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## Communication

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D-11-53 Claim Processing Guidelines - Loaner Vehicle Expenses under Warranty (Replaced by D-15-15)

Start Date: 7/15/2015 6:43 AM End Date: 12/31/8900 12:00 AM Note: All times are EST

Message

Warranty Bulletin D-11-53 has been replaced by D-15-15.

Attachments

It can be found in COMDASH&gt; Mopar Technical Service&gt;Warranty Bulletins 2015.

D-11-53 Loaner Vehicle Superseded.pdf

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## File Attachment Information

File Size (MB)	File Name
0.37	D-11-53 Loaner Vehicle Superseded.pdf

# Warranty Bulletin



**TO:** Dealer Principal, Service Mgr., Sales Mgr., and Warranty Claims Administrator

**NO:** D-11-53  
**DATE:** July 27, 2012

**SUBJECT:** Claim Processing Guidelines - Loaner Vehicle Expenses under Warranty (Rev. A)

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

\*\*\*\*\*REVISION\*\*\*\*\*

**PURPOSE:**

Clarification of claim processing guidelines for Warranty claims involving loaner vehicle expenses.

**This process applies only to repairs performed under Warranty, Mopar, or Recall when a repair(s) merits providing the customer with a loaner vehicle. A stand-alone loaner/rental claim is not valid; it must be associated with a valid Warranty, Mopar, or Recall repair.**

**TIMING:**

Effective Immediately

**ACTION:**

When a GCS claim merits placing the customer in a loaner vehicle, submit the claim using one of the LOP's listed below, according to the type of loaner vehicle the customer is provided.

**95-40-01-41** Up to \$35 per day (*Low Line*)

**95-40-01-42** Up to \$40 per day (*High Line*)

**95-40-01-40** \$20 per day for all competitive make vehicles

Go to *DealerCONNECT > eFiles > Mopar Technical Service > Warranty Communications > Low Line / High Line / Competitive Make Vehicle List* for eligibility and reimbursement details.

For example:

**If a customer owns a High Line vehicle and the .....**

- Customer is provided a High Line loaner, use **LOP 95-40-01-42 up to \$40 a day.**
- Customer is provided a Low Line loaner, use **LOP 95-40-01-41 up to \$35 a day.**
- Customer is provided a Competitive make loaner, use **LOP 95-40-01-40 at \$20 a day.**

## If a customer owns a Low Line Vehicle and the .....

- Customer is provided a High Line loaner, an “**Invalid LOP**” GCS message will display if you use the High Line LOP. In this case, you must use Low Line **LOP 95-40-01-41** up to \$35 a day. Additionally, if no Low Line vehicle is available, or Customer requests a High Line vehicle, use **LOP 95-40-01-41**. *Customer is responsible for any upgrade cost difference.*
- Customer is provided a Low Line loaner, use **LOP 95-40-01-41 up to \$35 a day.**
- Customer is provided a Competitive make loaner, use **LOP 95-40-01-40 at \$20 a day.**

When submitting a Loaner vehicle on an applicable Warranty Claim, you must first select the appropriate Loaner vehicle the customer is being provided from the Special Service List drop down in the Claim Entry screen. The VIN of the loaner vehicle, the number of rental days, amount per day and the total loaner expense are required to be entered via the Special Service Tab before the claim can be processed as illustrated in the screenshots below.

Reference the scenarios below to verify the correct LOP to be used based upon the loaner vehicle the customer is being placed in.

If the customer owns a High Line vehicle and is provided a High Line loaner use:  
**LOP 95-40-01-42 up to \$40 per day.**

*and by WBD*

VIN: 2A4RR8DG8BR655934 -- 2011-CHRYSLER TOWN & COUNTRY TOURING-L WAGON

Claim Number	Date Received	Date Completed	Odometer	Currency
999999	October 4, 2011	October 4, 2011	12,345	USD

Condition: 1 Claim Type: W-Warranty Status: Hold

Line	Special Service List*	LOP	Document Number	Days*	Amount per day*	Total Amount*	Loaner VIN*
01	Loaner-Chrysler High Line	95400142	B32456	4	40.00	160.00	2D4RN4DG6BR663429

\* - Required Field

Save Continue Clear Delete

Click on the line in the select list below to make it available for View, Update, or Delete in the top portion of this screen.

Line	Special Service Description	LOP	Document Number	Amount	Days	Message Code
S01	Loaner-Chrysler High Line	95400142	B32456	160.00	4	

Total: 1 Total Amount: 160.00

If customer owns a Low Line vehicle (or requests upgrade) and is provided a Low Line loaner use:  
**LOP 95-40-01-41 up to \$35 per day.**

**CHRYSLER DealerCONNECT**

eMail eFiles MarketCenter eSupport My Dealership ? | Search here...

Home Sales Service Marketing Parts Training Business Center Network

DealerCONNECT > Service > Global Claims System > Claim Entry

Special Service has been added

Submit Claim Print Preview New Claim/Search

VIN: 1J4FT47B39D205571 -- 2009-JEEP COMPASS SPORT 4X2 SPORT UTILITY 4-DOOR

Claim Number 999999	Date Received October 4, 2011	Date Completed October 4, 2011	Odometer 12,345	Currency USD
<input type="button" value="Claim"/> <input type="button" value="Condition"/> <input type="button" value="Part"/> <input type="button" value="Labor"/> <input type="button" value="Special Service"/> <input type="button" value="Total"/> <input type="button" value="Narrative"/> <input type="button" value="Message Code Summary"/>				

Condition: 1 Claim Type: W-Warranty Status: Hold

Line	Special Service List*	LOP	Document Number	Days*	Amount per day*	Total Amount*	Loaner VIN*
01	Loaner-Chrysler Low Line	95400141	A32708	3	35.00	105.00	1B3CB3HA6BD156501

\* - Required Field

Click on the line in the select list below to make it available for View, Update, or Delete in the top portion of this screen.

Line	Special Service Description	LOP	Document Number	Amount	Days	Message Code
S01	Loaner-Chrysler Low Line	95400141	A32708	105.00	3	

Total: 1 Total Amount: 105.00

**CHRYSLER DealerCONNECT**

eMail eFiles MarketCenter eSupport My Dealership ? | Search here...

Home Sales Service Marketing Parts Training Business Center Network

DealerCONNECT > Service > Global Claims System > Claim Entry

Special Service has been added

Submit Claim Print Preview New Claim/Search

VIN: 2C3CDXT9CH143161 -- 2012-DODGE CHARGER R/T AWD FOUR DOOR SEDAN

Claim Number 999999	Date Received October 4, 2011	Date Completed October 4, 2011	Odometer 12,345	Currency USD
<input type="button" value="Claim"/> <input type="button" value="Condition"/> <input type="button" value="Part"/> <input type="button" value="Labor"/> <input type="button" value="Special Service"/> <input type="button" value="Total"/> <input type="button" value="Narrative"/> <input type="button" value="Message Code Summary"/>				

Condition: 1 Claim Type: W-Warranty Status: Hold

Line	Special Service List*	LOP	Document Number	Days*	Amount per day*	Total Amount*	Loaner VIN*
01	Loaner-Competitive	95400140	X100897	3	20.00	60.00	5NPDH4AE9BH044127

\* - Required Field

Click on the line in the select list below to make it available for View, Update, or Delete in the top portion of this screen.

Line	Special Service Description	LOP	Document Number	Amount	Days	Message Code
S01	Loaner-Competitive	95400140	X100897	60.00	3	

Total: 1 Total Amount: 60.00

**Note:** If a dealer uses the High Line or Low Line LOP and tries to enter a competitive make VIN, GCS will return a “VIN not valid” message.

Refer to the *Warranty Administration Manual > Claim Entry Section* for all documentation requirements for loaner vehicles.

**ADDITIONAL INFORMATION:**

In situations where claims are submitted for loaner vehicles when no repair is performed for **Legal Inspections or Customer pay repairs**, the claim will be returned to the dealer with instructions to request a direct check from the individual or department that approved the rental loaner. The person responsible for issuing the direct check is based on the person who requested a loaner be provided.

A “Frequently Asked Question” page has been included with this bulletin.

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

**WARRANTY OPERATIONS**

Superseded by WBD-1515

## **Frequently Asked Questions**

**Q: What if the Customer Call Center approves a loaner for a customer pay RO?**

**A:** The Customer Call Center will provide the dealership with a direct check. Reimbursement guidelines will be as stated in the Warranty Bulletin.

**Q: What documentation is required for the loaner reimbursement?**

**A:** A paid copy of the rental agreement and a copy of the customer's RO that corresponds to the loaner vehicle.

**Q: What if my DM / AM, or TA approves a rental for an inspection that does not result in a warranty repair for a legal inspection?**

**A:** If there is no labor or parts to support a warranty claim, the representative who approved the loaner will need to issue the dealer a direct check.

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

**A:** Since there is a labor charge on the claim there is no need for a direct check. The direct check process is required when there is no supporting warranty claim.

**Q: Does Chrysler cover the cost of insurance, gas, or underage drivers?**

**A:** No, Chrysler reimbursement is for the actual loaner only, no related expenses are covered.

Superseded by WBD-15-15