

Alfa Romeo Stelvio Recalls - Reminders on U24, U34, and U36

By **Mopar** on Thursday, April 26, 2018



TO: ALL ALFA ROMEO GROUP DEALERSHIPS

IMPORTANT REMINDERS ON STELVIO SAFETY RECALLS

SAFETY RECALLS U24, U34 & U36 ON 2018 ALFA ROMEO STELVIO

This communication reminds dealers of the claim and NVDR processing guidelines necessary to clear the recalls and report the sale of the vehicle in the case of U24/U34/U36 safety recalls.

- U24: Windshield wiper system
- U34: Rear lift gate water intrusion
- U36: Body control module water intrusion



Please be aware that the U24 and U36 recalls require service in similar locations on the vehicle. Please ensure that parts for U24 are available for customer owned vehicles that are impacted by all three campaigns to reduce repeat visits by the customer and improve repair efficiency.

SAFETY RECALL CLAIM PROCESSING GUIDELINES

After vehicle recall repairs are completed, the following steps are required to clear the recall:

- A claim must be submitted through the "Claim Entry" link found in DealerCONNECT under the "Service" tab.
- The claim must be paid. Generally, recall claims will be system paid upon proper claim submission.
- If the claim rejects for conditions that are not dealer correctible, please input "RA" in the claim authorization field to route the claim to the Warranty Contact Center for assistance and processing.
- For U34/36, Please refer to the revised service instructions (revision on 4/25) for parts billing instructions (page 4).
- For additional questions or concerns, please contact your Service & Parts Area Manager.

***Note:** To be able to submit claims, the individual submitting, must have taken Warranty Administration Fundamentals through the FCA Performance Institute (course code: WADFUNWB)

NVDR AND INCENTIVE REPORTING GUIDELINES

Vehicles **cannot** be sold with an open recall. Vehicles with an open recall will be designated as such in DealerCONNECT and will:

- NOT be incentive eligible
- NOT show up on consumer facing websites
- NOT be visible on dealer locate.

Once the recall claim is paid, in approximately 1 hour, the vehicle will show complete in all FCA systems and an NVDR can be submitted properly. Please verify recall shows complete prior to NVDR.

FCA appreciates your continued support on these campaigns!