



WARRANTY BULLETIN

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

NO: D-13-37

DATE: August 27, 2013

SUBJECT: Fast Feedback Program – **6.4L
Hemi Engine**– 2014 Ram Heavy Duty Trucks

FOR: U. S. Dealers

All Business Centers

PURPOSE:

To announce a Fast Feedback Program for replacing or repairing the **6.4L Hemi Engine** in an effort to collect, monitor and correct quality issues in a timely and efficient matter.

Models affected:

- 2014 Ram 2500 Pickup (DJ)
- 2014 Ram 3500 Ram Pickup (D2)
- 2014 Ram 3500 Cab Chassis (DD)
- 2014 Ram 4500 / 5500 Cab Chassis (DP)

TIMING:

August 28, 2013 – March 28, 2014

Note: At the end of this Fast Feedback program, the authorization for a Long Block or complete engine replacement must be secured by submitting a Powertrain Pre-Authorization Request. Refer to Warranty Bulletin D-13-03 for further guidelines.

ACTION:

When customer input and technician diagnosis suggests an engine malfunction, drivability or electronic (OBD2) 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 an engine repair is necessary, you will be advised by STAR of any special instructions regarding component removal and return.



AUTHENTIC PERFORMANCE

- 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 engine without prior approval from STAR. Any unauthorized internal engine/transmission disassembly is subject to a complete or partial claim chargeback based upon the circumstances.

All replaced engine assemblies must be returned using UPS (Heavy) transportation. A STAR Center representative will initiate the FasTrack process to ensure proper component packaging and return.

DO NOT return engines via DDS.

ADDITIONAL INFORMATION:

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