



WARRANTY BULLETIN

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

NO: D-13-31
DATE: July 31, 2013

SUBJECT: Fast Feedback Program – *Aisin AS69rc Transmission* – Ram 3500/4500/5500

FOR: U. S. Dealers
All Business Centers

PURPOSE:

To announce a Fast Feedback Program for replacing or repairing the *Aisin AS69RC Transmission* in an effort to collect, monitor and correct quality issues in a timely and efficient matter.

Vehicles Affected:

2013 Ram 3500 Pickup (D2)
2013 Ram 3500 Cab Chassis (DD)
2013 Ram 4500/5500 Cab Chassis (DP)

TIMING:

Effective Immediately – September 2, 2013

At the end of this Fast Feedback program, the authorization for a transmission replacement must be secured by submitting a Powertrain Pre-Authorization Request. Refer to Warranty Bulletin D-13-04 for further guidelines.

ACTION:

When customer input and technician diagnosis suggests a transmission defect or electronic 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 a transmission repair is necessary, you will be advised by STAR of any special instructions regarding component removal and return.



AUTHENTIC PERFORMANCE



CHRYSLER GROUP LLC

- 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 transmission without prior approval from STAR. Chargebacks will be imposed for unauthorized internal transmission diagnostics.

All replaced 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 transmissions 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

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.