


Beach Chris (FCA)

From: Treuter John (FCA)
Sent: Wednesday, December 23, 2015 11:25 AM
To: Beach Chris (FCA); Yarema Dennis (FCA)
Cc: Super Oliver (FCA); Elser Gabrielle (FCA); Devereaux David (FCA)
Subject: RE: Recall R61 Claim Processing Tip --- WIC Article Authorization Request

Thank you for your prompt reply Dave. The article has been released.
If anyone has any questions please let me know.



Limit by product Find the answer to your question

Recall R61 - Claim Processing Tip

Published 12/23/2015 10:17 AM | Updated 12/23/2015 11:22 AM | Answer ID 2613

We are seeing cases where **claims** for Safety Recall R61 (Antilock Brake System Control Module) are rejecting with a LH4 (*Parts used do not support repair performed*).

To prevent the LH4 Message code from setting on the **claim**, verify the correct quantity has been submitted on the **claim**. A common mistake is:

- Tie Strap (Part Number 04641780). Dealers are not claiming the part when the correct quantity is (5)
- Di-Electric Nye- Lubricant (Part 05013781AA / One tube services 10 vehicles) - If used for the repair apply a NPN at \$1.55

Please review Recall Notification R61 for complete details.

Happy Holidays!
John

John G.S. Treuter

**Team Champion – Warranty Hotline / Live Chat
Warranty Communications Support**

Warranty Contact Center | Mopar HQ South | E-✉: john.treuter@external.fcagroup.com

☎ Outside: 1-586-274-8138 | T/L: 874-8138

26001 Lawrence Avenue, Center Line, MI. 48015



From: Beach Chris (FCA)

Sent: Wednesday, December 23, 2015 11:17 AM

To: Yarema Dennis (FCA)

Cc: Super Oliver (FCA); Elser Gabrielle (FCA); Treuter John (FCA); Devereaux David (FCA)

Subject: FW: Recall R61 Claim Processing Tip --- WIC Article Authorization Request

Hi Dennis,

For load tomorrow – supposed to go out today (Wednesday)

Regards,



Chris Beach

Vehicle Safety Office and Regulatory Affairs
Program Manager, Recall Administration

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From: Devereaux David (FCA)

Sent: Wednesday, December 23, 2015 11:08 AM

To: Beach Chris (FCA)

Cc: Whitlatch Sharon (FCA); Rizo Brian (FCA); Treuter John (FCA)
Subject: RE: Recall R61 Claim Processing Tip --- WIC Article Authorization Request

John,

John,
I'm good with this.

Chris,
Make sure you load to portal (Specific to R61)

Regards,

David L. Devereaux



Service & Government Liaison
Recall Administration
Vehicle Compliance & Safety Affairs

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From: Treuter John (FCA)
Sent: Wednesday, December 23, 2015 10:53 AM
To: Devereaux David (FCA)
Cc: Whitlatch Sharon (FCA); Rizo Brian (FCA)
Subject: Recall R61 Claim Processing Tip --- WIC Article Authorization Request
Importance: High

Good Morning Dave,

The Warranty Hotline and Live Chat are beginning to receive incidents regarding R61 claims rejecting with LH4.
A new article has been drafted to assist dealers with claim processing.

I would like to launch this article with your blessing. If you have any questions please let me know.

Summary* Recall R61 - Claim Processing Tip

Status* Draft Assigned WIC Staff John Treuter

Display Position* Historical Usefulness Access Level Everyone

Content Products/Categories Details Attachments Relationships Audit Log Analytics

Keywords Notes

Answer Type HTML URL File Attachment

Question Answer Quick Preview

Normal Times New Roman 12 pt

Toolbox

Answer Actio...

- Insert Answer Link
- Conditional Section
- Search KnowledgeBase
- Smart Merge

HTML

We are seeing cases where claims for Safety Recall R61 (Antilock Brake System Control Module) are rejecting with a LH4 (*Parts used repair performed*).

To prevent the LH4 Message code from setting on the claim, verify the correct quantity has been submitted on the claim. A common mis

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