WARRANTY BULLETIN



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

SUBJECT: Radio Pre-Authorization Program – Select 7.0/8.4/8.4N Radios (New and Exchange) – 2018 Model Year Vehicles **NO**: D-17-21

DATE: November 8, 2017

FOR: All U. S. Dealers

All U. S. Business Centers

PURPOSE:

In order to assist dealerships with diagnosing and repairing certain radio concerns, a Pre-authorization Program for replacing select **7.0/8.4 and 8.4N Uconnect Radios (new and exchange)** has been implemented.

Radios with the following Sales Codes will be restricted and <u>must</u> be pre-authorized by using "Ask a Question" in the Warranty Information Center (WIC). The Sales Codes are **UAG**, **UAQ**, **UAR**, **UAS** and **UAV**. Future part number supersessions for the above Sales Codes will be included in this Preauthorization Program.

Once the replacement is authorized, the component will be ordered and shipped to the repairing dealer.

Models affected:

2018 Model Year Vehicles

TIMING:

November 30, 2017 - May 31, 2018

ACTION:

When a vehicle comes in for service and diagnosis determines that one of the radios with the Sales Code listed above requires replacement, the radio <u>must</u> be pre-authorized and ordered through *Ask a Question* in WIC.

Ask a Question is accessed by following path *DealerCONNECT>Service>Warranty* Administration>Warranty Information Center (WIC)>Ask a Question.

A detailed customer concern and technician diagnosis <u>must</u> be typed in the "Question" box located within the Ask a Question form. Additionally, the VIN number and Part Number fields <u>must</u> also be typed in.







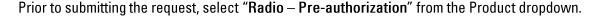






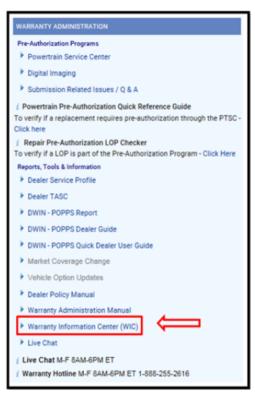








See screen prints below for additional details.





ADDITIONAL INFORMATION:

NOTE: The radios in this Pre-authorization Program can <u>only</u> be ordered through **Ask a Question** in DealerCONNECT.

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 (Rev. A) 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.















