



Updates from Warranty Operations and Customer Care

System Enhancements – We continue to improve our systems and processes based on your feedback.

Providing Rental for Recall Repairs – To assist you with Recall claim processing, we have made a system adjustment which allows you to self-authorize Message Codes RA3, SR7 or ST1. A Recall claim can be processed by entering “GW” in the *Authorization No.* field.

Failure Codes for Flash Only Repairs – Did you hear that two new *Failure Codes* launched March 19, 2015 when performing “Flash” only repairs? If a customer comes to your dealership with a concern which matches the symptom/condition identified in a Service Bulletin, select *Failure Code CC* (Customer Concern). If an updated Flash is found in wiTech or wiADVISOR or by your technician while looking at a different customer concern, select *Failure Code RF* (Routine Flash). Review Warranty Bulletin D-15-09 for additional details.

UC Failure Code Narrative Expansion – Causal LOP's in warranty claims must be tagged with a *Failure Code*. Occasionally a root cause is not listed in a LOP's *Failure Code* list and you enter **UC** (*uncodeable*) and enter a narrative describing the root cause of the issue. These **UC** narratives are used in quality improvement efforts and help us create new *Failure Codes* so future claims will not require **UC** and the narrative. March 5th we launched the Claim Entry revision which allows you to enter valuable narratives with a minimum length of 12 characters. Thank you for helping us provide beneficial quality data.

Eligibility for Warranty or Mopar Vehicle Protection Repairs

How do I determine coverage eligibility for Warranty or Mopar Vehicle Protection Repairs?

Answer: To determine coverage eligibility for a particular repair, dealers should use the *DealerCONNECT>Single VIN Inquiry (VIP)* application by following the steps below:

Enter the following **REQUIRED** fields:

VIN (Vehicle Identification Number) – Enter the full or last eight characters of a VIN in **VIN textbox**.

Odometer – Enter the current odometer reading in the “Odometer” textbox.

Enter the name (optional). Name is required for Mopar Vehicle Protection (MVP).

Customer Name – Enter the first four letters of the customer's last name in the **Customer Name** text box.

NOTE: For Mopar Vehicle Protection plans, verification of this step is required. If the last name is not entered or does not match the MVP, you will not be able to view any Mopar Vehicle Protection information or verify component coverage.

LOP – Enter up to three LOPs in the “LOP” textboxes. By entering a LOP in this field, VIP reviews the vehicle and LOP coverage to determine if the repair is covered under the Manufacturer's Warranty or a Mopar Vehicle Protection plan. (This can be viewed on *Coverage's>LOP Coverage*.)

Part Number – Enter up to three part numbers in the “Part Number” textboxes. By entering an eight character part number in this field, **VIP utilizes the part number to locate an appropriate LOP.** *NOTE: Never use the part number field/function as the basis to identify for coverage. The Part to LOP Cross Reference (PLX) is intended to be a guide only. Some labor operations that apply may not be applicable to the actual repair.*

Click the **Submit** button for the VIP information coverage information.





Recall P60 – Parts Core Clarification

It has come to our attention that the Alternator part numbers (CBWHP601AA and CBWHP602AA) identified in Recall P60 were shipped with a green **Deposit Label** on the shipping container in error even though dealers are advised to scrap the alternator.

Please be advised there is NO core charge associated with these alternators. The alternators are not required to be returned for reman core and therefore must be scrapped.

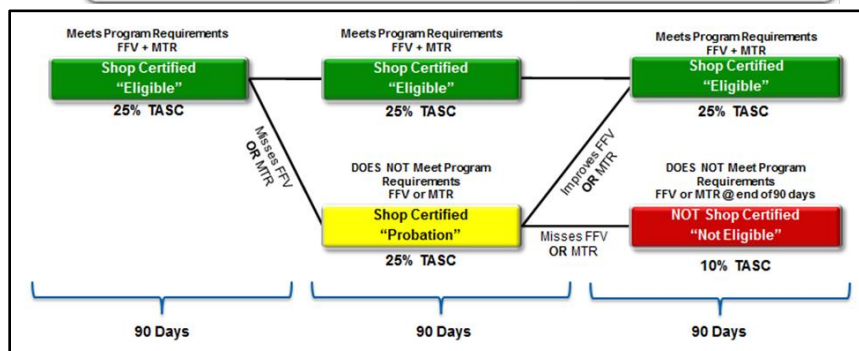
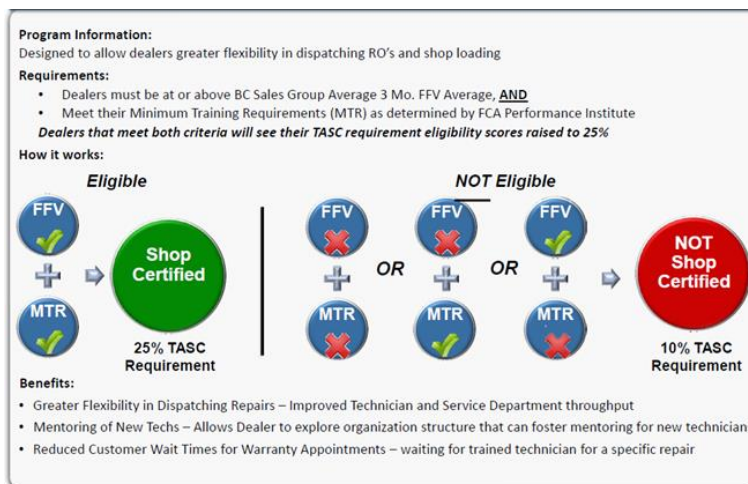
Dealers must continue to follow normal part return guidelines.

As of March 3, 2015, the error was corrected and future shipment containers **no longer** have the green **Deposit Label**.

Shop Certification Program

The Shop Certification Program is designed to significantly improve shop capacity and enhance RO throughput. This means that 1 in 4 Level 2 and Level 3 Skill Category Warranty repairs can be performed by a Level 1 Trained Technician. Level 0 Technicians are exempt from this

program. Eligible dealers who obtain the Minimum Training Requirements (MTR) **as determined by the FCA Performance Institute**; AND meet their Business Center Sales Group 3-Month FFV minimum will qualify (see Warranty Bulletin D-15-05 for additional details).



Customer service is not a department, it's everyone's job!

The Customer Appreciation Program

Program Overview:

This program reaches customers who have experienced multiple Recalls on late model FCA US products. Customers received a mailed letter in February, acknowledging the inconvenience of multiple Recalls. To show our appreciation for their loyalty and patience, they were provided with one of two Customer Appreciation Certificates, redeemable at an FCA US LLC dealership:

1. Lube, Oil and Filter (LOF) Service plus a \$150.00 certificate for Mopar Parts and Accessories
2. A \$200.00 certificate for Mopar Parts and Accessories

Eligible vehicles in the Customer Appreciation Program include:

- * 2011-2014 MY vehicles (all models) with 4+ Recalls
- * 2013-2014 MY Grand Cherokee and Ram vehicles with 3+ Recalls

Program Timing:

February 9 – August 31, 2015 –

Mopar Parts and Accessories Certification Redemption

February 9 – March 31, 2017 – LOF Redemption

February 9 – December 31, 2015 –

Dealer Reimbursement for Certificate

To review complete details of this program including frequently asked questions, go to *DealerCONNECT>Service>Announcements* or call 1-800-852-6672

Monday – Friday, 9 AM to 5 PM EST. Please do not distribute this phone number to your customers, see customer assistance numbers below. Questions will be researched and responded to within 24-48 hours.

Customer Satisfaction is Our Number One Priority

We need to work closely together to ensure that product issues are resolved for our customers. Periodically, a customer will indicate they plan to pursue legal action based on their rights within the state's Lemon Laws. If you have a customer who you believe falls within this level of dissatisfaction, and you are unable to resolve the situation at your dealership, please address as follows:

First, if they haven't already done so, ask them to contact Customer Care at any of the numbers below:

Chrysler	(800-247-9753) 800-Chrysler
FIAT	(888-242-6342) 888-CIAO-FIAT
Jeep	(877-426-5337) 877-IAMJEEP
Dodge	(800-423-6343) 800-4ADodge
RAM	(866-726-4636) 866-RAM-INFO
SRT	(855-778-8326) 855-SRT-TEAM
Alfa Romeo	(844-253-2872) 844-AlfaUSA

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If they have already done this and their concern still has not been resolved, let them know that we offer arbitration through the *National Center for Dispute Resolution (NCDS)*. This is an independent firm experienced in mediation and arbitration. NCDS arbitrators will review the facts, inspect the vehicle if appropriate, and render a decision. There is no cost to the customer for this service and they are bound to the decision only if they agree to it. FCA US is, however, bound to whatever decisions are rendered by NCDS, as long as the customer agrees to them.

Customers can get more information about the process and the agency, by referring to the *Customer Care, Arbitration, and Lemon Law Rights* booklet in the glove box of all new vehicles, or online by clicking *Contact Us* from any brand site and searching "arbitration" in the search field (the *Customer Care, Arbitration, and Lemon Law Rights* booklet replaces the former blue and white *Owner's Rights Under State Lemon Law* booklet).

The arbitration process is an important option that many customers may be unaware of, has no cost to the customer, and is completely focused on resolution.



Warranty Hotline & Live Chat Buzz

Keeping you informed of the top incoming questions. We will provide insight from our Hotline and Live Chat agent

The special tool for Recall R08 has a problem and we can't finish the Recall, so we delivered the new vehicle. Will my prep be charged back?

Review the *Warranty Administration Manual* section on *New Vehicle Prep Chargeback* with regard to performing all open Recalls, CSN, etc. The guidelines, including possible prep chargeback are discussed.

Safety Recall R08 released to the dealers March 31st referenced special tool #2023000210 - *Park Rod Engagement Check Tool* which was shipped to dealers with *Park Rod Engagement Check Tool Pins*.

Dealers are calling about a problem with the tool which does not let them complete R08 dealer repair instructions step D on page 9 (Figure 8). The *Park Rod Engagement Check Tool Pins* were inadvertently built without internal threads. A *Safety Recall Technical Advisory* was sent out to the dealers on April 1st advising them of an interim process and to alert them that new replacement pins were to ship to the dealers by April 9th.

Federal Law requires that any new vehicle may be sold or leased only after all Safety Recall procedures have been performed. New Vehicle Prep payment chargebacks include any vehicle sold or leased with an open Recall, CSN, etc.

Give us your feedback. Is the Newsletter helpful? What do you want to hear about? Let us know by going to **Warranty Information Center (WIC) > Ask a Question** and select the **Product "Warranty Newsletter"** and put your comments in the "Question" box.

Find Answers | **Ask a Question** | Live Chat | LOP Related Inquiries | Request for Labor Time Study | My Stuff

Submit a question to our support team.

Question *
We distribute the Newsletter to all our Service Advisors and staff working with claims.

Product *
Warranty Newsletter

No Value
WCC
Warranty Newsletter
Suggestion Box