



WARRANTY BULLETIN

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

NO: D-15-05

DATE: July 21, 2016

SUBJECT: Shop Certification Program
Guidelines (Rev D)

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

*****Revisions are noted in Red*****

PURPOSE:

Mopar is announcing a change to the Shop Certification Program for qualifying dealers. Dealers that qualify for the Shop Certification Program will have their TASC requirement eligibility score raised to 25%.

The Shop Certification Program is designed to simplify the dispatch and shop loading process, while improving warranty administration for dealers. The Shop Certification Program is designed to significantly improve shop capacity and enhance RO throughput if dealers meet Fixed First Visit (FFV) and Minimum Training Requirements (MTR).

TIMING:

Effective for vehicles received for repair on or after February 1, 2015.

The Shop Certification Program runs quarterly (90 days) at which point an update will be ran for dealers meeting FFV and MTR. If a dealer fails to meet either one of these requirements, dealers will be placed on probation in which they will have to meet the eligibility requirements to stay on the program. Dealers can only be reinstated to the program at the start of each quarter.

ELIGIBILITY:

The following set of criteria has been established to grant dealers eligibility to process Level 2 or Level 3 claims for Level 1 Technicians under the Shop Certification Program.

To **qualify** for the Shop Certification Program, dealers must:

- **Meet or exceed their Customer First Award for Excellence 12 month FFV eligibility score**
 - A/B Stores = 88.2% or higher
 - C/D/E Stores = 85.3% or higher

(Use the following path to get to the program rules: *DealerCONNECT>Customer Experience>Customer First Award for Excellence>Program Rules*)





- Obtain Minimum Training Requirements (MTR) as determined by the FCA Performance Institute

Message Code FT6 (*Tech has not met "skilled" level or higher training level required for this repair*) will be displayed as a "pay" message code on claims where the "Shop Certification Program" criteria outlined above applies.

To identify your dealership's eligibility for the Shop Certification Program, go to *DealerCONNECT>Service>Warranty Administration>Dealer Service Profile>Program* and look for program code "FFVEX."

BENEFIT:

The Shop Certification Program will allow Level 1 Technicians to perform Level 2 or Level 3 repairs.

Additionally, the program allows:

- Greater flexibility in dispatching RO's and shop loading
- Increase technician and shop throughput
- Mentoring of new technicians
- Improved customer wait times for Warranty repairs

ADDITIONAL INFORMATION:

All other Technical Training Exemption programs and Warranty Exemption programs remain in place.

Misrepresentation of technician on claim records is subject to claim chargeback.

"Frequently Asked Questions" have been attached to this bulletin.

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.





Frequently Asked Questions

Q: My dealership has a technician hired under the New Hire Technical Training Warranty Exemption Program (*Warranty Bulletin D-14-28 Rev A*) who is Level 1E certified. Additionally, my dealership is qualified to participate in the Shop Certification Program (*Warranty Bulletin D-15-05*). Is this technician able to perform Level 2 and 3 warranty repairs under the guidelines of the Shop Certification Program?

A: No. The Level 1E technician is currently exempt to perform Level 1 warranty repairs while completing Level 1 training requirements per the guidelines of the New Hire Technical Training Warranty Exemption Program. Once the technician completes Level 1 training, he / she will be qualified to perform Level 2 and 3 warranty repairs, providing your dealership is qualified to participate in the Shop Certification Program.

Q: How does your dealership qualify for the Shop Certification Program?

A: Your dealership must be at or above your Customer First Award for Excellence FFV score requirement (A/B Stores: 88.2%, C/D/E Store: 85.3%) AND meet the Minimum Training Requirements established by the FCA Performance Institute on a quarterly basis

Q: What happens if my dealership meets the eligibility of the Shop Certification Program?

A: Your dealership will have their TASC eligibility raised to 25%. 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.

Q: What happens to my dealership TASC eligibility if we don't qualify for the Shop Certification Program?

A: All other dealerships will have their TASC eligibility set to 10%.. This means that 1 in 10 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.

Q: What is the timing of the Shop Certification Program?

A: The program will run quarterly (90 days). Dealers are eligible to be added, placed on a probation list, or removed from the program based on their 3 month FFV score and MTR completion at the end of each quarter.





Q: If I am placed on the probation list, how long does this last and what happens next?

A: If your dealership fails to meet or exceed the Customer First Award for Excellence FFV Requirement OR Minimum Training Requirements, you will have a grace period of 90 days (concurrent quarter) to correct and meet these requirements to be eligible for the program at the start of the subsequent quarter.

If your dealership fails to meet the FFV or training requirement by the end of the current quarter, your dealership will be removed from the Shop Certification Program until it can meet the requirements of the program, at which point you will be eligible to participate at the start of the next quarter.

Q: How long am I qualified to be on the Shop Certification Program?

A: If your dealership continues to meet your **Customer First Award for Excellence FFV/Requirement** average and the Minimum Training Requirements, you will continue to be able to participate in the program.

