



# WARRANTY BULLETIN

**TO:** Dealer Principal, Service Mgr.,  
Service Advisor & Warranty Claims  
Administrator

**NO:** D-12-36

**DATE:** October 8, 2012

**SUBJECT:** Fast Feedback Program –  
*Radios*– 2013 Ram 1500 Pickup (DS)

**FOR:** U. S. Dealers

All Business Centers

## PURPOSE:

To announce a Fast Feedback Program for replacing select *radios* in an effort to collect, monitor and correct quality issues in a timely and efficient matter.

## Model(s) affected:

2013 Ram 1500 Pickup (DS) with Radio Sales Codes:

- RA1
- RA2
- RA3
- RA4

## TIMING:

October 8, 2012 – May 6, 2013

## ACTION:

When customer input and technician diagnosis suggests radio replacement, the dealer must:

- Review the nature of the problem and perform all necessary diagnostics.
- Contact the STAR Center at **1-800-850-7827** and review the details of the problem and the diagnostics. **Note:** These radios will be “order restricted” during the term of this program. If a radio requires replacement, please contact the STAR Center for critical warranty information.
- If a radio replacement is necessary, you will be advised by STAR of any special instructions regarding component removal and return.

A STAR Center representative will initiate the Fast Track process to ensure proper component packaging and return.



**ADDITIONAL INFORMATION:**

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

Alternate transportation reimbursement requests can be submitted on the same claim as the warranty repair.

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

**WARRANTY OPERATIONS**