

# WARRANTY BULLETIN



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

**NO:** D-18-03

**DATE:** January 17, 2018

**SUBJECT:** Mobile Service Guidelines For  
Select Recalls

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

## **PURPOSE:**

To implement guidelines and reimbursement provisions for Mobile Service that offers convenient repair service to customers with **select** open Recalls (S) claim type.

## **TIMING:**

Effective Immediately

## **ACTION:**

To assist dealers in offering a convenient option to service customers with open Recalls, FCA now provides guidelines and supplemental pay for Mobile Service. These actions should enable a dealer to complete important Recalls at the customer's residence or place of business. This not only encourages the important task of completing Recalls, but also helps drive customer loyalty and retention to the dealership.

The **Mobile Service Dealer Implementation Guide** can be accessed in DealerCONNECT on Recall Central>Repair Information>Mobile Service Implementation Guide.

## Applicable Recalls:

The applicable Recalls at this time are:

- ALL Takata Air Bag Safety Recall Campaigns - R25, R26, R37, R49, S14, S15, S43, S92
- Second Row Seat Belt (2017 - 2018 Chrysler Pacifica) - T54
- Wheel Chocks (2011 - 2016 Dodge Charger) - S03
- Sun Visor (2001 - 2005 Chrysler Sebring and Dodge Stratus) - R30

## Claim support requirements:

Use the parts and labor listed in the Recall document. Each Recall must be in its own condition.

In the "Special Service" area of the claim, use Special Service LOP 95-23-08-50 and a [REDACTED] mobile service allowance.





**ADDITIONAL INFORMATION:**

All current Recall processes remain the same, including Chargebacks. Chargebacks are still processed in the nightly batch process.

**Time Punching is not a requirement for this Mobile Recall process.**

Recall claims are not used to determine your Claims Paid First Submission performance.

**NOTE:** Additional Recalls may be added for Mobile Service reimbursement in the future. Please see the specific Recall Service instructions for details.

**Please ensure 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.

