



WARRANTY BULLETIN

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

NO: D-13-29

DATE: July 15, 2013

SUBJECT: VIP LOP Restriction Program –
Powertrain Components - 2014 FIAT 500L

FOR: U. S. Dealers
All Business Centers

PURPOSE:

To announce a VIP LOP Restriction Program on the following powertrain components in an effort to monitor and correct quality issues in a timely and efficient manner.

- 1.4L MultiAir Turbo Engine
- 6 Speed Manual Transmission c635
- Automatic Dual Dry Clutch Transmission (DDCT) c635

Affected Vehicles:

2014 – FIAT 500L (BF)

TIMING:

Effective July 16, 2013 – February 7, 2014

At the end of this VIP LOP Restriction program, the authorization for a transmission/ engine replacement must be secured by submitting a Powertrain Pre-Authorization Request. Reference Warranty Bulletin D-13-03 and D-13-04 for additional information.

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: **Repairs listed in the Vehicle Restriction Section require prior authorization from Star/Tech Hotline. Please call the Star Center at 1-800-850-STAR prior to completing vehicle diagnosis.**



AUTHENTIC PERFORMANCE



NOTE: DO NOT disassemble the engine or transmission without prior approval from STAR. Chargebacks will be imposed for unauthorized internal engine / transaxle diagnostics.

All replaced engine / transmission 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 / transmissions via DDS.

A claim submitted for a repair that has 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.

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.