



WARRANTY BULLETIN

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

NO: D-13-06
DATE: January 25, 2013

SUBJECT: Fast Feedback Program – **8.4L
Engine** – 2013 Viper (ZD)

FOR: U. S. Dealers
All Business Centers

PURPOSE:

To announce a Fast Feedback Program for replacing or repairing the **8.4L Engine** in an effort to collect, monitor and correct quality issues in a timely and efficient matter.

Model affected:

2013 Viper (ZD)

TIMING:

February 4, 2013 – June 28, 2013

ACTION:

When customer input and technician diagnosis suggests an engine defect, drivability or electronic (OBD2) issue, 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:** All parts needed for these repairs will be “order restricted” during the term of this program. If these need replacement, please contact the STAR Center for critical warranty information.
- If an engine repair is necessary, you will be advised by STAR of any 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 engine without prior approval from STAR.
Chargebacks will be imposed for unauthorized internal engine diagnostics.



AUTHENTIC PERFORMANCE

All replaced engine assemblies must be returned using UPS (Heavy) transportation. A STAR Center representative will initiate the Fast Track process to ensure proper component packaging and return.

DO NOT return engines via DDS.

ADDITIONAL INFORMATION:

Dealers will see repairs on restriction in VIP by part number.

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