

WARRANTY BULLETIN



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

NO: D-20-13

DATE: March 31, 2021

SUBJECT: STAR Center Uconnect 5 (R1)
Radio Pre-Authorization Program – Select
Radios (New and Exchange) – 2021 Model
Year Dodge Durango (WD) and Chrysler
Pacifica (RU) (Rev. A)

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

*****Revisions are noted in RED*****

PURPOSE:

To announce the extension of this pre-authorization program to assist with diagnosis and repair of certain newly launched Uconnect 5 (R1) radios and displays. The following Sales Codes will be restricted and must be pre-authorized by opening a STAR case:

UBG - (Non-Nav 10.1" Radio)
UBN - (Nav 10.1" Radio)
RHV - (10.1" Display)

*NOTE: In order to streamline your service processes, the historical restrictions on radios with Sales Codes UAV and UAX will be removed and the associated **Warranty Bulletin (D-18-18 Rev. D)** will be cancelled.*

Uconnect 5 RADIOS:

If a radio replacement is approved for your symptom/concern, the component will be released for ordering by STAR Center after pre-authorization is provided. **You MUST then place an order through DealerCONNECT Exchange Order Entry.** This will allow your dealership to manage and confirm the order. Please allow 1-2 business days for the component to be shipped directly from the supplier.

Uconnect 5 DISPLAYS:

If a display replacement is approved for your symptom/concern, **the component will be ordered by STAR and an Order Number will be provided in the STAR case** to allow your dealership to manage and track the order.





Models Affected:

- 2021 Dodge Durango (WD)
- 2021 Chrysler Pacifica (RU)

TIMING:

October 5, 2020 – **June 30, 2021**

ACTION:

When a vehicle comes in for service and diagnosis determines that one of the Uconnect 5 radios or displays with the Sales Codes listed above requires replacement, the radio or display **must** be pre-authorized by contacting the STAR Center.

A complete and detailed customer concern and technician diagnosis must be completed prior to contacting the STAR Center. To allow a pre-authorization decision on the first STAR Center contact, please ensure the following information is included with your STAR case:

- Complete description of the concern
 - If the concern is constant or intermittent
- Vehicle Scan Report
- Radio Software Level or Application Level
- A complete diagnosis including:
 - Steps taken to determine radio or display hardware is the cause of failure
 - Any additional diagnostic steps taken and the outcome of each (Service Library Diagnostic Procedures, Guided Diagnostics, etc.)
- Indicate whether the vehicle is Sold or Unsold

ADDITIONAL INFORMATION:

NOTE: The radios and displays in this Pre-Authorization Program can only be ordered by the dealer after the STAR Center provides an approval and release.

For additional details and instructions for obtaining technical assistance, please refer to the following path: *DealerCONNECT > Service > Repair Information > Service Library > Reference Materials > Technical Assistance Roadmap and Tutorial*





DealerCONNECT Part Inquiry message: ***“Pre-Authorization required through STAR. Review Warranty Bulletin D-20-13 (Rev. A) for complete details”***, will display on all part numbers pertaining to this restriction.

Goodwill Alternate Transportation reimbursement requests can be submitted on the same warranty claim as the warranty repair. Refer to Warranty Bulletin D-19-28 Rev. B for complete Goodwill Alternate Transportation Guidelines.

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.





FREQUENTLY ASKED QUESTIONS

Q: Who is responsible for placing the actual part order?

- For Exchange Order radios, a “release” will be performed by STAR Center but the actual part order must be placed by the dealership via the Exchange Order Entry screen in DealerCONNECT.
- For New OE radios, the actual order will be placed by STAR Center and the order number will be provided in the STAR case.
- For all displays / screens, the actual order will be placed by STAR Center and the order number will be provided in the STAR case.

Q: How is the determination made to order an Exchange Radio vs. New OE Radio?

- STAR is aware that per warranty policy, a New OE radio (non-Exchange) must be used for New/Unsold Vehicles and will process the order as such, without authorization from the Business Center.
- All other orders must be filled by Exchange radios.
- If a New OE radio is desired for any customer-owned vehicle (due to backorder, customer satisfaction, etc.), it must be pre-authorized by the Business Center or Customer Care per Warranty Policy. This requires a DM Note be entered prior to the order being placed by STAR Center.
 - STAR will not give pre-authorization for warranty repairs; thus a DM Note and presence of a STAR case is critical in ensuring the proper order is placed. For example, a DM Note without a corresponding STAR case will not result in a successful order.

