



Updates from Warranty Operations and Customer Care

System Enhancements – We continue to improve our systems and processes based on your feedback.

Claim Entry – A new pop-up warning message was launched in DealerCONNECT claim entry May 1st. If you mistakenly enter the repair order number as the odometer, a warning will appear. The pop-up appears

when the **SAVE** or **CONTINUE** buttons are selected. Our hope is this will help to reduce mileage discrepancy claims from happening.

The screenshot shows the DealerCONNECT Claim Entry form for VIN 1C3EL45X32N108234 (2002-CHRYSLER SEBRING LX 2-DOOR CONVERTIBLE). The form includes fields for Claim Number (500000), Date Received (April 1, 2015), Date Completed (April 1, 2015), Odometer (500,000), and Currency (USD). A warning message box is displayed, stating: "Odometer and Claim Number are same. Click CANCEL to correct or OK to Save and Continue." The form also has buttons for Submit Claim, Print Preview, New Claim/Search, Save, Continue, Clear, and Delete.

Claim Entry Tips

Continuation Claims – When should a continuation claim be used? There is an important *Help* document available right in DealerCONNECT > Claim Entry. You access this document by clicking on the button.

There are 3 types of continuation claims Parts (P), Repair (R) or Other (O). When to use each claim type is recapped below (from the *Help* document pages 6 & 7) and includes the type of information you need to process the claim.

The *Continuation* and *Prior Claim Number* fields must both be completed. Within the *Continuation* field use the applicable claim type:

N – NO The system will default to “No” and will apply to a majority of the claims processed

P – Parts Used when a repair requires more parts than the system allows on one claim

R – Repair Used when a RO has more conditions than the system allows on one claim. Used when a repair requires more labor and parts than the system allows on one claim.

Claim Processing Tip: When more labor and parts are necessary for the same condition, make sure the FAILED LOP is the same on both claims.

O – Other Used when a Special Service needs to be added after the original claim has been paid, you must use the Prior Claim Number.

Claim Processing Tip: For best results the original claim should be approved before the Continuation Claim is submitted.



Maintenance Requirements for Double Cardin Universal Joint on Front Driveshafts

The Powertrain Service Center would like to share with you maintenance requirements on this component as it applies to 4X4 Ram 2500/3500/4500/5500 trucks.

The double cardin universal joint is required to be lubricated at every oil change. The design of the joint is such that a special grease nozzle is required to access the greasing point. The fitting on the joint is not the typical Zerk fitting that is common on front suspension components. The fitting is actually a conical depression in the joint that has a small steel check ball at the bottom.

The *Maintenance Schedule* in TechCONNECT and the vehicle *Owner's Manual* indicates lubrication at every oil change. This has been true since the 2005 model year. There is also a *Caution* label on the left front fender that reminds of the required maintenance and the type of grease required.

If the double cardin joint is not maintained in accordance with the required *Maintenance Schedule*, the failure is a separation of the universal joint. The picture of a rusted grease cup indicates that the joint has not been maintained, as there is no evidence of grease in the cup area, and is therefore not a warrantable failure. If the joint failure is not warrantable, all collateral damage associated with the separation is also not warrantable.

Rusted Grease Cup



Interactive Automatic Transmission Diagnostic Worksheet

April 29th the new *Interactive Automatic Transmission Diagnostic Worksheet* was launched. This interactive worksheet has been designed to streamline the diagnostic process by:

- Displaying a clutch application chart based upon described transmission concerns
- Offers possible causes specific to Diagnostic Trouble Codes (DTCs); and
- Provides acceptable specifications and out of specifications indicators based upon data provided.

Key benefits are:

- ✓ Elimination of unnecessary and redundant check boxes;
- ✓ Reduces the need for technicians to toggle back and forth between *TechCONNECT>Service Info* tab and the interactive worksheet; and
- ✓ Improved graphic and visuals.

This worksheet replaces the *ZF 8 Speed Auto Trans Worksheet* and *Auto Trans Diag Worksheet* and is found within *Service>Repair Information>Diagnostic Check Sheets>Auto Trans Diag Worksheet*.



Customer service is not a department, it's everyone's job!

The Customer Appreciation Program Update

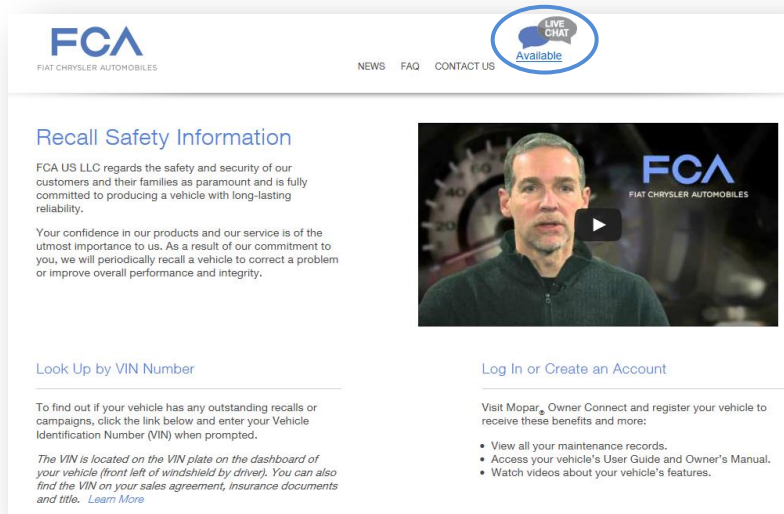
Last month we reminded you about the *Customer Appreciation* program to reach customers who have experienced multiple recalls on late model FCA US products. Here are some highlights through April 27:

- Over 20,900 oil changes have been completed
- 2,395 certificate claims have been reimbursed with over 10,700 pending processing
- Invoices show that on average, customers are spending 29% over the actual value of the certificate.

To review complete details of this program including frequently asked questions, go to *DealerCONNECT> Service>Announcements* or call 1-800-852-6672 Monday–Friday, 9 AM to 5 PM EST. Please do not distribute this phone number to your customers, see customer assistance numbers below. Questions will be researched and responded to within 24-48 hours.

Recall Chat

This month Customer Care launched *Recall Chat*, adding another mechanism for our customers to inquire about potential recalls on their vehicles.



Now in addition to getting general information and reimbursements from Moparownerconnect.com, customers can access Recalls.Mopar.com and chat with specially trained recall agents to learn if their vehicle has an open recall or ask any other questions related to recalls.





In addition to our brand line numbers listed below, please offer these websites to customers as options for reaching our Customer Care Teams.

Contacting Customer Care – Customer Lines

Customers can contact Customer Care 24/7 at any of the following numbers:

Jeep	877-426-5337
RAM	866-726-4636
FIAT	888-242-6342

Dodge	800-423-6343
Alfa Romeo	844-253-2872
Chrysler	800-247-9753



Warranty Hotline & Live Chat Buzz

Keeping you informed of the top incoming questions. We will provide insight from our Hotline and Live Chat agent

How do I claim for the second test using the new Park Rod Engagement Check Tool (without replacing the transmission) for Recall R08?

Answer: LOP 21-R0-81-5Z @ 1.3 hours was created (for repairs with a completion date prior to April 13, 2015 only when the transaxle does not need to be removed from the vehicle). Use this LOP for re-testing the transaxle for proper park rod operation when using the new Park Rod Engagement Check Tool.

Review Dealer Service Instructions R08 for a complete repair information.

Why is a LH4 Message Code setting when I submit for reimbursement under the P65 Recall?

Answer: To avoid the LH4 Message Code from setting on the claim, be sure to enter a quantity of two (2) for the Double Ended Tie Strap.

NOTE: Per the Dealer Service Instructions: *If the vehicle wire harness only had one tie strap, add a second tie strap as shown in Figure 15 of the Recall.*

7 Tips to Help Keep Your Warranty Receivables Current

1. Close all warranty repair orders as soon as the work is completed
2. Enter/download all warranty claims daily from your in-house system to *DealerCONNECT*
3. Print all *Claim Acknowledgements* daily from *DealerCONNECT*
4. Make claim edit correction as soon as possible after disposition
5. Re-enter corrected claims daily
6. Run and review your business systems warranty schedule and *Open RO Report* weekly, and

7. Post your *Warranty Statement* weekly

Making sure your Warranty Receivables are current is the responsibility of every FCA US dealership. A claim must be entered in less than 60 days from the "Date Completed" field on the claim which includes the days claims are in your dealer business system and not in GCS. Review the *Warranty Reimbursement* general requirements in the *Dealer Policy Manual* for additional information.

