change annually. Renters in this age category will be required to provide current proof of required insurance prior to rental.
<b>Exclusions</b>	Rental Rates do not include: Excluded from the rates above are the following: refueling fees, drop charges or one-way fees for vehicles not returned to the renting location, vehicle delivery fees, youthful driver surcharges except as described above, additional driver surcharges as allowed by law, any optional products or services such as liability protection, damage waiver, personal accident insurance, personal effects coverage and Roadside Assistance Program Roadside Plus. For clarity, Damage Waiver (DW) and Liability Protection (LP) are not included in the rental rates but may be available for purchase by Customer at the time of the applicable rental transaction.
<b>ARMS® Dealership</b>	Scheduling, Rental Management and Invoicing solution under Enterprise’s automated rental Management System (ARMS®) will be provided free of charge for participating Fiat Chrysler Automobiles Dealerships; including onsite training. The usage of the ARMS® Application will be required for all participating dealers.

### Enterprise Billing, Program Rules, and Exclusions



Customers included in this recall will receive a Mopar Vehicle Protection service contract and a 6-month extension to their Sirius XM one-year trial subscription.

## Mopar Vehicle Protection Service Contract::



- Customers without a major component plan will receive the 42 month/42k mile Maximum Care plan.



- 5000+ Major Components Covered plus:
- \$0 Deductible
  - \$100 "Sign-And-Go" Roadside Assistance
  - \$100 Towing Allowance
  - \$35 First Day Rental
  - \$600 Key Fob Repair/Replacement Coverage
  - \$1,000 Trip Interruption Coverage \$0 Deductible

- Customers that already have extended major component coverage will receive a two year, three LOF service plan.



- 3 Platinum Synthetic Lube, Oil, and Oil Filter Services
- 3 Tire Rotation Services

The service contract will be offered during the initial customer outreach and entered by the Premium Care Team after the phone call.

During the service follow-up contact, the Premium Care Specialist will confirm the customer's satisfaction with their service, re-confirm the service contract selection and provide the service contract number. In addition, the Premium Care Specialist will offer to send an electronic copy, indicating that a hard copy will also be mailed in 5-7 business days.

## SiriusXM Extension:



6 month extension to the one year trial period.

The subscription extension will be explained to the customer during the customer outreach and automatically updated through a batch process of all VINs involved.

Customers will receive a communication from SiriusXM verifying an additional 6 months of service have been appended to their one year trial period.



### General Questions and Answers

#### **Who is making the initial contact to the customer?**

Customer Care will be working with customers and dealers to confirm availability and scheduling for the service.

#### **Will I get paid to take a service loaner to the customer?**

Yes, there is a LOP for concierge loaner delivery/off-site service call (LOP-95-08-34-52: \$35 MAX, includes fuel and commute time).

#### **Who coordinates the rental, dealer CTP loaner or Enterprise, with the customer?**

- The dealer should coordinate, ensuring the loaner is a Pacifica or a vehicle of the customer's choice, from their CTP loaner fleet or Enterprise.
- If a dealer CTP fleet loaner is utilized, the dealer will then claim the Pacifica loaner using the newly created LOP for this recall (LOP 95-08-34-51 - \$600 MAX, up to 10 days @ \$60 per day).
- If Enterprise is utilized, Enterprise will bill the dealer through the current rental process and the dealers claims the Pacifica loaner using the newly created, Enterprise loaner LOP for this recall (LOP 95-08-34-54; enter LOP and invoice amount).

#### **Can customers receive a loaner if only the flash-only service is necessary?**

Yes – upon the customer's request, a service loaner, preferably a Pacifica loaner (or a vehicle of customer's choice), may be used for the flash-only service for the duration of the repair.

#### **If my dealership personnel delivers a CTP vehicle to and from the customer's location of choice, will they be covered by the provided CTP insurance?**

Yes, however only if the vehicle is driven during regular business hours and by employees that are eligible drivers on the dealer's garage policy.



### Repair Questions and Answers

#### **Do all vehicles require a part replacement?**

- Vehicles with 700 miles or less are to have the PIM replaced and have the PCM, BPCM, OBCM, and PIM reprogrammed with new software.
- Vehicles over 700 miles are to only have the PCM, BPCM, OBCM, and PIM reprogrammed with new software.

#### **If I flash a vehicle off-site, do I need to time stamp the repair order?**

No.

#### **What level tech can perform the repair flash or part replacement?**

- Perform a flash, the technician needs to be at least a level 0 technician.
- Replace the PIM, the technician needs to be at least a Level 2, in skill category 6 Electrical Body Systems. In addition, they have had to taken 0621708 High Voltage System Safety and Operation course.
- Highly recommended, is the level 3 course, 0632816 Hybrid Operation and Diagnosis.

#### **If a customer declines to have the repair completed who should I contact?**

Your Area Manager.

#### **Am I required to both charge and fill the fuel tank of every vehicle I perform the recall on?**

To ensure all our PHEV customers receive the white-glove treatment and have an exceptional experience, it is highly recommended to fill the fuel tank and, if time permits, offer to charge the battery.

#### **Is a part return required if I replace a part during the recall process?**

The Power Inverter Module (PIM) return is required for this campaign (for those requiring replacement).

#### **Who should I call if I encounter issues when performing the recall?**

STAR: 800-850-7827 – Ticket number specific to T34: 1680637.



## Off-Site Flash Questions and Answers

### Which markets can perform the off-site flash?

Currently, this option is only available in the U.S. market.

### How are appointments for the off-site flash service scheduled?

Customer Care will be working with the dealer and customer to confirm availability and scheduling for the service.

### What should a technician verify before leaving the dealer?

- Have a printed copy of the service procedure, the T34 Recall Document.
- Have all tools required for the service procedure (listed in the next question).
- Verify the microPOD II has been set up for the hot spot being used.
- Verify the microPOD II software is up to date.
- Verify the “microPOD Setup Utility” program on the laptop is at the latest software level.

### What will a technician need to bring with them when performing an off-site flash service for the T-34 Recall, what tools will be needed?

- 50' extension cord (12 Gauge)
- microPOD II
- microPOD II USB Cable
- wiTECH 2 Display Device
- DVOM (Digital Volt Ohm Meter)
- Cell Phone
- Hot Spot Device
- Laptop with the “microPOD Setup Utility” program installed.
- Floor mats, steering wheel covers, fender cover (additional clean fender cover is needed to set tools on inside of the vehicle)
- Window cleaner and paper towels

### Why is a computer with the “microPOD Setup Utility” program installed needed?

In the event the microPOD II is not programmed to the hot spot, the pod will need internet access to be configured to the hot spot and/or to complete the software updates per the T-34 recall. A link for a reference video is below:

<https://www.youtube.com/watch?v=uqAqUEsxw68>





### Off-Site Flash Questions and Answers

#### **Is there a specific vehicle to drive to the customer's location?**

In the event a customer's vehicle needs to be returned to the dealer for completion of recall, it is recommended to bring a Chrysler Pacifica rental/loaner.

#### **What should be confirmed prior to performing the off-site flash service for the T-34 Recall?**

- Confirm a copy of the Vehicle Scan Report has been saved.
- Request permission to move the vehicle to a position where it can be towed if needed and within 50 feet 110-volt power source for the battery charger.
- Request permission to move the vehicle outside of a garage or parking structure.
- Request permission to use the customer's 110-volt power source for the battery charger.
- Verify there is good Wi-Fi reception.

#### **What should be done if there is no or poor Wi-Fi signal at the customer's location?**

Do not attempt to perform the software updates per the T-34 recall. Leave the rental vehicle with the customer and bring the customer's vehicle back to the dealer to have the T-34 recall completed.

#### **What documents need to be obtained prior to the software updates?**

Make sure to save a copy of the "Vehicle Scan Report" prior to performing the software updates per the T-34 recall.

#### **What documents need to be obtained after the software updates?**

Make sure to save a copy of the "Vehicle Scan Report" after performing the software updates per the T-34 recall.

#### **Why are pre and post software update Vehicle Scan Reports Needed?**

Both reports are required to ensure all software updates per the T-34 recall have been completed.



### Off-Site Flash Questions and Answers

#### **What should be done if the software update fails or the software update can not be completed?**

If the software update fails, verify there is good Wi-Fi reception. If reception is good, attempt the flash again. If the flash fails again or the software update can not be completed, leave the rental with the customer and return the customer's vehicle to the dealer to have the T-34 recall completed. If the vehicle is disabled/not drivable, leave the rental with the customer and have the vehicle towed back to the dealer to be repaired.

#### **What should be done if the vehicle is rendered immobile due to a flash failure?**

If the vehicle is disabled/not drivable, leave the rental with the customer and have the vehicle towed back to the dealer to be repaired.

#### **What should be done if there is not a 110-volt outlet available?**

Do not attempt to perform the software updates per the T-34 recall. Leave the rental with the customer and return the customer's vehicle to the dealer to have the T-34 recall completed.

#### **What if a 12-volt battery charger is not available for the off-site flash service?**

Do not attempt to perform the software updates per the T-34 recall. Leave the rental with the customer and return the customer's vehicle to the dealer to have the T-34 recall completed.

#### **How will a service technician be reimbursed for performing the off-site flash service?**

The off-site flash service is reimbursable utilizing the "Concierge Loaner Delivery or Off-site Service Call" labor operation as indicated in the T-34 recall document. The labor operation is: 95-08-34-52.



### **What access will they need to my vehicle if they come to my house?**

Access to the 12-volt battery in the rear of the vehicle on the driver's side.

### **How long with the repair take?**

- Including set-up, the software updates could take up to 2-3 hours for off-site service and 1-2 hours for dealership service.
- If your vehicle requires the Power Inverter Module to be replaced, the repair time would be 4-6 hours.

### **What are the hours off-site flash service can be performed?**

- Monday through Friday, between the hours of 9 and 5 ET, some dealers may make provisions for additional hours.

### **Do I need to be present for the repair at my house or work?**

You need to be accessible to provide keys, however you don't have to be at the vehicle's side during repair.

### **Can I extend the service contract longer than 6-months beyond my manufacturer's warranty.**

Extended protection may be purchased at the dealership, however, the complimentary service contract can not be extended.



## **STAR SUPPORT:**

**(800) 850-STAR (7827)**

For technical assistance and to create a STAR Case to obtain parts - **Ticket number 1680637 is specific to T34 support** (M-F 8AM-MIDNIGHT, SAT. 9AM-6PM ET)

## **WARRANTY HOTLINE:**

**(888) 255-2616**

Questions regarding claim processing instructions and guidelines for recall T34 can be directed to the warranty hotline. (M-F 8AM-6PM ET)

## **PHEV DEALER SUPPORT HOTLINE:**

**(877) 859-1277**

Dedicated team to answer T34 recall questions. (M-F 8AM-6PM ET)

Note: This line will be active for dealer support beginning 9/14/2017, through the end of the year.