



Updates from Warranty Operations and Customer Care

“Semi-Annual Recap” of early 2015 system enhancements –

We thought we would recap some of the system highlights completed thus far this year.

1. Programs designed to provide greater flexibility in dispatching ROs and shop loading; increase shop throughput; allow you to mentor new Service Technicians; and improve your customer wait times for warranty repairs were –

New Technician Training Exemption Program – Grant exemptions for new technicians who stay “on course” with their Level 0 and Level 1 training targets. If they complete Level 0 training within the first 30 days, the technician receives up to six months exemption for performing Level 1 repairs in any Skill Category. Reference Warranty Bulletin D-14-28.

TASC Exception Program – Dealership TASC requirement score was raised from 5% to 10% for all dealers. Guideline explanation, refer to Warranty Bulletin D-15-06.

Shop Certification Program – If your dealership met the quarterly *Fixed First Visit* and *Minimum Training Requirements* criteria you are allowed to process Level 2 or Level 3 claims for Level 1 technicians. For eligibility details check Warranty Bulletin D-15-05.

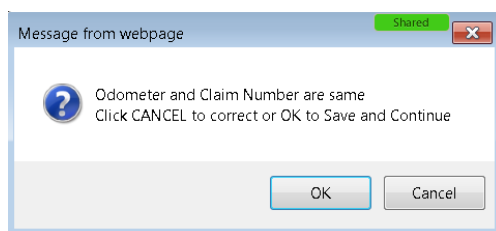
2. In an effort to assist with making your claim processing efficient, effective and timely, the following claim entry features were released –

Rental for Recall Repairs – Allows you to self-authorize *Message Codes RA3, SR7 or ST1* to assist you with Recall claim processing. A Recall claim can be processed by entering “GW” in the *Authorization No.* field.

Failure Codes for Flash Only Repairs – If a customer comes in 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.

UC Failure Code for Narrative Expansion – You are now able to enter valuable narratives with a minimum length of 12 characters if you enter **UC** (Uncodeable) when a root cause is not listed in a LOP’s *Failure Code* list.

Entered RO Number as the Odometer – It is easy to mistakenly enter the RO number as the odometer, so we created a Warning Message to appear when you click the SAVE or CONTINUE buttons. We hope this will help reduce mileage discrepancy claims from happening.



We appreciate your feedback and encourage you to participate in this year’s Carlisle Survey open until June 19th





Exchange Order - Core Status Functionality

Earlier this year a new screen launched to support you in research, with inquiries and communicating exchange core information. This improvement will streamline your contact to the Service Center and/or Warranty for exchange material inquiries. As well as assist you in avoiding charges for non-returned cores.

The following screen shots within DealerCONNECT> Parts>Parts/Order Inquiries>Order Status will help you navigate.

New tab "Exchange Order CORE Status"

Search by Part Number, Date, Order Number or VIN

Search Exchange Cores by STATUS

Return Pending: ☒ Returned: ☒ Charged Back: ☒

Select	Part Number	Part Description	Order Number	Order Date (MM/DD/YYYY)	VIN Number	CORE Return Status	Core Return Due Date (MM/DD/YYYY)	Charge Back Amount (\$)	Order Claim Type	Warranty Claim Status	Warranty Claim Due Date
☐	Z5091340AE	RADIO	378119	02/24/2015	1C4RJFBTXDC630885	Return Pending	01/01/0001	0.00	Warranty		01/01/0001
☒	Z5091340AE	RADIO	378119	02/24/2015	1C4RJFBTXDC630885	Return Pending	02/20/2015	0.00	Warranty		01/01/0001
☐	68247514AA	CLUSTER	378171	02/23/2015	3C6TRVAG4EE101169	Return Pending	01/01/0001	0.00	Warranty		01/01/0001
☐	Z5091197AC	RADIO	378159	02/23/2015	2C3CDYAG2EH196770	Return Pending	01/01/0001	0.00	Warranty		01/01/0001
☐	Z5091338AF	RADIO	377947	02/20/2015	1C4HJWEG2EL234039	Return Pending	01/01/0001	0.00	Warranty		01/01/0001
☐	68241099AA	WIN KIT	377759	02/18/2015	2A4RR6DX5AR136889	Returned	02/20/2015	0.00	Customer Pay		
☒	Z5064184AD	RADIO	377634	02/18/2015	1J8HR58P67C535178	Return Pending	03/10/2015	0.00	Service Contract		01/01/0001
☐	05091264AB	CLUSTER	377640	02/18/2015	1C4HJWEG7CL153681	Return Pending	01/01/0001	0.00	Service Contract		01/01/0001

Visual Indicators

Order Date (MM/DD/YYYY)	VIN Number	CORE Return Status	Core Return Due Date (MM/DD/YYYY)	Charge Back Amount (\$)	Order Claim Type	Warranty Claim Status	Warranty Claim Due Date
02/24/2015	1C4RJFBTXDC630885	Return Pending	01/01/0001	0.00	Warranty		01/01/0001
02/24/2015	1C4RJFBTXDC630885	Return Pending	02/20/2015	0.00	Warranty		01/01/0001
02/23/2015	3C6TRVAG4EE101169	Return Pending	01/01/0001	0.00	Warranty		01/01/0001
02/23/2015	2C3CDYAG2EH196770	Return Pending	01/01/0001	0.00	Warranty		01/01/0001
02/20/2015	1C4HJWEG2EL234039	Return Pending	01/01/0001	0.00	Warranty		01/01/0001
02/18/2015	2A4RR6DX5AR136889	Returned	02/20/2015	0.00	Customer Pay		
02/18/2015	1J8HR58P67C535178	Return Pending	03/10/2015	0.00	Service Contract		01/01/0001
02/18/2015	1C4HJWEG7CL153681	Return Pending	01/01/0001	0.00	Service Contract		01/01/0001

RED Indicates Return is Past Due
(Core Return DUE Date < Current Date)

YELLOW Indicates Return is Due within 10 Days
(Core Return DUE Date - Current Date <= 10 Days)





Line Item Details

Select a line item, and click "Select Details"

Select	Part Number	Part Description	Order Number	Order Date (MM/DD/YYYY)	VIN Number	CORE Return Status	Core Return Due Date (MM/DD/YYYY)	Charge Back Amount (\$)	Order Claim Type	Warranty Claim Status	Warranty Claim Due Date
☒	Z5091340AE	RADIO	378119	02/24/2015	1C4RJF8TXDC630885	Return Pending	01/01/0001	0.00	Warranty		01/01/0001

Report Displays

23578000
003161

Exchange Order Tracking
Exchange Order Core Status Report

March 3, 2015
12:12

Dealer Code : 23578000

CORE Return Status : Return Pending

Order Number : 378119 Order Date : 02/24/2015

OMC Number : 91147712 VIN Number : 1C4RJF8TXDC630885

Part Number : Z5091340AE Shipped Date : 02/24/2015

Core Amount : \$ 0.00 Core Return Due Date : 01/01/0001

Charge Back Amount : \$ 0.00 Charge Back Date : 01/01/0001

Core Return IND : Core Return Date : 01/01/0001

Warranty Claim Type : Warranty Warranty Claim Due Date : 01/01/0001

Warranty Claim Status : Warranty Claim Date : 01/01/0001

Communication Enhancements – Contact Warranty or the Service Center by clicking on “Contact FCA”

Select a line item, and click "Contact FCA"

Select	Part Number	Part Description	Order Number	Order Date (MM/DD/YYYY)	VIN Number	CORE Return Status	Core Return Due Date (MM/DD/YYYY)	Charge Back Amount (\$)	Order Claim Type	Warranty Claim Status	Warranty Claim Due Date
☒	Z5091340AE	RADIO	378119	02/24/2015	1C4RJF8TXDC630885	Return Pending	01/01/0001	0.00	Warranty		01/01/0001

Dialog Box Displays

Part Number : Z5091340AE Shipped Date : 02/24/2015

Core Amount : \$ 0.00 Core Return Due Date : 01/01/0001

Charge Back Amount : \$ 0.00 Charge Back Date : 01/01/0001

Core Return IND : Core Return Date : 01/01/0001

Warranty Claim Type : Warranty Warranty Claim Due Date : 01/01/0001

Warranty Claim Status : Warranty Claim Date : 01/01/0001

Contact Name* : Phone Number* :

Email Id* :

Reason For Contact* :

(I.e. Need Credit For Returned Core, Need Credit For Warranty ChargeBack, etc.)

1 Provide contact Information

2 Enter brief Reason for Contact

3 Choose "Contact Service Center" OR "Contact Chrysler Warranty".

An email will be sent and they will contact you directly for resolution





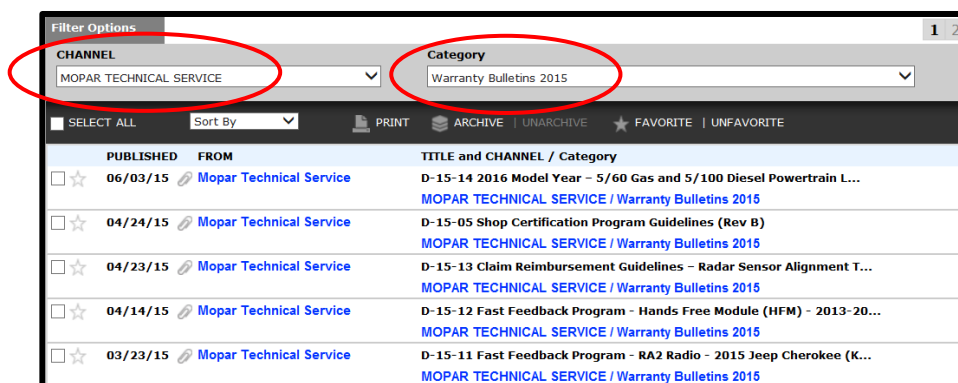
How Do I Find Warranty Information in COMDASH?

Earlier this year a new “*Filter Option*” replaced the “*Browse*” feature in COMDASH. This new “*Filter Option*” will display 10 active communications per page based on the category selected for your job position code.

In the *Channel* dropdown you must always select *Mopar Technical Service* when searching for warranty related documents. Utilizing the *Category* dropdown you can further narrow your search.

For example, if you want to see the 10 most recent Warranty Bulletins released to your job position code, select *Warranty Bulletins 2015*. See the illustration below for what a sample of what will display currently.

For additional assistance on how to locate warranty communications, review *Warranty Information Center* (WIC) article #2435 and the attached *Help* document.



Why use email address GWASS@fcagroup.com

Any time you have a Parts Appeal – reference the *Warranty Administration Manual* – Parts section; for an Exchange Order Appeal – refer to the *Exchange Process Guide* in COMDASH; and for Terminated Dealer with

unprocessed claims – guidelines are in the *Dealer Policy Manual*.

Please be sure to use this important email address

Coming Soon - AutoPay for Flashes



Launching late summer 2015, wiADVISOR dealers will be able to take advantage of an exclusive new feature that will automatically pay dealers for eligible software Flash updates pushed through wiADVISOR. Using AutoPay to process Flash repairs (wiTECH 2.0 is required for autoPay program) dealers can achieve up to a 42% reduction in

Warranty Administration claim processing time. AutoPay is only available to dealers enrolled in wiADVISOR, so sign-up today to start saving time tomorrow! For complete details, call 1-855-wiADVISOR (855-942-3847) or email support@wiADVISOR.com





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

Escalation Process Updates Coming Soon

During the month of June, FCA Customer Care will be piloting modifications to some of its current escalation processes. The goal is to improve the time to resolve cases that require dealer and field input or internal technical expertise through our STAR teams. The pilot will run June 1-30 in the Midwest Business Center. We will make changes based on our findings and implement to all Business Centers shortly thereafter.

To support this effort, we would like to make sure we have preferred contact information in our files. When you have conversations with your case managers over the next month, please provide any updates to make sure our records are current.

Contacting Customer Care – Customer Lines

Customers can contact Customer Care 24/7 at any of the following numbers:

Jeep	877-426-5337
RAM	866-726-4636
FIAT	888-242-6342

Dodge	800-423-6343
Alfa Romeo	844-253-2872
Chrysler	800-247-9753



Warranty Hotline & Live Chat Buzz

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

Recall R03 – LH1 Message Code – Claim Processing

Per Recall R03, "All customers will receive 2 new FOBIK's as part of this recall procedure. If a customer purchased additional FOBIK's prior to this recall, all additional **undamaged functioning** FOBIK's will be replaced at no charge to the customer."

To avoid a LH1 Message Code, Related LOP 08-R0-31-50 must be used for **each additional** FOBIK replaced above the 2 FOBIKs included in the WIN Module package.

Line	Labor	Description	FC Hour
L1	08R03182	Safety Recall R	UC 0.8
L2	08R03150	Safety Recall R	0.2
L3	08R03150	Safety Recall R	0.2

4 FOBIKs Replaced



The **2015 Warranty Forum** classes are filling up fast! Check for class dates and city locations in the Academy Learning Center and make your plans to attend.

