



WARRANTY BULLETIN

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

NO: D-16-14
DATE: June 1, 2016

SUBJECT: 9 Speed Claim Processing
Requirements

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

PURPOSE:

To communicate the Warranty claim processing requirements for the 9 speed transmission repairs/replacements.

TIMING:

Effective with vehicles received for repair on or after June 1, 2016.

ACTION:

The *9 Speed Diagnostic Process Tutorial* in TechCONNECT contains the fault codes most frequently experienced and is designed to guide the technician through multiple procedures for identifying the appropriate actions to be taken.

Claim support requirement:

When submitting your 9 speed claim, please make sure the following supporting documents are attached to the claim on the first submission to aid in quick claim payment. Claims without these supporting documents below will be returned to the dealer as an unsupported request.

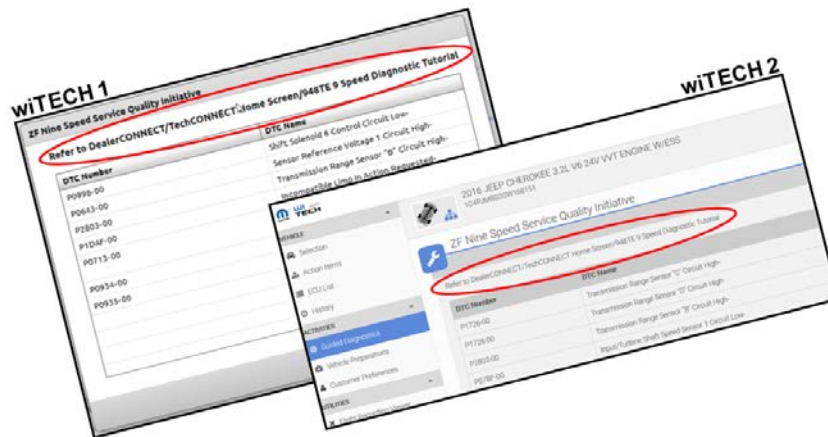
1. A complete copy of the R.O **MUST** be attached and include the before and after software levels in your technician notes.
2. A copy of the topology view from wiTECH to show the software levels **MUST** be attached to the claim (see screen below).





- A copy of the Vehicle Scan Report (VSR) from wiTECH 1 or 2 to show the Diagnostic Trouble Codes (DTCs) found prior to the repair, **MUST** be attached to the claim (see screen prints below). When one of the DTC codes in the tutorial is present, the technician will be shown a **pop-up** (see below).

| Action Items | | | | |
|--------------------|----------|----------------------------------------------------|---------|------|
| Topology | All DTCs | All Flashes | Recalls | RRTs |
| ▼ Status: All DTCs | | | | |
| View Freeze Frame | | | | |
| View Event Data | | | | |
| Clear All DTCs | | | | |
| ECU | Code | Description | Status | |
| ABS | C2202 | Original VbV Mismatch/Missing | Active | 🔍 > |
| ABS | C2206 | Vehicle Configuration Mismatch | Active | 🔍 > |
| ABS | U0109 | Lost Communication With ECM/PCM | Active | 🔍 > |
| ABS | U0141 | Lost Communication With IPM (PCM/TPM) | Active | 🔍 > |
| CCN | U0184 | Lost Communication With Radio | Stored | 🔍 > |
| CCN | U0197 | | Stored | 🔍 > |
| DMFL | B21A1-00 | ECU Reset/Recovery Occurred | Stored | 🔍 > |
| DMFL | U0141-00 | Lost Communication With IPM (PCM/TPM) | Stored | 🔍 > |
| DMFL | U0184-00 | Lost Communication With Cluster/CCN | Stored | 🔍 > |
| DMFL | U0184-00 | Lost Communication With HVAC Control Module | Stored | 🔍 > |
| DMFL | U0209-00 | Lost Communication With Memory Seat Control Module | Stored | 🔍 > |
| DMFR | B21A1-00 | ECU Reset/Recovery Occurred | Stored | 🔍 > |
| DMFR | U0141-00 | Lost Communication With IPM (PCM/TPM) | Stored | 🔍 > |
| DMFR | U0184-00 | Lost Communication With Cluster/CCN | Stored | 🔍 > |



NOTE: Hand written DTC(s) information on the RO will still need to be supported with the required VSR.

It is imperative that the 3 supports (RO, WiTECH Topology and Vehicle Scan Report) listed above are attached to the claim on the first submission to aid in quick claim review and ultimate payment.





(Please see the example below)

| DTC U0402 – Implausible Data Received From TCM set in PCM Memory | <ol style="list-style-type: none">1. If this is a new transmission (<300 miles) check/verify the correct oil level.<ol style="list-style-type: none">a. Do not over-fill.2. Make sure PCM and TCM are up to date3. Make sure it's the ONLY code setting4. Verify there are no additional faults setting per regular diagnostics.5. Replace transmission if code resets (4) |
|-------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

ADDITIONAL INFORMATION:

Failure to follow the process will cause the claim to be returned with the following statement:

"Dealer's claim and RO have been reviewed. Based on the information provided, the claim is not supported and is not payable. The RO details show that the Technician did not follow the repair process identified in the TechCONNECT 9 Speed Diagnostic Process Tutorial. Please review the 9 Speed Diagnostic Process Tutorial for more details".

The Warranty Contact Center may reach out to your administrator for further details and claim review/adjustments.

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

