



WARRANTY BULLETIN

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

SUBJECT: VIP LOP Restriction Program –
Select Electrical Components

NO: D-13-24

DATE: May 7, 2013

FOR: U. S. Dealers
All Business Centers

PURPOSE:

To announce a VIP LOP Restriction Program for select *Electrical Components* in an effort to monitor and correct quality issues in a timely and efficient manner.

Affected Vehicles:

2013 Ram Truck (DS)
2014 Jeep Grand Cherokee (WK)
2014 Dodge Durango (WD)

Electrical Components are identified as:

- Clusters
- Passive Entry System
- Body Controllers
- FOB/K
- Steering Control Modules

TIMING:

Effective May 8, 2013 – November 6, 2013

ACTION:

Prior to servicing any referenced vehicle, a VIP must be run to identify any repair that may be on the VIP LOP Restriction Pre-Authorization program.

If a repair is on LOP restriction, the dealer must call the STAR Center Hotline at 1-800-850-STAR (7827) and enter the "more options" prompt and select the "Parts or Labor Op Restriction" prompt.

The LOP Restriction Warning Message will display the following on the Warning Message Tab in VIP: **STAR/TECH HOTLINE REQUIRES PRIOR AUTHORIZATION, AFTER COMPLETING PROPER DIAGNOSTICS. PLEASE CALL THE STAR CENTER AT 1-800-850-STAR.**



AUTHENTIC PERFORMANCE

Additionally, the Vehicle Restriction Section will display all restricted LOPs and restricted Parts by STAR.

A submitted claim with a LOP Restriction and without a Pre-Authorization will reject with a message code RB5: "This repair must be pre-authorized because VIP shows that the vehicle has a STAR/Tech Hotline LOP restriction."

Claims submitted without the required Pre-Authorization will be denied.

Dealers will be able to stock these parts in their inventory to address repair issues to non-affected vehicles.

ADDITIONAL INFORMATION:

Dealers will see repairs on restriction in VIP by LOP and Part number.

Note: It is possible for a vehicle to have multiple parts and LOP's on restriction.

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

The STAR Center will not authorize special services under this program.

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.