



WARRANTY BULLETIN

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

NO: D-15-15

DATE: July 1, 2015

SUBJECT: Alternate Transportation Guidelines for Courtesy Transportation Program / Dealer Service Loaner Program and Rental Vehicles

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

PURPOSE:

To communicate enhancements to the Alternate Transportation guidelines implemented to improve the customer experience and increase customer satisfaction.

Updates
WAM

The guidelines referenced in this bulletin support the Courtesy Transportation Program (CTP), when Alternate Transportation is provided through the Dealer Service Loaner Program (D-14-24), or any licensed rental agency. *Note: Enterprise is the U.S. preferred provider of rental vehicles (D-04-26).*

Program enhancements include:

- Allows the designated dealer management person the ability to authorize up to 10 calendar days of Alternate Transportation without Area Manager or corporate pre-approval
- Same day Alternate Transportation - No longer requires vehicles to be left overnight
- Increased reimbursement rates for competitive loaner vehicles up to \$35
- Up to 2 days of Alternate Transportation allowance **while** vehicle is being diagnosed with supporting documentation
- Alternate Transportation that may be covered under both MVP and Warranty should be first submitted as a Warranty claim

NOTE: Providing Alternate Transportation (*rentals, loaners, Dealer Service Loaner Program vehicles*) to customers does not have any impact to a dealer's DAZE score.

This bulletin includes Warranty (W), Recall (S) and Mopar (M) repairs.

NOTE: MVP rental rules and guidelines apply to MVP rental claims and do not fall under the guidelines of this warranty bulletin. MVP plan only covers the expenses according to plan provisions.

TIMING:

Effective for vehicles received for repairs on or after July 1st 2015.





ACTION:

This Warranty Bulletin supersedes Warranty Bulletins D-11-01 Guidelines, D-11-53 Claim Processing and Alternate Transportation PILOT SE/SW Business Center Warranty Bulletins D-14-15, D-14-16, D-14-18 and D-14-19.

If a vehicle is covered under New Vehicle Warranty, Mopar or Recall, dealers are encouraged to provide Alternate Transportation at the customer's request under the following guidelines:

- For repairs covered under Warranty (W), Mopar (M) or Recall (S), the Alternate Transportation reimbursement request **MUST** be submitted on the same claim type in which the vehicle was repaired. *For example: If a repair is covered under a warranty, the Alternate Transportation must be submitted on a Warranty (type W) claim.*
- For repairs covered under a MVP plan, the Alternate Transportation reimbursement request **MUST** be submitted on a MVP (type F) claim.

NOTE: Once the number of maximum days has been reached under an applicable MVP plan, the additional days may be customer pay or submitted under Warranty goodwill.

- The designated dealer management person must approve Alternate Transportation. The designated dealer management person from your dealership must review, initial and date all Alternate Transportation requests during the repair process. If the vehicle is down for repair, on the 10th day the designated dealer management person must contact their Service & Parts Area Manager (S&P AM) or Customer Care (*if involved previously*) notifying them of additional day(s) of rental. The S&P AM / Customer Care agent is required to authorize Alternate Transportation beyond the 10 day period by utilizing the DM Notes application.
- Dealers **must** maintain a Loaner Car Log, or a similar form to document the use of Alternate Transportation for warranty purposes. A Loaner Car Log form is available in ePublications on the Service Tab.
- This program is **not** intended to be used to alleviate over-capacity or dealer service back-log concerns. The dealer must work on the customer's vehicle during the rental agreement period. **Note: The rental invoice dates must match the RO time punch dates to verify the dealer made every attempt to service the vehicle in a timely manner.** All efforts must be made to diagnose vehicles within 2 days of providing a customer with Alternate Transportation.

NOTE: Supporting documents (*rental invoices, technician time punches, repair orders, part order detail screen, loaner car log, etc.*) **must** be retained by the dealership in the event of an audit or to validate an Alternate Transportation reimbursement request.

- The number of days for Alternate Transportation reimbursement must be justified by the warranty repair(s) performed.
- Repairs should be completed within two (2) business days from receipt of the required part(s). This includes part back orders.





- Alternate Transportation **CAN BE** claimed for warranty reimbursement when:
 - Vehicle is unsafe to operate (ex: stalling, brakes or steering inoperative)
 - Vehicle is inoperable when received at dealer service facility
 - Inability to complete repair due to delayed availability of parts
 - Dealers are required to upgrade the part order to VOR status when parts cannot be delivered by the PDC the next business day.
- Alternate Transportation **CANNOT** be claimed for warranty reimbursement for:
 - Retail services such as: oil changes, tune-ups, tire rotations, etc.
 - Insurance repairs
 - Cases where the vehicle cannot be scheduled into the service department but is still operative and safe to drive

The type of customer's vehicle determines the type of Alternate Transportation vehicle provided. Reference the list below for vehicle type and expense.

- Loaner Chrysler Standard Line (Up to \$35 per day)
- Loaner Chrysler High Line (Up to \$40 per day)
- Loaner Competitive-make vehicles (Up to \$35 per day)

The Alternate Transportation rental agency rates noted above may include taxes or fees.

For a current list of vehicles categorized as Standard, High Line and additional information, go to *COMDASH> Mopar Technical Service > Warranty Communications > Loaner Vehicle (Standard Line / High Line/Competitive)*

Alternate Transportation Claim Processing Guidelines:

Go to: *DealerCONNECT> Warranty Administration portal > Reports Tools and Information > Warranty Administration Manual > Claim Entry Section.*

ADDITIONAL INFORMATION:

For claim processing assistance, dealers can contact the Warranty Hotline at 1.888.255.2616 M-F 8:00AM – 6:00PM ET.

A list of "Frequently Asked Questions" has been included on the last pages of this bulletin.

Claims are subject to a complete or partial chargeback based on the circumstances for failure to follow program guidelines.

Please ensure that 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





Frequently Asked Questions

Claim Submission Type:

Q: Our dealership performed a repair on a vehicle covered under a warranty, but the customer has a MVP plan which covers Alternate Transportation. What claim type do I submit the Alternate Transportation under?

A: In this scenario, the Alternate Transportation reimbursement request must be submitted under a Warranty (type W) claim because the repair is being performed under warranty. Dealers are required to goodwill the Alternate Transportation by entering "GW" in the Authorization Number field in Claim Entry. This same process also applies to Mopar and Recall claim types.

Q: I performed a repair covered under MVP and the repair has exceeded the allowed days of Alternate Transportation under the MVP plan and the customer is requesting additional days, what do I do? Who covers the additional days?

A: Once the number of maximum days has been reached under an applicable MVP plan, the additional days may be customer pay or submitted under Warranty goodwill. All supporting claim documentation must be retained in the event of an audit.

Customer Care / AM / DM / TA Approvals:

Q: If a customer will be driving the Alternate Transportation beyond 10 days, is pre-authorization required for the additional days?

A: Yes. On the 10th day the designated dealer management person must contact their Service & Parts Area Manager (S&P AM) or Customer Care (if previously involved) notifying them of additional day(s) of rental. The S&P AM / Customer Care are required to put a DM Note in the system to extend the rental beyond 10 calendar days. Dealers then submit the claim to the Warranty Contact Center utilizing the RA process.

Q: What if the Customer Call Center approves Alternate Transportation for a customer pay RO?

A: The Customer Call Center will provide the dealership with a direct reimbursement.

No Repair Performed:

Q: What if no repair was performed, but I have a claim for diagnostic time; do I request a reimbursement check?

A: It is not necessary to request a direct reimbursement. A warranty claim utilizing the No Trouble Found (NTF) LOP must be used.





Location of Forms and Documents:

Q: Where do I find the invoices for my insurance on my rental fleet?

A: Insurance Invoices can be found on: *DealerCONNECT/ MarketCenter/ Billing Tab/ Search for PDP Group INC.*

Q: Where can I obtain copies of the Courtesy Program Rental Agreement form?

A: Go to *DealerCONNECT > Marketing Tab>Product Information portal>Literature and Merchandising Materials link>Rental Agreement Forms.*

Misc. Questions:

Q: A customer's vehicle was received for repairs prior to July 1st and was provided an Alternate Transportation vehicle at that time. The repair now extends beyond the launch date of this program and it is necessary to provide the customer with additional days of loaner. Can I follow the guidelines of this warranty bulletin?

A: No. In this scenario, dealers must contact their Area Manager or Customer Care (if previously involved) for requests beyond 5 days.

Q: Does FCA US cover the cost of fuel or underage drivers?

A: No. FCA US must follow the individual rental company's business policies and procedures for rental, including underage customers. Fuel is not reimbursable under the provisions of this program and therefore would be a responsibility of the customer. If a customer is not eligible for rental due to any number of reasons (age, expired license, etc.) then FCA US will be unable to extend Alternate Transportation to that customer.

Q: If the dealership does not have a rental agency nearby, can Alternate Transportation come from the dealership?

A: Yes. The rental can be obtained from your dealership or any other licensed rental agency. Enterprise is FCA's US preferred provider.

Q: Our dealership has our own fleet of Dealer Service Loaner vehicles; can we submit for reimbursement under the guidelines of this warranty bulletin?

A: Yes. Dealer Service Loaner vehicles are eligible under the guidelines of this warranty bulletin.

