



NUMBER: 26-002-14

GROUP: Miscellaneous

DATE: January 24, 2014

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-008. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN's HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.

SUBJECT:

Matte Finish Paint Customer Acknowledgment

OVERVIEW:

This bulletin involves submitting the signed matte finish paint customer acknowledgement to the warranty contact center.

MODELS:

2014

ZD

Viper (Matte Finish Only)

NOTE: This bulletin applies to vehicles equipped with Anodized Carbon Matte Finish (sales code PDR) only.

MATTE PAINT FINISH CUSTOMER ACKNOWLEDGMENT SUBMISSION PROCESS:

NOTE: At the time of sale submit the signed Matte Finish Paint Customer Acknowledgement per the submission process identified below or in warranty bulletin D-14-02.

1. Enter a Warranty (W) claim using the LOP specified in the RRT. When the claim is submitted, message code RP1 "This LOP must be authorized" will display.
2. Submit a Warranty (W) claim via the RA process and attach the fully signed/dated Matte Finish Paint Customer Acknowledgment form as referenced above.
3. If the fully signed/dated Matte Finish Paint Customer Acknowledgment form is not attached or fully signed/dated, the Warranty Contact Center (WCC) will return the claim.

NOTE: Failure to complete the Matte Finish Paint Customer Acknowledgment form and submit it as an attachment to a Warranty claim within the required time frame will result in a charge back of the vehicle's Prep claim payment. Reference the Warranty Administration Manual > New Vehicle Prep Charge back Process for additional information.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
23-70-84-90	Matte Finish Paint Customer Acknowledgment Submission	0.0Hrs.

FAILURE CODE:

ZZ	Service Action
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MATTE FINISH PAINT CUSTOMER ACKNOWLEDGMENT:

I understand that I will need to take special care of the matte finish paint on my new SRT vehicle according to the recommendations in the Matte Finish Paint Tip Card (attached). I understand that the maintenance of the matte finish is my responsibility. By signing below, I acknowledge:

- Matte paint has special care requirements; I understood these requirements before purchasing this vehicle.
- SRT's Anti-Perforation Limited Warranty applies to defects in material and/or workmanship but does not cover the matte finish appearance.
- Commercial car wash facilities and products are likely to damage the matte finish of this vehicle.
- Matte paint must be hand washed and cared for following the instructions in the Matte Finish Paint Tip Card.
- Failure to follow the instructions in this guide may cause irreparable damage to the matte appearance.
- Contact with fabrics, bird droppings, road debris, and chemicals (including gasoline) can cause damage to the matte appearance. Drip lines left to air dry and repetitive hand contact can cause damage to the matte appearance. Unlike a high-gloss finish, damage to the matte texture is permanent and cannot be repaired or polished-out.
- The matte appearance is unique to every car. Each vehicle includes an element of mottling, ghost patterns and dust nibs. These cannot be modified and are part of the nature of the finish.

YOUR PAINT FINISH AND WARRANTY

- Please note that while the standard SRT Paint Warranty applies to defects in material and/or workmanship, it does not cover the vehicle's matte finish appearance.

Maintaining the matte appearance is solely the responsibility of the vehicle owner. After reading this tip card, if you have further questions about maintaining your vehicle's matte paint appearance, please visit the SRT Owner's website at <https://www.driveSRT.com> or contact your dealership's Service Department.

This document must be reviewed and signed by the customer at purchase.

Sales Consultant _____ Date _____

Sales Manager _____ Date _____

Customer _____ Date _____

E-mail _____