



WARRANTY BULLETIN

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

SUBJECT: Fast Feedback Program –
Hands Free Module – 2013-2015 Dodge
Dart (PF)

NO: D-15-12

DATE: April 14, 2015

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

PURPOSE:

To announce a Fast Feedback Program for replacing the **Hands Free Module (HFM)** in an effort to collect, monitor and correct quality issues in a timely and efficient matter.

Vehicles affected:

- 2013 – 2015 Dodge Dart (PF)

TIMING:

April 15, 2015 – May 15, 2015

ACTION:

When customer input and technician diagnosis suggests an electronic concern with the HFM, the dealer must:

- Do NOT disconnect or reset the HFM. Do NOT erase fault codes.
- Contact the STAR Center at **1-800-850-7827** and review the details of the problem.
Note: Applicable 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 HFM replacement is necessary, you will be advised by STAR of any special instructions regarding component removal and return.
- To avoid damage, all returned parts must be shipped in the same container provided with the replacement part.



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

FCA US 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.