

WARRANTY BULLETIN



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

NO: D-16-05
DATE: March 1, 2016

SUBJECT: (X66) RB5 & RB6 8.4 Nav Radio –
2014-2015 Dodge Dart (PF)

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

PURPOSE:

To announce an extended warranty on the RB5 & RB6 8.4 Nav Radio on the following vehicles:

- 2014-2015 Dodge Dart (PF)

Affected Vehicles:

This extended warranty bulletin applies only to vehicles built at:

- Belvidere (Plant Code "D") on or after January 23, 2013 MDH (0123XX) and on or before July 30, 2015 MDH (0730XX) and equipped with one of the following radios:
 - UConnect Touch 8.4N CD/DVD/MP3/NAV (Sales Code RB5)
 - UConnect Touch 8.4N CD/DVD/MP3/NAV (Sales Code RB6)

NOTE: This warranty extension coverage period is 10 years/ Unlimited mileage from the vehicles In-Service Date.

TIMING:

Effective Immediately

ACTION:

Always check *DealerCONNECT* > *VIP* to verify if a vehicle is involved in a warranty extension. A vehicle involved in this warranty extension will display an **(X66) 8.4 Nav Radio** message in *VIP*. If no (X66) coverage message displays in *VIP*, the vehicle is not in the scope of this warranty extension and no further action is required on your behalf.

All technicians are required to familiarize themselves with Service Bulletin 08-023-16 before replacing the RB5 & RB6 8.4 Nav Radio on select vehicles. This Service Bulletin has been released to assist all dealers in the proper diagnosis and replacement of the RB5 & RB6 8.4 Nav Radio.

The Global Claim System (GCS) will only honor the extended warranty coverages on the labor operation number(s) in the Service Bulletin.

Updates
WAM





Refer to Service Bulletin 08-023-16 for Part and LOP information.

A copy of the generic owner letter is attached to this bulletin.

ADDITIONAL INFORMATION:

If a customer has already experienced this concern and has already paid to have it repaired, the customer should be advised to send their original receipts to and / or other adequate proof of payment to the following address to request reimbursement.

FCA US LLC Customer Care
P.O. Box 21-8004
Auburn Hills, MI 48321-8004
Attention: Reimbursement

Customers with questions or concerns about this issue are advised to contact their dealership. In the event further assistance is necessary, customers should be advised to contact Customer Care at the following.

- Dodge brand vehicles: 1.800.423.6343 or 1.800.4ADodge

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



Owner Name
1234 Anywhere St
Anytown, St XXXXX
VIN: xxxxxxxxxxxxxxxxxxxx

Dear (Name):

This letter is to inform you that the warranty period (3 years or 36,000 miles) on your vehicle's 8.4 inch radio with navigation has been extended to 10 years/unlimited mileage. This extended 8.4 inch radio with navigation warranty coverage applies to certain 2014-2015 model year Dodge Dart vehicles. Our records show that you either own or lease one of the vehicles affected by this extended warranty.

We are extending the 8.4 inch radio with navigation warranty period because some of the affected vehicle population may experience navigation memory corruption where the radio navigation has locked up, which may permanently render the navigation features nonfunctional. **In addition to extending the warranty on this radio, we are also offering you the means to prevent a navigation lock up condition. To decrease the chances of this condition occurring, you have 2 methods available to you for updating your 8.4 inch radio with navigation as follows:**

1. You will need a computer and an empty USB drive with at least 4GB of space. You can download the radio software yourself at www.driveuconnect.com/software-update. Click on *Help & Support*; select *Dodge*; select *System Updates* and enter your vehicle's 17 digit VIN listed on this letter; select *Check for Updates*; plug in your empty USB and select *Get Started*. For your benefit there is a brief tutorial video with all the steps you must follow to load your empty USB and steps to download software updates to your vehicle's radio.

In a well ventilated area, including, but not limited to, leaving the garage door open, start your vehicle and it must remain in Park, running until the software download process is complete. Insert your USB you created in the above steps into your vehicle's media hub and follow the instructions on the radio screen **very carefully**. As the software downloads, you will see a green progress bar and a message "loading software" display on the screen. PLEASE wait 10-15 minutes to ensure the software update is complete before removing the USB and turning off your vehicle.

2. You also have the option of contacting your dealer to schedule a dealer service appointment to have the software update completed on your vehicle.



If you have already experienced this condition and previously paid for a repair, you may be eligible to receive a reimbursement. You may complete the enclosed Customer Reimbursement Claim Form and send your original receipts, invoices and/or repair order to the following address for reimbursement. Your claim will be acted upon within 60 days of receipt:

FCA US LLC Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004
Attn: Reimbursement

If you have questions or need any assistance, please contact your dealer or the FCA US LLC Customer Care. FCA US LLC Customer Care is available 24 hours a day / 7 days a week. They can be reached at: 1-800-423-6343 (800-4ADodge).

Please keep this letter in your glove box along with your vehicle's other warranty information for future reference if necessary. This warranty extension applies only to the hydraulic clutch master cylinder / reservoir hose condition described above; the other terms and the "What's Not Covered" items of your warranty remain the same as stated in your Warranty Information book.

FCA US LLC is taking this action to demonstrate its commitment to your continued satisfaction.

FCA US LLC