



WARRANTY BULLETIN

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

NO: D-14-15
DATE: April 28, 2015

SUBJECT: SE BC PILOT – NEW Alternate Transportation Guidelines (Rev E)

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

*****Revision – Changes noted in Red*****

PURPOSE:

To launch a Southeast Business Center (SE BC) PILOT on the NEW Alternate Transportation guidelines. This new procedure will empower the Service Manager in the dealership to make responsible Alternate Transportation decisions.

This will include Warranty (W), Recall (S) and Mopar (M) repairs.

Alternate Transportation is also referred to as “rental” or “loaner”.

NOTE: Providing Alternate Transportation to customers does not have impact to the dealer’s DAZE.

TIMING:

July 2, 2014 – May 31, 2015

ACTION:

This Warranty Bulletin supersedes Warranty Bulletins D-11-01 and D-11-53 for SE BC Only.

Alternate Transportation is expected to be provided when a situation inconveniences the customer and keeps the vehicle from being driven.

During the pilot the Service Manager can authorize up to 10 days of rental without a corporate pre-approval. We strongly encourage you to assist our mutual customers and minimize their inconvenience when the vehicle is kept overnight.

If the vehicle is within the Basic Limited Warranty or Powertrain Limited Warranty time and mileage coverage, the dealer should provide Alternative Transportation at the customer’s request under the following guidelines:

- **Always** verify whether Alternate Transportation is or is not covered by a Mopar Vehicle Protection (MVP) plan or any other competitive plan. If the customer has purchased a MVP plan, Alternate Transportation may be allowed through the First Day Rental coverage.
- The Service Manager must approve Alternate Transportation. As the Designated Management Person(s) from your dealership, the Service Manager must review, initial and date all Alternate Transportation claims. If the vehicle is down for repair, on the 10th day the Service Manager must contact their Service & Parts Area Manager (S&P AM) notifying them of additional day(s) of rental. The S&P AM is required to put a DM Note in the system.



The type of vehicle the customer owns determines the loaner vehicle line provided to the owner. Reimbursement is based upon the type of vehicle the customer is provided. See the below list 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 \$20 per day)

The Alternate Transportation rental agency rates noted above may include taxes or fees. *The dealer or the customer is responsible for any upgrade cost or tax/fee differences.*

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).*

- The dealer must maintain a Loaner Car Log, or a similar form to document the use of Alternate Transportation for warranty purposes. A Loaner Car Log page is available in ePublications on the Service Tab.
- The dealer must work on the customer's vehicle during the Alternate Transportation rental agreement period. Note: The rental agreement must match the time punches to verify the dealer did every attempt to service the vehicle in a timely manner. Chrysler will only pay from the date the dealer started working on the vehicle until the day or day after the repair was completed when the above 10 day guidelines are followed.
- Chrysler is making every attempt to make sure our mutual customer's service expectations are met. Chrysler expects a dealer to assume the Alternate Transportation expense if your service backlog is the cause of the repair completion delay. Repairs should be completed within two (2) business days of a back-order part delivery.
- Providing Alternate Transportation for customer pay Mopar (M) repairs must follow the above 10 day guidelines (excludes insurance repairs).

ADDITIONAL INFORMATION:

The dealer should upgrade the part order to VOR status when parts cannot be delivered by the PDC the next business day.

A "Frequently Asked Questions" have been included below.

Warranty Bulletin D-14-16 explains the claims processing steps associated to this SE BC PILOT on the NEW Alternate Transportation guidelines.

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

WARRANTY OPERATIONS



Frequently Asked Questions

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

A: Since there is a labor charge (diagnostic LOP) on the claim there is no need for a direct check.

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

A: No, Chrysler must follow the individual rental company's business policies and procedures for rental, including underage customers. If a customer is not eligible for rental due to any number of reasons (age, expired license, etc.) then Chrysler will be unable to extend a goodwill 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 Chrysler's preferred provider.