



# WARRANTY BULLETIN

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

**SUBJECT:** Fast Feedback Program – 3.6L  
V6 24V VVT Engine – 2017 Chrysler  
Pacifica

**NO:** D-16-09

**DATE:** March 9, 2016

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

## PURPOSE

To announce a Fast Feedback Program for replacing or repairing the **3.6L V6 24V VVT Engine** (*Sales Code ERF*) in an effort to collect, monitor and correct quality issues in a timely and efficient matter.

## Models affected:

- 2017 Chrysler Pacifica (RU)

## TIMING:

February 29, 2016 – August 31, 2016

**NOTE:** At the end of this Fast Feedback Program, authorization for the 3.6L V6 24V VVT engine must be secured by submitting a Powertrain Pre-Authorization Request. Refer to the *Warranty Administration Manual > Claim Procedure Section* for complete details regarding Powertrain Service Center Pre-Authorization Guidelines.

## ACTION:

When customer input and technician diagnosis suggests an engine 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 an engine 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 engine without prior approval from STAR. Any unauthorized internal engine disassembly is subject to a complete or partial claim chargeback based upon the circumstances.**

All replaced engine 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 engines 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. Refer to Warranty Bulletin D-15-15 for complete Alternate Transportation Guidelines.

**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.

