



TO: ALL FCA DEALERS

**UPDATE: *AutoPay* Feature Temporarily Activated for Certain Recalls
RECALLS U49, U60, U62 AND U64 - UNSOLD VEHICLES ONLY**

Effective immediately:

To improve the speed & ease of recall claim submission and closure, *AutoPay* is now temporarily available for recalls U49, U60, U62 and U64 after the flash has been performed on an UNSOLD vehicle.

Inspection-only claims are **NOT** eligible for *AutoPay* and must be processed through the normal claim submission process.

Additional recalls may be added to *AutoPay* as they are launched. Available recalls for *AutoPay* will display in wiTECH.

Please Note: All recall (S) claim types were previously suspended from *AutoPay* on January 17, 2018 via Warranty Bulletin D-18-02. This memo serves as notice that *AutoPay* is temporarily re-activated but only for the specific high-volume recalls listed above on UNSOLD vehicles.

Additional Information:

- *AutoPay* requires the use of WiADVISOR, wiTECH 2.0, and enrollment in the *AutoPay* program (AFP - *AutoPay* will display in your Dealer Service Profile)
- wiADVISOR dealerships can enroll in *AutoPay* by sending an email to autopayenroll@fcagroup.com and input "Enroll in AutoPay" in the subject line. Please include: dealer name, dealer code and authorization contact information in the body of the email
- For Technical Support, Product, Sales and all other questions related to the wiADVISOR tool, call 855.wiADVISOR (855.942.3847) or email support@wiADVISOR.com
- For wiTECH technical or product support, please call 1.888.wiTECH1 or email support@witechtools.com
- For claim related issues, please call the Warranty Hotline at 1.888.255.2616 (M-F 8AM - 6PM ET)

PLEASE ENSURE ALL AFFECTED DEALERSHIP PERSONNEL ARE AWARE OF THIS COMMUNICATION.

Thank you,

Warranty Operations