



WARRANTY BULLETIN

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

NO: D-15-24

DATE: December 16, 2015

SUBJECT: AutoPay - "Flash/Reprogram"
Repairs

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

Updates
WAM

PURPOSE:

We are pleased to announce the launch of an automated claim processing system called AutoPay. With AutoPay, Warranty type (W) claims will automatically generate and process for "flash/reprogram" only repairs.

NOTE: Recall repairs are excluded from AutoPay.

Key benefits of AutoPay include:

- Eliminates the need for Warranty Administrators to manually submit a Warranty (W) claim for "flash/reprogram" only repairs
- Reduces administrative workload
- Increases and improves upon claim processing efficiency

Eligibility requirements for AutoPay are:

- Utilize wiADVISOR during the Service Write-Up process
- Utilize wiTECH 2.0 Software
- Complete AutoPay enrollment process
- Dealership does not submit Warranty (W) claims using batch processing

AutoPay does not apply to the following:

- Flash/Reprogram repairs requiring part replacements and / or diagnostics
- QuickLearn Procedures
- More than (1) LOP associated with a Service Bulletin.

TIMING: December 17, 2015 - AutoPay enrollment available





ACTION:

Dealer Management - How to Enroll in AutoPay:

wiADVISOR dealerships can enroll in AutoPay by sending an email to autopayenroll@fcagroup.com and input "Enroll in AutoPay" in the subject line. Please include: dealer name, dealer code and authorization contact information in the body of the email.

Once an enrollment request is processed, a confirmation email will be sent allowing your dealership to begin using AutoPay. The program code of **AFP - AutoPay** will display in the Dealer Service Profile.

Service Advisor - Service Write-Up Process:

The wiADVISOR microPOD must be connected to the vehicle to determine available "flash/reprogram" repairs and to verify warranty eligibility.

"Flash/reprogram" repairs eligible for Warranty (W) reimbursement through the AutoPay feature will display a "**Warranty: Yes**" message in wiADVISOR.

If wiADVISOR is not able to verify coverage, a "**Warranty, Unknown, No-Auto-pay**" message will display. For these repairs, Warranty coverage and eligibility must be verified using DealerCONNECT > VIP and normal service procedures (Service Bulletins, etc.)

Customer Info		VIP/History		Build RO		Assign RO	
Select All							
Change engine oil and filter		Info				\$36.00	
Multi-point inspection		Info				\$0.00	
Rotate tires		Info				\$48.00	
Triage Items							
Select All							
Software Flash for HVAC		Warranty: Yes				\$0.00	
*** Software Flash for RFH		Warranty: Unknown, No Auto-pay		***		\$0.00	
Software Flash for PCM		Warranty: Yes				\$0.00	
Software Flash for TCM		Warranty: Yes				\$0.00	
P67: Safety Recall P67 - Occupant Restraint Control Module						\$0.00	
Perform DTC Inspection							

NOTE: Customers must provide a sign-off on wiADVISOR to perform "flash/reprogram" repairs.

Dealer Management – Verify / Determine Technician Skill Level:

To verify / determine technician training requirements, dealers should always run the "flash/reprogram" LOP in Labor Operations in DealerCONNECT. The Technician Skill Level Training requirements for the repair will display in the Description Field.





Service Technician:

Assign a claim number to AutoPay (Optional):

Service Technicians have the **option** to allow wiTECH to assign a random claim number or manually assign a claim number to AutoPay claims. **If manually assigning a claim number is preferred, it is recommended to use the RO number as the claim number or a variation of the RO number that works best based on which Dealer Management System (DMS) is used.** This will assist in the warranty claim reconciliation process. If the RO number field is left blank, a random claim number will be assigned.

To manually assign a claim number to an AutoPay claim, the technician inputs the value (alpha or numeric) in the RO Number field displayed in wiTECH. The value entered must be in the valid format. Only the following formats are accepted: 999999 or X99999 or 99999X.

This flash applies to the AutoPay program and is eligible for automatic claim processing. Ensure that all the form information below is correct and submit. You will be provided with a GCS flash claim reference number for your records.

Service Bulletin: 24-008-14 REV. A

S-ID: T6267FD

Warranty Type: Routine Flash Update

RO Number (optional): RO Number

Email Claim Receipt: ☐

Submit Claim

NOTE: If an invalid format is entered (ex: 12A345), wiTECH will NOT allow a claim to be submitted until the RO Number field is cleared of all text or a valid RO number is entered.

Claim Submission:

Upon completion of the claim submission, the technician will receive notification of the claim status (paid, rejected or unable to process) in wiTECH.

The following screenshot represents a successful AutoPay submission and paid claim. The Reference Number indicates the Claim Number.

2015 JEEP GRAND CHEROKEE 3.6L V6 V.V.T.
1CARJEBGSC706975

Flash TCM

Calibration: 2015 WK 3.6L 2WD ALL MARKETS

ECU is up-to-date. Successfully flashed ECU from old part number 68241282AD to current part number 68241282AE.

Your AutoPay claim was processed successfully and you should receive a confirmation email soon if one was requested.

Reference Number: 496504

Claim Status: paid

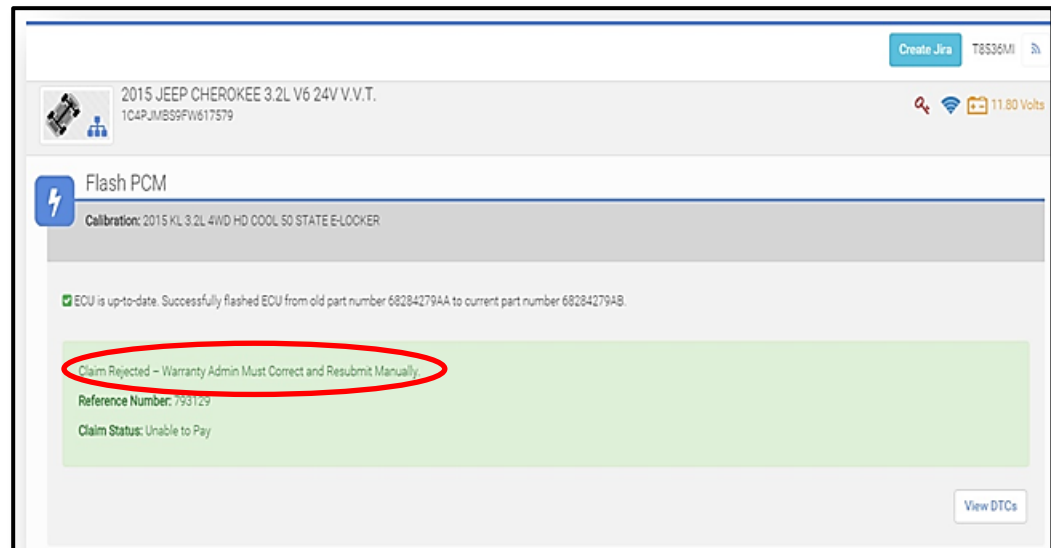
AutoPay Claim Number





Service Technician (continued):

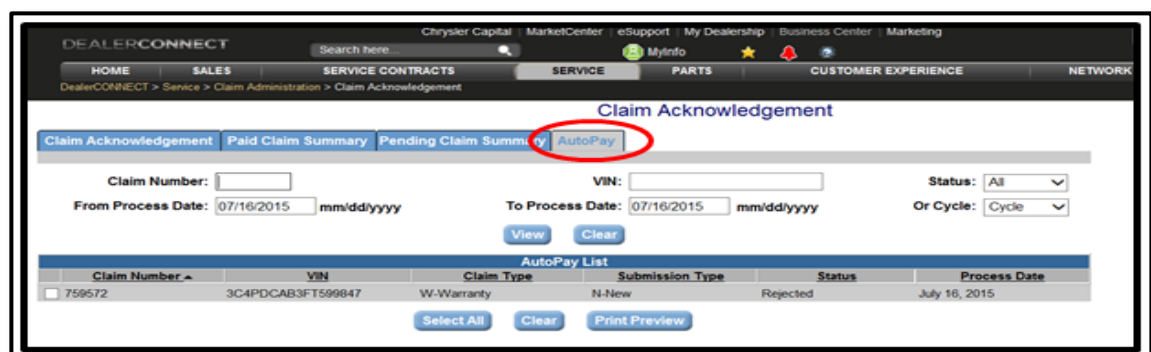
In cases when the submission is rejected or unable to process through AutoPay, a "Claim Rejected" message will display in wiTECH. In these scenarios, the technician must follow-up with the Warranty Administrator to correct and re-submit the claim manually in the Claim Entry section of DealerCONNECT.



Warranty Administrator:

Claims which have not processed or paid under AutoPay will require to be manually re-submitted in DealerCONNECT Claim Entry.

Warranty (W) claims which have processed automatically under AutoPay, can be found or verified in a new "AutoPay" tab in Claim Acknowledgement as illustrated below. **NOTE:** The AutoPay Tab will be greyed out for dealers not enrolled in AutoPay.





ADDITIONAL INFORMATION:

Some Dealer Management Systems (DMS) alter the claim number and may not appear exactly the same as it appears on the credit statement/memo.

For Technical Support, Product, Sales and all other questions related to the **wiADVISOR** tool, call 855.wiADVISOR (855.942.3847) or email support@wiADVISOR.com

For **wiTECH** technical or product support, please call 1.888.wiTECH1 or email witechsupport@dcctools.com.

All other system related issues or concerns should be directed to the **DealerCONNECT** HelpDESK at 1.800.374.4040

For claim related issues, please call the **Warranty Hotline** at 1.888.255.2626 (M-F 8AM-6PM ET).

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

