



WARRANTY BULLETIN

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

NO: D-14-16
DATE: April 28, 2015

SUBJECT: SE BC PILOT – NEW Alternate Transportation Claim Processing Steps (Rev F)

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

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

PURPOSE:

To provide the claim processing guidelines the Southeast Business Center (SE BC) must follow with the launch of the NEW Alternate Transportation **PILOT**. (Refer to Warranty Bulletin D-14-15 for the program guidelines.)

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

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

TIMING:

July 15, 2014 - **May 31, 2015**

ACTION:

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

- 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.
- A rental agreement must be completed whenever a dealership provides Alternate Transportation to a customer. Attach a copy of the completed rental agreement to the accounting copy of the RO when Chrysler is participating in the cost of the rental.

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.

- Alternate Transportation reimbursement requests CAN BE submitted:
 - On the same claim as the repair
 - As a continuation to the repair
 - As a Mopar claim
- Alternate Transportation reimbursement requests CANNOT be submitted:
 - For retail services such as: oil changes, tune-ups, tire rotations, etc.
 - If the customer has purchased a Mopar Vehicle Protection (MVP) or other Competitive plan coverage that provides Alternate Transportation unless it exceeds the plan’s limit.



- Mopar Vehicle Protection (MVP) or Competitive Plans**
 If Alternate Transportation is covered by a MVP plan, it is not eligible for reimbursement on a Warranty (W) claim.

Dealerships are to bill the applicable service contact provider (MVP or competitor) before utilizing Chrysler's Non-Warranty Goodwill policy. If Chrysler is charged for a rental that could have been covered by a competitive plan, the charges are subject for chargeback.

Claim Processing Guidelines

CLAIM Tab:

- Select claim type based on repair or customers concern
 - (W) Warranty repair
 - (M) Mopar repair on a back order part outside of basic coverage
 - (S) Recall repair
- Chrysler's Group LLC New Vehicle Warranty does not provide Alternate Transportation to customers. All Alternate Transportation claims require a Non-Warranty Goodwill decision.
 - Up to 10 days you must enter "GW" in the Claim Authorization Number field.
 - Over 10 days you must enter "RA" in the Claim Authorization Number field.
 - The Non-Warranty Goodwill LOP 85-xx-xx-xx is **not required** on the Alternate Transportation claim.

LABOR Tab:

Labor LOP Selection – (With Repair): *Applies to Warranty (W), Mopar (M) and Recall (S) Claims*

When the repair visit results in the customer being provided Alternative Transportation perform the following steps:

- Identify the cause of the failure with the appropriate repair LOP as the failed LOP per normal claim processing guidelines.

For Part Back Order Situation - 85-LO-AN-00 Details:

- Enter **85-LO-AN-00** as a related LOP to the primary LOP (see below for **85-LO-AN-00** details) for a back order situation only
- Verify the last two characters are numeric (Zero Zero)
- 0.0 will populate in the Labor Hour field
- The "Add Narrative" box will display prompting you to enter a narrative in the Straight Time Narrative window
- The Narrative must include the following information:

- Part Number
- Order Number
- Order Type



Labor LOP Selection – (Diagnosis Only with No Repair/No Parts): *Applies to Warranty (W) Claims Only*

Include these steps to submit a claim:

- Enter Trouble Not Found Diagnostic LOP 85-41-XX-XX
- Select Failure Code / Customer Concern Code
- Enter the labor time requested
- Enter complete accurate narrative



SPECIAL SERVICE Tab: *Applies to Warranty (W), Mopar (M) and Recall (S) Claims*
 Submit the appropriate LOP using one of the LOP's listed below, according to the type of Alternate Transportation the customer is provided.

- **95-40-01-41** Loaner Chrysler Standard / High Line (Up to \$35 per day)
- **95-40-01-42** Loaner Chrysler High Line (Up to \$40 per day)
- **95-40-01-40** 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.*

For a current list of vehicles categorized as Chrysler Standard Line/High Line, go to *COMDASH > Mopar Technical Service > Warranty Communications > Chrysler Standard/ High Line/Competitive*.

The VIN of the vehicle provided, the number of rental days and total Alternate Transportation expense is required before the claim can be processed.

ATTACHMENTS Tab: *(only available with RA authorization): Applies to Warranty (W), Mopar (M) and Recall (S) Claims*

- Final rental invoice
- Copy of the part order detail screen
- Copy of the customer's Repair Order (RO) – includes customer pay Mopar (M) / excludes insurance repairs

Claim Processing Guidelines - Mopar (M) Over the Counter (OTC) - Backorder Part:

- Enter Yes to Dealer Installed for all Claims in this category
- Enter the sale information related to the original sale of the part
- Enter the part number at no cost and mark as the failed part
- Enter a second parts line using 000000NPN at \$1.00
- Enter the appropriate Labor Op at N/C
- Use the 85-LO-AN-00 process for Backorder part situation as stated above
- Enter the appropriate Alternate Transportation Loaner LOP from the Special Service Tab reference above (95-40-xx-xx)



ADDITIONAL INFORMATION:

VOR Backup Information

To support that a part was ordered as Order Type: Special – S (Special Handling/VOR) the below sample is the DealerCONNECT parts order detail screen with the areas identified for review by the Warranty Contact Center.

Order Number: \$0430M
Order numbers that start with a "\$" are VOR orders.

Order Number: 00615

Order Type: Special - S

Status Date (MMDD/YYYY): 05/16/2013

Tracking Number: 1Z4599790120891701
DDS shipment will only show shipping date

Carrier: DELIVERY SERVICE
Tracking Number:

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

WARRANTY OPERATIONS

FIAT USALLC 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.