



WARRANTY BULLETIN

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

NO: D-16-13
DATE: June 1, 2016

SUBJECT: Consumer Goodwill Program
Guidelines – National Launch

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

PURPOSE:

To announce the Consumer Goodwill program guidelines.

Consumer Goodwill is to be used for customer satisfaction repairs that would not normally be deemed warrantable.

TIMING:

Effective with repairs on or after June 1, 2016

ACTION:

Always verify vehicle component coverage through *DealerCONNECT>VIP*.

Consumer Goodwill decisions must be pre-authorized by the Service Manager and your Area Manager before the repair is completed.

Claim Authorization Process Submission Instructions:

You must get approval from your Area Manager who must then enter a DM Note in the system prior to completion of the repair.

- Enter the claim and correct all dealer correctable message codes.
- All Consumer Goodwill claims with decisions made by the Area Manager will REQUIRE LOP **85-85-CG-09** to be entered in the Labor Tab at No Charge along with the repair LOPs.
- Any non-correctable message codes such as RB3 (*Claim requires corporate review*) or RD1 (*Excessive Operation Diagnostics time requested*) will require RA submission to the WCC.

Vehicles in dealer inventory will **not** be considered in the Consumer Goodwill program.





Examples of Consumer Goodwill repairs:

- Seat covers that have been damaged (torn, ripped or discolored) as a result of a foreign object.
- Questionable paint imperfections (rock chips, scratches, rail dust)
- Low mileage tire replacement for vibration or alignment issue (not covered by the tire manufacturer).

ADDITIONAL INFORMATION:

Consumer Goodwill is solely to assist in extraordinary circumstances where dealership management may wish to offer special considerations to their customers. Consumer Goodwill Adjustments are to be made on a case-by-case basis. FCA and dealerships benefit from the increased owner loyalty which results from Consumer Goodwill Adjustments. Use the gathered information to guide your decision and render a decision that is in the best interest of the customer, dealer and FCA.

If you have any questions, please contact your Area Manager.

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

