



WARRANTY BULLETIN

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

NO: D-14-11
DATE: May 28, 2014

SUBJECT: Fast Feedback Program – 9HP48 Transmission – 2015 Chrysler 200

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

PURPOSE

To announce a Fast Feedback Program for replacing or repairing the **9HP48 transmission** in an effort to collect, monitor and correct quality issues in a timely and efficient matter.

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

Model affected:

2015 Chrysler 200 (UF)

TIMING:

May 28, 2014 – December 19, 2014

ACTION:

When customer input and technician diagnosis suggests a transmission defect, drivability 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.
- 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. Any unauthorized internal transmission disassembly is subject to a complete or partial claim chargeback based upon the circumstances.

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:

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 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.