



# WARRANTY BULLETIN

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

**NO:** D-13-23

**DATE:** July 11, 2013

**SUBJECT:** 2013 FIAT 500e (FF) Fast Feedback  
Program – *Electric Powertrain Components*

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

## PURPOSE:

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

## Model affected:

2013 FIAT 500e (FF)

## Electric Powertrain Components are identified as:

- Emotor
- Gear Box
- Park Pawl
- PIM (Power Invertor Module)
- OBCM (On-Board Charging Module)
- EVCU (Electronic Vehicle Control Unit)
- GSM / ESM (Electronic Shifter)

## TIMING:

July 15, 2013 – February 7, 2014.

## ACTION:

When customer input and technician diagnosis suggests a replacement is needed on one of the above mentioned components, 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.



AUTHENTIC PERFORMANCE

- If a 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 assemblies without prior approval from STAR. Chargebacks will be imposed for unauthorized diagnostics.**

Emotor and Gear Box 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. All other components identified in this bulletin will follow normal return policies.

DO NOT return assemblies 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.

Instruction for High Voltage Battery Pack replacement has been addressed in Warranty Bulletin D-13-26.

**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