



UPDATE FROM WARRANTY OPERATIONS

Hello Team,

Your valuable feedback enabled the recently launched changes to the aluminum corrosion repairs for the Chrysler Pacifica. The important reason behind the changes was to take better care of our customers. We wanted to make sure you were reimbursed fairly based on current market condition, provide more administration time allowance, facilitate arrangements with remote body shops and despite increasing administrative time allowance, we actually reduced the warranty administration time by:

- *Eliminating Measurements*
- *Eliminating Repair / Replace Worksheet*
- *Simplify the claim Labor Operation structure*

The increase in allowance reimbursement, while reducing the actual administrative time, is for your dealership to use that time to properly take care of your customers, knowing many of you are using remote body shops.

Within two weeks you will see a new warranty bulletin regarding Jeep Wrangler aluminum corrosion repairs. This bulletin will follow the same direction that was set by aluminum corrosion repairs for the Chrysler Pacifica.

In addition, we are completing the same labor operation and material allowance analysis for all other Stellantis brand vehicles.

We are committed to a partnership in which we work together to achieve the Best-in-Class Customer Satisfaction. We look forward to achieving this with you.

Thank you,



Head of Technical Service

Battery MRA Process

DCMail communication ID# 86318

Mopar announced a battery MRA process in September 2022. Please make sure your Parts

Department is aware of the updated process to help prevent claims that are not reimbursable.



TO: All FCA US DEALERSHIPS
ATTN: PARTS MANAGERS / SERVICE MANAGERS
MOPAR BATTERY PROGRAM MATERIAL RETURN AUTHORIZATION (MRA)

September 21, 2022

OVERVIEW
 Details highlighting battery discrepancies, invoice & billing issues and damaged parts.

DETAILS
 All material received from Battery Systems, Inc. (BSI) must be visibly checked for defects or damage at the time of delivery. If a defect or damage is found, you must accept delivery and note on the carrier delivery receipt that the product was defective. Dealer has 14 business days to enter an MRA into DealerCONNECT. Please refer to the MRA Resource Center for details.

IMPORTANT INFORMATION TO KNOW FOR DISCREPANCIES, DEFECTS, OR DAMAGES

PARTIAL/COMPLETE SHORTAGE:

- Partial/Complete shortage must be reported **within 2 days of receipt**.
- Call your local BSI Branch Manager. To find your local branch, visit dealers-mopar.com/battery-advantage.
- The BSI Branch Manager will either provide an ETA for delivery, or if you no longer want the part, will provide you with a confirmation number to enter an MRA through DealerCONNECT. Please refer to the MRA Resource Center for the specific reason codes and timing of MRA entry.

DEFECTIVE, DAMAGED OR WRONG PART SHIPPED:

- Defective or wrong parts delivered must be reported **within 2 days of receipt**.
- Call your local BSI Branch Manager. To find your local branch, visit dealers-mopar.com/battery-advantage.
- Dealer is required to provide pictures of the damaged or defective product.
- If you do not want a replacement part, the BSI Branch Manager will provide you with a confirmation number to enter an MRA through DealerCONNECT.
- If you need a replacement part, the BSI Branch Manager will secure a replacement, pending product availability, and will provide an ETA. No MRA will be needed. Disposition of defective or wrong parts will be picked up by the primary branch.

Contact your local BSI Branch with any questions. Visit dealers-mopar.com/battery-advantage to locate your BSI branch.



DealerCONNECT> Parts> Mopar Supply Chain> MRA Information> Battery MRA Process

Maximus Battery Tester Code

A new software update is scheduled to launch in late January/ early February to resolve some battery test code issues. This will help address the issue of some test slips not printing the 15-digit code, but rather a 0 (zero). As a reminder, the Maximus is expected to print a 15-digit warranty code if the battery fails a test. The code is required to support a battery claim.

In cases where the 15-digit code does not print correctly, the dealer can retrieve the warranty code from Argos which is the cloud system that supports the Maximus. The dealer can log in and view their test results as needed and a warranty code would also be present.

08-08-01-PC NVP and Battery Maintenance LOP

LOP 08-08-01-PC is for NVP and battery maintenance while the vehicle is in dealer stock. It is not allowed on claims once the vehicle has an In-service date. Claims for battery maintenance after the vehicle has an in-service date are not supported and will be

removed from the dealer's paid claim list. As a related reminder, VINs with more than 1,000 miles will need to be entered into Demo service and will no longer be eligible for the battery maintenance program.

New Alignment Claim Entry Requirement - February 9, 2023

Beginning with alignment repair claims entered on or after February 9, 2023, there will be new alignment entry requirements. Dealers **MUST** submit ALL prior alignment claims into the GCS system before this date to prevent claim rejections. If a dealer enters an alignment claim after February 9th, with a date received prior to

February 9, 2023, the claim will reject with LN1 (All 20 alignment measurements not present on claim) Message Code. This will be a fatal message code and IS NOT authorizable. A Warranty Bulletin announcing the new alignment requirements was published on January 19, 2023.

Conversions and Modifications Not Covered by FCA

FCA new vehicle warranties do not cover any part that was not on a vehicle when it left the manufacturing plant or is not certified for use on the vehicle. The warranty does not cover the costs of any repairs or adjustments that might be caused or needed because of the installation or use of non-FCA US parts, components, equipment, materials, or additives.

Certain items such as tires, and items added or changed after the vehicle left the manufacturing plant (such as accessories), protection products, or items changed because of customization or conversion package are not covered under the Basic Limited Warranty. Items added by a conversion may be covered under separate warranties offered by their makers. Dealers will need to contact the

conversion company to determine potential coverage of a conversion item.

An example of a conversion package is the Drop Top Challenger. All Drop Top vehicles will have a complete vehicle restriction to allow the local BC to be involved with determining warranty coverage. The restriction is due to the Drop Top conversion making several aftermarket vehicle modifications to the body, electrical system, chassis systems as examples.

Warranty Claims submitted to FCA for items covered by the conversion companies will be rejected or subject to chargeback.

All coverage questions for this VIN must be reviewed and approved by the local BC Warranty Manager or WIC Ask A Question.



More Than One VIN During Rental Period

At times a customer may be in more than one type of vehicle during a rental, for example a red minivan during the first week and a blue minivan during the second week. Unfortunately, the claim system will not allow two different rental VINs to be entered on the

same claim. In these cases, the dealer will enter the first rental on the repair claim, once the repair claim has paid dealers will need to enter a continuation claim for the second rental.

Diagnostic Time Punches vs Part Order Date

The Warranty Contact Center has seen an increase in the number of claims returned to dealers for diagnostic time due to lacking time punches. Diagnostic time punches must be

dated before the part is ordered. Time punches dated after the part is ordered cannot be used to support the diagnostic request.

A timeline example:

- 1-4-23, time punch on RO for 1 hour
- 1-5-23, time punch for 30 minutes on RO
- 1-5-23, part ordered
- 1-7-23, time punch for 30 minutes on RO

The time punch dated 1-7-23 for 30 minutes, after the part order has been entered, cannot be used to support the diagnostic request. In

this timeline example, the dealer can request up to 1.5 hours with technician notes to support the request.

MOPAR Affiliated Accessories Has Launched!

DCMail Communication ID# 88452

Mopar is excited to announce Mopar® Affiliated Accessories – an all-new program that gives you and your customers access to more products from new, exciting partners. By selling accessories from the Affiliated program, your dealership has the opportunity to earn more toward Accessory Rewards sales targets

and payouts. Increase your accessories sales while allowing customers to customize their vehicles with the comprehensive guide on the Mopar Accessory Portal. We have a number of products available now and more coming soon, so continue to check back for the full line of current offerings!





INTRODUCING MOPAR. AFFILIATED ACCESSORIES

We're excited to announce Mopar, Affiliated Accessories – an all-new program that gives you and your customers access to more products from new, exciting partners. By selling accessories from the Affiliated program, your dealership has the opportunity to earn more toward Accessory Rewards sales targets and payouts. Increase your accessories sales while allowing customers to customize their vehicles with the comprehensive guide on the Mopar Accessory Portal.

Access Mopar Affiliated Accessories in three easy steps:

1. Log in to DealerConnect
2. Go to Parts > Order Parts > TireWorks, WheelWorks and Affiliate Accessories Order Entry
3. Select 'ACCESSORIES' and Explore!

AVAILABLE NOW: TUFFY, EVTS, CARGO, CURT

COMING SOON: NAPIER, RACING OPTICS

AND WE'RE JUST GETTING STARTED. QUESTIONS?
Get in touch at 833-894-3358 or moparaffiliatedhelp@automeds.com

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ORDER PARTS
▶ Automatic Replenishment Order
▶ D2D
▶ D2D Parts Exchange
▶ Order Entry
▶ Exchange Order Entry
▶ VIN Order Entry
▶ TireWorks, WheelWorks & Affiliate Accessories Order Entry

Access Mopar Affiliated Accessories in three easy steps: 1. Log in to DealerCONNECT; 2. Go to Parts > Order Parts > TireWorks, WheelWorks & Affiliate Accessories Order Entry; 3. Select ACCESSORIES and explore!

IMPORTANT NOTE: These accessories are not covered by Mopar. Coverage is solely administered by the affiliated accessory company. All questions related to coverage or claim processes will need to be directed to the affiliate provider.

Rental Support When a Part is Not Able to be Upgraded to VOR

Some parts are unable to be upgraded to a VOR status. This includes, but is not limited to Recall parts, Campaign parts (RSU), Exchange parts, SSD Parts (Supplier Shipped Direct) or D2D orders. If a service part is not able to be upgraded to VOR status, please provide a copy of the DealerCONNECT parts order screen showing the dealer attempted to VOR the part but was not allowed to by Mopar. The screen shot showing the dealer attempted to VOR, but

was not able to, is the support for the rental to justify not upgrading the part order. Below is a sample of a dealer supporting their rental request without a VOR order in the system. This screen shot shows the dealer attempted to upgrade but was not allowed to. If a part is not able to be upgraded to VOR, please make sure to provide support as to why the upgrade was not completed to support a rental request.

Please continue to us the **85-LO-AN-00** LOP and the part order details in the LOP narrative.

Part not eligible for VOR Upgrade.

Part Number:* <input type="text" value="68443445AC"/>	EORD: <input type="text"/> <small>(Estimated Order Resolution Date)</small>	Status Comments: <input type="text"/>
<input type="button" value="Submit"/>		<input type="button" value="Clear"/>

* - Required Field

Takata Driver Side Airbags R25/R37/ZD1

In November 2022, FCA US launched a STOP DRIVE on the 2005 - 2010 Chrysler 300, Dodge Charger, Magnum and Challenger vehicles. A Resource Guide has been developed to help with customer handling and the ZD1 campaign was created to highlight the open R25/R37 as a STOP DRIVE in the VIP. The path to the Guide is *DealerCONNECT> Home Page > Recall Central> Recall Guides> ZD1 Takata STOP DRIVE - Dealer Resource Guide Available*. It is important that when you complete one of these STOP DRIVE

repairs, that you file two separate claims. First, the appropriate R25/R37 Recall Claim to close the recall. Secondly, it is also important to file a ZD1 Recall claim to close ZD1 to claim additional expenses as outlined in the Resource Guide. Filing both the R25/R37 and ZD1 Recall claims at the time of the repair will help ensure the closures of both recalls to avoid any customer confusion should they search their VIN and see an open recall.

2015 - 2023 Challenger/Charger (LA/LD) - Plastic Splitter Guards

Starting with 2015 model year, Dodge added a piece of plastic on each corner of the low-hanging front fascias on Charger and Challenger SRT models to help protect them

during the shipping process. These plastic pieces, commonly referred to as splitter guards, have become a polarizing topic in the enthusiast community.



These splitter guards are designed to be removed by the dealership during the pre-delivery preparation process. The guard says “TO BE REMOVED AT DEALERSHIP”, on the disposable part. The guards may not be left on the vehicle and must be removed in all cases.

Paint scratches can occur, if the splitter guards are left on the fascia after some period, that are not considered to be a warrantable repair.



To avoid unnecessary paint / scratch damages at the lower fascia areas, please follow the PDI process and remove the splitter guards prior to delivering the vehicles to the final retail customer. Damage as seen in the photo to the left is considered a customer induced issue and is not a warrantable repair. Any warranty claims for this damage will be deemed as unsupported claim payment and will be recovered.

2022 - 2023 All Models - Removal of Plastic Covering on Seats

When getting car seats/armrests/headrests ready for customer use, please properly remove the shipping bags by hand without using a razor blade. The bags were designed for easy removal. We are seeing several trim covers, headrests, and center consoles /

armrests returned in warranty with very low mileage and a clean razor blade cut on the mentioned commodities. This is considered dealer damage and will be recovered as an unsupported claim payment.





2023 Warranty Bulletin Highlights

Bulletin #	Subject	Release Date	DCMail ID#
D-23-01	(XB1) 2.4L Engine - Select 2014 - 2019 Jeep Cherokee (KL), 2017 - 2018 Jeep Compass (MP), 2015 - 2018 Jeep Renegade (FWD/AWD) (BU), 2013 - 2016 Dodge Dart (PF), 2015 - 2017 Chrysler 200 (UF), 2016 - 2018 Fiat 500X (FWD/AWD) (FB), 2015 - 2018 Ram Promaster City (VM)	1/25/2023	88806
D-23-02	Part Order Restriction Program - Air Suspension Control Module (ASCM) - 2022 - 2023 Grand Wagoneer/Wagoneer (WS) and 2023 Jeep Grand Cherokee (WL)	1/25/2023	88795

