



# WARRANTY BULLETIN

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

**NO:** D-13-45

**DATE:** November 29, 2013

**SUBJECT:** VIP LOP Restriction Program –  
*Rear Axle Hub Seal*

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

## PURPOSE:

To announce a VIP LOP Restriction Program for the *Rear Axle Inner Hub Seal* in an effort to monitor and correct quality issues in a timely and efficient manner.

## Affected Vehicles:

- 2011 – 2012 Ram 3500 Pickup (D2)
- 2011 – 2012 Ram 3500 Cab Chassis (DD)
- 2011 – 2012 Ram 2500 Pickup (DJ)
- 2011 – 2012 Ram 4500 / 5500 Cab Chassis (DP)

## TIMING:

Effective December 2, 2013 – January 15, 2014

## ACTION:

Prior to servicing any referenced vehicle, a *DealerCONNECT > 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.**

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."



AUTHENTIC PERFORMANCE

*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.