



WARRANTY BULLETIN

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

NO: D-13-20
DATE: April 26, 2013

SUBJECT: Fast Feedback Program – *Audio
Components*

FOR: U. S. Dealers
All Business Centers

PURPOSE:

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

Models affected:

- 2013-2014 Ram Truck (D2, DJ, D2, DD, DP)
- 2014 Jeep Grand Cherokee (WK)
- 2014 Dodge Durango (WD)

Audio Components are identified as:

- Radios
- Amplifiers

TIMING:

April 29, 2013 – November 1, 2013

ACTION:

When customer input and technician diagnosis suggests replacement of a radio or amplifier, 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 a radio or amplifier replacement is necessary, you will be advised by STAR of any special instructions regarding component removal and return.
- All returned parts must be shipped in the same container provided with the new replacement part.



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

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

Chrysler Group 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