



WARRANTY BULLETIN

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

NO: D-16-21
DATE: August 2, 2016

SUBJECT: Mopar Remanufactured Parts
For Warranty Use

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

PURPOSE:

As a reminder, the Dealer Policy Manual (DPM) states that *Mopar Remanufactured Parts must be used on sold vehicles for warranty repairs.*

ACTION:

When it is necessary to replace any parts on a sold vehicle, the use of a remanufactured part is required for Warranty (W), Mopar (M) and Mopar Vehicle Protection (F) claims (including repairs on Cummins Diesel Engine equipped vehicles).

Always check STAR Parts for current part supersedence and remanufactured component availability. Remember part numbers beginning with "RL" are relabeled OE part numbers and are not Mopar Remanufactured parts.

If an OE (new) part or assembly is submitted on a claim, a GCS Message Code **PE1 (Part Not Covered for Repair)** will set on the claim and **will** require corporate review and authorization via the "RA" process.

When an OE (*new*) replacement part is necessary because of State Laws, unsold / stock vehicles or part availability issues, you must submit the claim via the RA process for corporate review and authorization. The dealership must support the reason an OE unit was used. *For example: if the part is on national back order, attach back order SOP document, etc.* Any questions on how to submit a claim into RA, please reference Warranty Bulletin D-11-58 for details.

For all diesel engines and gas engines or an automatic or manual transmission/transaxle component that requires a Pre-Authorization, a request must be submitted to the Powertrain Service Center prior to replacement.

Mopar Vehicle Protection (F) claim limits are displayed in VIP. When Pre-Authorization is required, call the MVP Authorization Hotline at 1.800.782.2668.





ADDITIONAL INFORMATION:

Failure to use authorized parts, or to identify non-Mopar parts, will result in a non-payment or chargeback of both parts and labor for the applicable portion of the claim. If you use non-Mopar parts you must identify them by using "NPN" for the part number on the warranty claim. Use of non-Mopar parts also require Area Manager/District Manager authorization.

Normal shop supplies such as general purpose cleaners, solvents, lubricants (tubes or sprays), electrical tape, etc., are not reimbursable separately on warranty claims. Shop supply items claimed on warranty repairs are subject to non-payment or chargeback.

Please ensure 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

