



WARRANTY BULLETIN

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

NO: D-13-30
DATE: July 29, 2013

SUBJECT: Lifetime Powertrain Limited
Warranty Coverage Code Update

FOR: All U.S. Dealers
All Business Centers

PURPOSE:

To announce two new Lifetime Powertrain Warranty Coverage Codes (WCC) 800 and 835:

- 800 - Lifetime Powertrain Warranty coverage is **suspended** pending submission of a claim for a passed inspection. The vehicle is now outside of the 5-Year Powertrain inspection window.
- 835 - Lifetime Powertrain Warranty coverage is **suspended** pending submission of a claim for a passed inspection. The vehicle is now outside of the 5-Year Powertrain inspection window for Dodge Durango and Chrysler Aspen Hybrid vehicles.

Note: In cases when applicable vehicles exceed the inspection window by 61 or more days after the 5-Year In-Service Date Anniversary, vehicles with WCC of 799 / 836 (Hybrid) will systematically be updated to WCC 800 / 835 (Hybrid).

TIMING:

July 29, 2013

ACTION:

Always run a VIP to verify vehicle coverage eligibility.

Warning Messages

Warnings

Lifetime Powertrain Warranty coverage is suspended pending submission of a claim for a passed inspection. The vehicle is now outside of the inspection window.

Warranty Information

Type of Warranty	Original	Deductible	Expiration	Remaining
BASIC	36 Months or 36,000 miles	0	March 25, 2011	Expired (Time)
POWERTRAIN	36 Months or 36,000 miles	0	March 25, 2011	Expired (Time)
PERFORATION	60 Months or 100,000 miles	0	March 25, 2013	Expired (Time)
EMISSIONS	36 Months or 50,000 miles	0	March 25, 2011	Expired (Time)
ADJUSTMENT	36 Months or 36,000 miles	0	March 25, 2011	Expired (Time)
AIR CONDITIONING	36 Months or 36,000 miles	0	March 25, 2011	Expired (Time)
EXTENDED FEDERAL EMISSIONS	96 Months or 80,000 miles	0	March 25, 2016	32 Months or 79,000 miles
CALIFORNIA LONG TERM EMISSIONS	84 Months or 70,000 miles	0	March 25, 2015	20 Months or 69,000 miles

Warranty Additional Information

WCC Code	Roadside Assistance	Towing Assistance	Master Shield	Transferable Powertrain Warranty
800	No	N/A	N/A	No

Updates
WAM

AUTHENTIC PERFORMANCE

**When Vehicles Fall Beyond the 5-Year Powertrain Inspection Window:****Between 61 to 90 days – WCC 800 / 835**

When VIP displays WCC 800/835, dealers may extend the inspection window during this “interim period” and perform the 5-Year Powertrain Inspection and submit the appropriate warranty claim.

- “Passed” inspection claims do not require corporate authorization.
- “Failed” inspection claims require corporate authorization.

Beyond 91 Days – All Applicable Powertrain WCC’s

Dealers must receive authorization from their Area Manager, Business Center Representative or Customer Care to extend the inspection window. The Area Manager, Business Center Representative or Customer Care will note the authorization in the DM Notes application prior to RA claim submission. The LT1 Message Code (*Lifetime Powertrain Inspection LOP used outside the five year in-service date anniversary*) will set on the claim and must be submitted via the RA claim process.

ADDITIONAL INFORMATION:

In the interest of customer satisfaction, please submit the 5-year powertrain inspection claim immediately after completion of the powertrain inspection. This claim is what triggers the WCC update.

- Upon a “passed” paid inspection claim, the WCC will update to 799 / 836 (Hybrid)
- Upon a “failed” paid inspection claim, the WCC will update to 802 / 837 (Hybrid)

Warranty Coverage Codes

Description	WCC	Hybrid WCC
Lifetime Powertrain Limited Warranty	799	836
Interim Period	800	835
Second or Subsequent Purchaser	801	837
Failed 5-Yr Powertrain Inspection	802	838
5-Yr Powertrain Inspection Not Performed	803	839

Reference Warranty Bulletins D-12-22 (Rev B) regarding the 5-year powertrain inspection process and D-12-34 regarding failed 5-year inspections for additional information.

Please ensure that all affected dealership personnel are aware of this bulletin.

WARRANTY OPERATIONS