



# WARRANTY BULLETIN

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

**SUBJECT:** VIP LOP Restriction Program  
**Multi-Displacement Solenoid (MDS)**

**NO:** D-15-18  
**DATE:** August 10, 2015

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

## PURPOSE:

To announce a VIP LOP Restriction Program on the **Multi-Displacement Solenoid (MDS)** in an effort to monitor and correct quality issues in a timely and efficient manner.

The following vehicles equipped with a 5.7L engine w/ sales code EZH apply:

- 2015 Chrysler 300 (LX)
- 2015 Dodge Challenger (LA)
- 2015 Dodge Charger (LD)
- 2015 Dodge Durango (WD)
- 2015 Jeep Grand Cherokee (WK)
- 2015 Ram 1500 Pickup (DS)
- 2015 Ram 2500 Pickup (DJ)

## TIMING:

August 10, 2015 – November 13, 2015

## ACTION:

Prior to servicing any referenced vehicle, a *DealerCONNECT* > *VIP* must be run to identify any repair that may be on the VIP LOP Restriction Pre-Authorization program.

If a repair is on LOP restriction, the dealer must call the STAR Center Hotline at 1-800-850-STAR (7827) and enter the "more options" prompt and select the "Parts or Labor Op Restriction" prompt **prior to repair**.





The LOP Restriction Warning Message will display the following on the Warning Message Tab in VIP: **Repairs listed in the Vehicle Restriction Section require prior authorization from Star/Tech Hotline. Please call the Star Center at 1-800-850-STAR prior to completing vehicle diagnosis.**

A claim submitted for a repair that has a LOP Restriction and without a Pre-Authorization will reject with a message code RB5: "This repair must be pre-authorized because VIP shows that the vehicle has a STAR/Tech Hotline LOP restriction."

*Claims submitted without the required Pre-Authorization will be denied.*

### **ADDITIONAL INFORMATION:**

Dealers will see repairs on restriction in VIP by LOP and Part number.

NOTE: It is possible for a vehicle to have multiple parts and LOP's on restriction.

Alternate transportation reimbursement requests can be submitted on the same claim as the warranty repair.

**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.

