



WARRANTY BULLETIN

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

NO: D-16-16

DATE: November 10, 2016

SUBJECT: Vehicle Restriction Program –
Enhanced Customer Satisfaction (ECS)
Changes (Rev A)

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

*****Revisions are noted in RED*****

PURPOSE:

To communicate changes to the Enhanced Customer Satisfaction (ECS) Vehicle Restriction program:

- **ECS program no longer requires a pre-authorization for repair approval and claim payment.** The program will continue to provide dedicated corporate technical resources, when requested by the dealer, to ensure vehicle repair. The program will now include a NEW proactive customer outreach program to identify customer concerns and drive increased brand loyalty.

TIMING:

Effective with vehicles received on and after July 5, 2016.

ACTION:

This bulletin supersedes Warranty Bulletin D-15-25. Please disregard this previous bulletin and ensure adherence to this new publication.

Always verify vehicle component coverage through *DealerCONNECT* or *wiADVISOR VIP* prior to repairing any vehicle.

The Restriction Warning Message will display in two VIP locations:

- **The Warning Message section will display:**
"ATTN: Vehicle qualifies for the Enhanced Customer Satisfaction (ECS) Program. Based on prior repair history, dealers are encouraged to seek technical assistance for vehicle diagnosis or repair by contacting STAR. If customer assistance is needed, dealers may call 866-275-1420".

NOTE: You must have the following information available when calling ECS:

- Last 8 digits of the VIN
 - Current vehicle mileage
 - Diagnosis of vehicle concern
- **The Restriction section will display:** "Enhanced Satisfaction".





ADDITIONAL INFORMATION:

With the elimination of the ECS Pre-authorization, claims should be submitted for normal processing.

Pre-authorization for Powertrain and Vehicle Digital Imaging is still required.

Alternate transportation reimbursement requests can be submitted on the same claim as warranty repair. Reference Warranty Bulletin D-15-15 for alternate transportation program guidelines.

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

