



# WARRANTY BULLETIN

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

**NO:** D-15-20

**DATE:** September 18, 2015

**SUBJECT:** Fast Feedback Program - Recall R47 - Side Airbag Inflatable Curtain

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

## PURPOSE:

To announce a Fast Feedback Program when it is necessary to replace a Side Airbag Inflator Curtain while performing Safety Recall R47.

## Affected Vehicles:

- 2014-2015 Ram 1500 Quad Cab Pickup Trucks (DS) included in Safety Recall R47

## TIMING:

Effective Immediately

## ACTION:

Always run a *DealerCONNECT > VIP* to verify if a vehicle is involved in Safety Recall R47. If a vehicle displays Safety Recall R47 as incomplete, dealers must follow the R47 Dealer Service Instructions.

When technician diagnosis suggests it is necessary to replace the Side Airbag Inflatable Curtain while performing Safety Recall R47, dealers must:

- Contact the STAR Center at **1-800-850-7827** and review the details of the problem.  
**Note:** Applicable parts required for these repairs will be "order restricted" during the term of this program. If a Side Airbag Inflatable Curtain requires replacement, please contact the STAR Center for critical warranty information.
- If a Side Airbag Inflatable Curtain replacement is necessary, you will be advised by STAR of any special instructions regarding component removal and return.
- To avoid damage, all requested returned parts must be shipped in the same container provided with the replacement part.





### **ADDITIONAL INFORMATION:**

Review Safety Recall R47 Dealer Service Instructions for complete repair instructions and LOP 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 recall repair.

**Please ensure that all affected dealership personnel are aware of this bulletin.**

### **WARRANTY OPERATIONS**

FIAT USA 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

