



WARRANTY BULLETIN

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

NO: D-17-21

DATE: November 8, 2017

SUBJECT: Radio Pre-Authorization
Program – Select 7.0/8.4/8.4N Radios
(New and Exchange) – 2018 Model Year
Vehicles

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 must 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 Pre-authorization 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 must 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 must be typed in the “Question” box located within the Ask a Question form. Additionally, the VIN number and Part Number fields must also be typed in.





Prior to submitting the request, select “Radio – Pre-authorization” from the Product dropdown.

See screen prints below for additional details.

WARRANTY ADMINISTRATION

- Pre-Authorization Programs
 - Powertrain Service Center
 - Digital Imaging
 - Submission Related Issues / Q & A
- Powertrain Pre-Authorization Quick Reference Guide
 - To verify if a replacement requires pre-authorization through the PTSC - Click here
 - Repair Pre-Authorization LOP Checker
 - To verify if a LOP is part of the Pre-Authorization Program - Click Here
- Reports, Tools & Information
 - Dealer Service Profile
 - Dealer TASC
 - DWIN - POPPS Report
 - DWIN - POPPS Dealer Guide
 - DWIN - POPPS Quick Dealer User Guide
 - Market Coverage Change
 - Vehicle Option Updates
 - Dealer Policy Manual
 - Warranty Administration Manual
 - Warranty Information Center (WIC)**
 - Live Chat
- Live Chat M-F 8AM-6PM ET
- Warranty Hotline M-F 8AM-6PM ET 1-888-255-2616

Warranty Information Center

Find Answers | **Ask a Question** | Live Chat | LOP Related Inquiries | Request for Labor Time Study | My Stuff

Limit by product: Select a product Find the answer to your question Search

Submit a question to our support team.

Question *
Customer states Bluetooth connection does not automatically reconnect after Apple CarPlay disconnection. Noted no software updates available. Recommend radio replacement.

Product *
Radio - Pre-authorization

VIN Last 8 Character
FN123456

Claim Number

Part Number
Z8306560AN

Claim Rejection Message codes

LOP Number

LOP Description

Body Code

Model Year

Expected Input: #####

ADDITIONAL INFORMATION:

NOTE: The radios in this Pre-authorization Program can only 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.

