



WARRANTY BULLETIN

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

NO: D-16-19

DATE: November 30, 2016

SUBJECT: DIPAP Requirements – Addition
of Front and Rear Seat Covers and Front
and Rear Seat Back Covers (Rev. B)

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

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

PURPOSE:

To announce the **extension** of Front and Rear Seat Cover and Front and Rear Seat Back Cover replacements to the Vehicle Digital Imaging Pre-Authorization program in an effort to collect, monitor and correct quality issues in a timely and efficient manner.

TIMING:

Vehicles received for repair from December 1, 2016 to February 1, 2017

NOTE: Claims with repair dates prior to August 1, 2016 will reject message code **RP2** (This repair must be pre-authorized because it falls under the parameters of the Digital Imaging program) and require Warranty Contact Center approval via the RA process.

ACTION:

The following repairs will now require Pre-Authorization through the Vehicle Digital Imaging Program:

- Front Seat Cover (LOP 23-20-40-XX)
- Rear Seat Cover (LOP 23-20-69-XX)
- Front Seat Back Cover (LOP 23-20-31-XX)
- Rear Seat Back Cover (LOP 23-20-60-XX)

Front and Rear Seat Cover and Front and Rear Seat Back Cover replacements on all model year vehicles will require Pre-Approval. This Pre-Authorization will be administered through the Vehicle Digital Imaging Pre-Authorization program.





When submitting the request, select the Category of **"Special"** for submission.

Vehicle Repair Information

Program Type: Sublet: Category:
VIN: (Enter last 8 of VIN) LOP Description:
Odometer: Claim Type:
Actual Cost (USD): Claim Number:
Repair Issue: Proposed Service Action:

Vehicle Images

VIN Plate Image: Odometer Image:
Detailed Repair Estimate: Affected Area Image 1:
Affected Area Image 2: Affected Area Image 3:
Affected Area Image 4: Affected Area Image 5:
* - Required Field

A list of LOPs for repairs that require Vehicle Digital Imaging pre-authorization can be found in:

- ✓ *DealerCONNECT>Service>Warranty Administration>Pre-Authorization Programs>Repair Pre-authorization LOP Checker*
- ✓ *COMDASH>Mopar Technical Service>Warranty Pre-Authorization Programs>Vehicle Digital Imaging LOPs Requiring Pre-Authorization*

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

