



Published

Request ID: 11749

Close

- Message
- Channel
- Recipients
- Options
- Approve

Communication

Title	D-11-01 Alternate Transportation for Warranty, Recall and Mopar Repairs (Replaced by D-15-15)
Message	<p>Start Date: 7/15/2015 6:27 AM      End Date: 12/31/8900 12:00 AM      Note: All times are <b>EST</b></p> <p>Warranty Bulletin D-11-01 has superseded to D-15-15.</p> <p>It can be found in <i>COMDASH&gt; Mopar Technical Service&gt;Warranty Bulletins 2015.</i></p>
Attachments	<a href="#">D-11-01 Alternate TransportationRevBSupersede.pdf</a>

Preview...

Print...

eMail Preview...

Edit Request...

File Attachment Information

File Size (MB)	File Name
0.19	D-11-01 Alternate TransportationRevBSupersede.pdf

# Warranty Bulletin



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

**NO:** D-11-01

**DATE:** December 12, 2014

**SUBJECT:** Alternate Transportation for Warranty, Recall  
or Mopar Repairs (Rev B)

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

\*\*\*\*\*Clarifications Noted in Green\*\*\*\*\*

## PURPOSE:

To reiterate the procedure for providing Alternate Transportation (Loaner Vehicles) to customers during applicable repairs, when appropriate, to improve customer satisfaction and service retention.

**This process applies only to Warranty (W), Recall (S) or Mopar (M) Repairs.**

## TIMING:

Effective Immediately

## ACTION:

Dealers should attempt to minimize customer inconvenience by placing the owner in an alternate vehicle when appropriate. Alternate transportation including loaner vehicles may be issued at your discretion when a **Warranty, Recall or Mopar** failure inconveniences the customer and the vehicle needs to be kept overnight.

**NOTE: To prevent a prolonged VOR (Vehicle Off Road) experience for the customer and to ensure vehicles are returned in a timely manner, parts which are back-ordered and will not be delivered by the PDC the next day, must be upgraded to Special Handling / VOR.**

- Use a Loaner Vehicle Log, or a similar form to document the use of loaner vehicles for warranty purposes. A Loaner Vehicle Log page is available in ePublications. Loaner vehicle reimbursement requests can be submitted on the same claim as the Warranty, **Recall or Mopar** claim.
- A rental agreement should be completed whenever a dealership provides a customer with alternate transportation. Attach a copy of the rental agreement to the accounting copy of the RO when Chrysler, is participating in the cost of the rental.
- Do not submit a reimbursement transaction for loaner vehicles for non-warranty such as: oil changes and tune-ups. If the customer has purchased a Mopar Vehicle Protection (MVP), loaner for these types of services is allowed through the First Day Rental coverage.
- **Always** verify that alternate transportation is not covered by a Service Contract. If alternate transportation is covered by a Service Contract, it is not eligible for reimbursement on a Warranty, **Recall or Mopar** claim.

Chrysler requires that a Designated Dealer Management Person(s) from your dealership must review, initial and date all loaner vehicle claims. This will ensure that the required repair(s) on the vehicle meet eligibility requirements for loaner reimbursement. Repair claims that are not initialed by a Designated Dealer Management Person and/or do not meet rental eligibility requirements may be subject to chargeback.

For additional information pertaining to Loaner Vehicles, reference *DealerCONNECT > Service > Claim Administration > Warranty Administration Manual > Loaner Vehicle*.

**ADDITIONAL INFORMATION:**

The loaner vehicle cost should not exceed 5 days at the correct rate below:

- **\$20 per day All non-Chrysler Group vehicles (Competitive)**
- **\$35 per day Loaner – Loaner – Chrysler Standard**
- **\$40 per day Loaner – Loaner - Chrysler High Line**

Go to *DealerCONNECT > COMDASH > Mopar Technical Service > Warranty Communications > Loaner Chrysler Standard/ High Line / Competitive Make Vehicle List* for eligibility and reimbursement details.

**In cases where a customer needs to be in a loaner vehicle beyond (5) days require a Chrysler corporate Pre-Authorization.**

Note: The submission of Alternate Transportation expenses on a Warranty Claim **does not** affect a dealer's DAZE score.

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

**WARRANTY OPERATIONS**

Superseded by WBD-15-15