

WARRANTY BULLETIN



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

SUBJECT: Quick Claim Builder (QCB)
Rev. A

NO: D-16-25

DATE: November 22, 2016

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

Updates
WAM

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

PURPOSE:

We are pleased to announce the launch of a new efficient claim processing application called Quick Claim Builder (QCB). QCB will allow dealers to submit multiple claims at once and those claims will be processed real time.

ACTION:

With QCB, dealers will be able to select from a list of predefined service / repairs. The dealer will only be required to input:

- Claim Number
- VIN
- Odometer
- Date Received (Date In)
- Date Completed (Date Out)
- Last Name (for MVP claims)
- Service Advisor
- Technician Identification

With this predefined information, QCB will build a single condition Warranty, MVP, Recalls, or Prep claims allowing for quick claim generation all on a single web page.

NOTE: Multiple condition repairs are excluded from QCB.

Key benefits of Quick Claim Builder:

1. Reduces administrative workload by decreasing processing time for high volume repetitive claims that share the same LOPs and parts on the claim
2. Improved network performance - overall reduction of network traffic since navigating multiple tabs for multiple claims creation is not required
3. Claims are processed real-time; there is no batch processing of these claims
4. Available for all global markets using DealerCONNECT Claim Entry
5. Fewer rejected claims





Eligibility requirements for Quick Claim Builder are:

- Must be a wiADVISOR dealer
- Dealers must manually enter claims via DealerCONNECT (QCB is not compatible with In-house DMS batch processing)

Quick Claim Builder does not apply to the following:

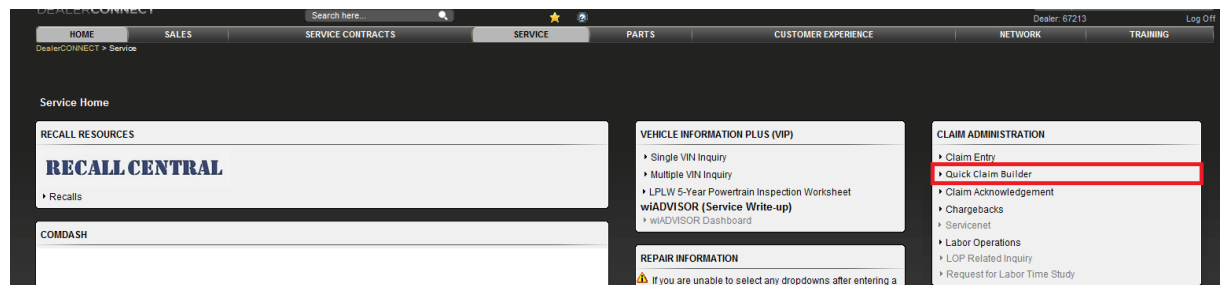
- Claims with more than one condition
Note: You may use a VIN more than once in QCB
- Mopar and Transportation claims

TIMING: November 17, 2016 – Program code added to Dealer Service Profile

Dealer Management - How to Access Quick Claim Builder:

wiADVISOR dealerships will have program code **QCB** assigned to their Dealer Service Profile on November 17, 2016 and will be able to use Quick Claim Builder that day. No enrollment is required.

The link for the Quick Claim Builder application will be placed under the Claim Entry link and above the Claim Acknowledgement link within the *Claim Administration portlet* (as shown below).



Warranty Administrator:

A predefined list of Services and Repairs that are eligible for QCB will be displayed once the drop down arrow for Service / Repair is selected. Once a selection is made, input the remaining required fields working left to right. All fields will remain greyed out until a Service / Repair is selected from the drop down list. QCB will validate the inputs and display in error if the information entered is incorrect.





- You can select one or more checkbox to submit or delete claims.
- Checkbox's can be selected one by one and then submitted or deleted.
- "Select All" can also be used to submit or delete all claims. Unchecking the boxes will prevent the claim from being submitted and deleted.
- Select "Save" to retain claims that you do not wish to Submit.

All the claims submitted from QCB will be subjected to the normal GCS message codes currently in place. QCB claims that have been Rejected / Suspended, Chargebacks, Claim Authorization, Claim Acknowledgement, etc. will be listed in the work area of DealerCONNECT Claim Administration.

ADDITIONAL INFORMATION:

For optimal use, it is recommended to set screen resolution at 1280 X 960. If the recommended screen resolution is not used, both horizontal and vertical scroll bars must be used to navigate the QCB screen.

All system related issues or concerns should be directed to the **DealerCONNECT HelpDESK** at 1.800.374.4040

For claim related issues, please call the **Warranty Hotline** at 1.888.255.2616 (M-F 8AM-6PM ET).

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.

