



Updates from Warranty Operations

The following articles are published to assist you with processing claims, contain valuable pieces of general information and support for our mutual customer

Advantage of AutoPay

Since the launch of AutoPay at the end of 2015, over 326 wiADVISOR dealers have begun taking advantage of AutoPay and we're receiving new enrollment request every day!

In addition to saving time by automatically creating and submitting warranty claims, AutoPay includes additional features intended to streamline claim processing. AutoPay's swift, seamless design allows warranty claims to be submitted for payment before even landing on a Warranty Administrator's desk!

AutoPay also has a built-in email feature for advance notification when an AutoPay claim has been submitted. This optional email feature also comes in handy for technicians tracking their labor time.

For more information on AutoPay, please refer to Warranty Bulletin D-15-24. To enroll in AutoPay, please send your enrollment request to autopayenroll@fcagroup.com

Administration Enhancements

Warranty Operations continues to make significant improvements to enhance your claims administration process. Recent improvements include:

- **New Technician Training Exemption Program** – Grant exemptions for new technicians who stay “on course” with their Level 0 and Level 1 training targets. If they complete Level 0 training within the first 30 days, the technician receives up to six months exemption for performing Level 1 repairs in any Skill Category. Reference Warranty Bulletin D-14-28.
- **TASC Exception Program** – Dealership TASC requirement score was raised from 5% to 10% for all dealers. Guideline explanation, refer to Warranty Bulletin D-15-06.
- **Shop Certification Program** – If your dealership met the quarterly *Fixed First Visit* and *Minimum Training Requirements* criteria you are allowed to process Level 2 or Level 3 claims for Level 1 technicians. For eligibility details check Warranty Bulletin D-15-05.
- **Alternate Transportation** – Enhancements include “same day” Alternate Transportation and up to 10 days without AM authorization pre-approval.
- **RA Claim Attachment** - To help you identify which claims will require attachments when submitting them into RA, we built a new process that identifies the message codes that always require attachments and then flag the claim with message code **AT2** (*RA Attachment is required on claim*).

Coming Soon – Claim Entry 3 C's

Effective April 14, *Claim Entry* will be modified to enable entry of the **3 C's** Customer Concern, Cause, Correction. This information is critical to assisting

Engineering and Quality to improve our overall vehicle quality. Adding the 3C's may also result in your claim not being returned for additional data.





Ensure Claims are Properly Submitted

We have been noticing a rise in the volume of “GW” and “PA” claims sent in to RA which are not required.

For claims where a pre-authorization has been obtained, enter “PA” in the *Authorization Number* field. This applies to pre-authorization in both the Powertrain Service Center and the Vehicle Digital Imaging groups.

The screenshot shows a warranty claim submission form for a 2015 CHRYSLER 200C FOUR-DOOR SEDAN. The Claim Number is 189347. The VIN is 1C3CCCCG9FN570528. The Date Received is 02/09/2016, and the Date Completed is 02/18/2016. The In Service Date is August 15, 2014. The Claim Type is W-Warranty, and the Submission Type is R-Resubmission. The Service Advisor is Weber Amber - 300820. The Authorization Number is PA, which is highlighted with a red box. The Authorization Narrative is NO. The Continuation is N=NO. The Prior Claim Number is empty. The Condition Summary table shows two conditions: 1. Engine Drivability, Trouble Not Found (Rejected, W-Warranty, Total Amount 39.41) and 2. Headliner (Rejected, W-Warranty, Total Amount 561.33).

For Goodwill claims “GW” is entered in the *Authorization Number* field. Per Warranty Bulletin D-12-27 claims with the following Message Codes apply to GW.

The screenshot shows a warranty claim submission form for a 2015 CHRYSLER 200C FOUR-DOOR SEDAN. The Claim Number is 189347. The VIN is 1C3CCCCG9FN570528. The Date Received is 02/09/2016, and the Date Completed is 02/18/2016. The In Service Date is August 15, 2014. The Claim Type is W-Warranty, and the Submission Type is R-Resubmission. The Service Advisor is Weber Amber - 300820. The Authorization Number is GW, which is highlighted with a red box. The Authorization Narrative is NO. The Continuation is N=NO. The Prior Claim Number is empty. The Condition Summary table shows two conditions: 1. Engine Drivability, Trouble Not Found (Rejected, W-Warranty, Total Amount 39.41) and 2. Headliner (Rejected, W-Warranty, Total Amount 561.33).

Alternate transportation for Goodwill up to 10 days you must enter “GW” in the *Authorization Number* field per Warranty Bulletin D-15-15.

A sample of the Message Codes which can be authorized by a dealer for Goodwill “GW” are listed below:

AC3	More than two goodwill adjustments have been authorized
RC1	Repair service beyond warranty limits - Dealer can authorize
RC2	Repair service beyond warranty limits - Dealer can authorize
RG1	This claim can be "Dealer Authorized"
RA3	Loaner car requires authorization
SR7	Loaner amount requested excessive
WR1	Loaner expense seems excessive
ST1	Towing amount requested excessive
ST3	Towing not covered - vehicle covered by Roadside assistance

The Warranty Contact Center will be returning claims that should have been entered as “GW” or “PA” by the dealer.

Dealer Requests to Remove CAIR's from VIN's

A recent system change has launched that now displays up to 5 open or closed CAIRs for each VIN in VIP.

CAIRs cannot be removed from VINs so please **do not contact** DealerCONNECT Hotline or Warranty Hotline/Live Chat with this request. **Refer to your Area Manager if you have any questions.**





Back Ordered Parts - Alternate Transportation Claim Processing Guidelines With a Repair

One very important step in processing a claim containing Alternate Transportation is covered in the *Warranty Administration Manual*, in the *Claim Entry* section.

The guidelines for a when the visit results in the customer being provided Alternate Transportation for Warranty (W), Mopar (M) and Recall (S) repair the following steps are to be performed in the *Labor LOP Selection*:

- ✓ Identify the cause of the failure with the appropriate repair LOP as the failed LOP per normal claim processing guidelines.
- ✓ For Part Back Order Situation enter **85-LO-AN-00** as a related LOP to the primary LOP (see below for **85-LO-AN-00** details) for a back order situation only.

- ✓ Verify the last two characters are numeric (Zero Zero)
- ✓ 0.0 will populate in the Labor Hour field
- ✓ The "Add Narrative" box will display prompting you to enter a narrative in the Straight Time Narrative window.
- ✓ The Narrative must include the following information:
 - Part Number
 - Order Number
 - Order Type

RL150637A - 082913F - S					
Part Number	RL150637A	Order Number	082913F	Order Type	S

Bulb Labeling for Bulb Warranty Claim Return

As stated in the Warranty Newsletter Volume 1, Issue 8, the main purpose for a Warranty Parts Return program is to improve vehicle quality. Through the Parts Return System, part(s) are requested to be returned based on the contents of the claim submitted. At the time of claim processing, the part numbers, VIN, vehicle build date, mileage at time of repair and other factors are used to determine if the replaced part(s) requires return.

Labeling bulbs with the correct claim number will ensure a proper root cause analysis.

Incorrect returned bulbs will be subject to chargeback.

Reference the *Warranty Administration Manual* for instructions on *Warranty Parts Return*.

UPS
Warranty Return Document
Enclose in the clear document envelope and attach to the removed part(s)
Attention: Parts Manager
VIN: 1C4RDJF09FC07875
Claim Type: WRO
Repaired: 01/20/2016
Recommended Ship Date: 02/01/2016
Carline: 15 DODGE DURANGO S
Odometer: 3227 M
Ship Via: UPS - UPS Ground
Warranty Coverage: 536
Built (MDH): 0629
Claim Paid: 01/22/2016
Market Code: D
In Service: 06/07/2015
Condition: 01
Claim: 070838
Zone: 74 DENVER
Return Number: 16A28311AA
Part: L00003157A
Quantity: 1 BULB
Labor Operation: 08505203
Failure Code: 14 SHORT OR OPEN
Customer Narrative:
Authorization code:
Technician: 4562
Condition Cost: 40.30 USD





Jeep Cherokee Roof Rail Warranty

Roof rails on 2014 model year and newer Jeep Cherokee models are not designed to support any load without the appropriate cross bars properly installed. The rails are simply aesthetic without the cross bars in place. The rails are fully functional once the appropriate cross bars are properly installed.

It is imperative that during the customer walk through, before the customer drives off the lot that he/she is made aware of this fact. It is also critical to clearly explain to the customer that if claims made for a rail to be replaced under warranty and there is evidence of damage but no signs of the appropriate cross bars present the rails will be replaced at the customer's expense.

There has been an increase in the amount of Jeep Cherokee roof rails being replaced under warranty without sufficient evidence of warranty damage. Remember, it is the dealer's responsibility to inform the customer before completion of purchase that the rails are not functional without the appropriate cross bars and to validate the presence of cross bars on roof rail supported warranty claims. If the appropriate cross bars are not present on the vehicle,

the claim should not be processed under warranty. Any claims that are processed under warranty but fail to meet warranty requirements will be charged back to the dealer.

As stated in the *Warranty Information* book "The Basic Limited Warranty covers your vehicle only if:

- it's operated and maintained in the manner described in your owner's manual."

The *Owner's Manual* statement is as follows:

ROOF LUGGAGE RACK — IF EQUIPPED

The load carried on the roof, when equipped with a luggage rack, must not exceed 150 lbs (68 kg), and it should be uniformly distributed over the cargo area.

Crossbars should always be used whenever cargo is placed on the roof rack. Check the straps frequently to be sure that the load remains securely attached.

NOTE: Crossbars can be purchased at an authorized dealer through Mopar parts.

External racks do not increase the total load carrying capacity of the vehicle. Be sure that the total occupant and luggage load inside the vehicle, plus the load on the luggage rack, do not exceed the maximum vehicle load capacity.

Wrangler Sahara Rear Bumper Appliques Stained

There has been an increasing number of warranty claims for Wrangler Sahara rear bumper stained appliques. This is caused by a chemical agent that leeches out of the spare tire and drips on the bumper applique, eventually eating through the clear coat and causing a permanent stain.

In an effort to reduce the chances of this chemical leeching out onto the applique while the vehicle is still on dealer lots, **leave the transit tape on the rear bumper appliques for all Wrangler Sahara models until the customer acquires the vehicle.**

We are working with Engineering to improve coverage/material of the transit tape so that it covers the entire applique, as well as developing a new chrome satin finish that is impervious to the chemical leeching out of the tire.

Here's the transit tape:



Here's the permanent stain that the tire chemical causes on the rear bumper applique:





Requesting STAR Technical Assistance Enhancements

Updates and enhancements were launched in February to assist technicians when they request technical assistance through STAR. These new features were based on feedback STAR received from you and your technicians.

What does this mean to you?

- Increased repair support on first contact
- Less time spent finding paperwork and forms
- New tools and processes with a stronger emphasis on diagnostic support

Here are the improvements:

- DTC Field Expansion to allow entering 8 digit DTC P####-##. Previously only allowed 5 digit

- Technician can now add additional attachments after the original ticket submission
- Addition of a New Ticket category labeled Returned. Used in the event a form is missing or incomplete, greatly improving repair guidance
- Simplification of Automatic Trans Diagnostic worksheet. One form! Now aligned with the Powertrain Service Center

For more information, review the tutorial posted in *TechCONNECT* on the Home page section under *Technical Assistance Tutorial*.



If you have a warranty claim processing or warranty policy or procedure question, you can call the **Warranty Hotline** at 1-888-255-2616 or chat with **Live Chat** both available Monday – Friday at 8AM - 6PM ET.

2016 Warranty Bulletin Highlights

Bulletin #	Subject	Release Date
D-16-01	(X62) Hydraulic Clutch Master Cylinder/Reservoir Hose – 2013-2015 Dart/2014-2015 Cherokees	Jan 8
D-16-02	(X60) Fuel Tank – 2004-2005 Chrysler Town & Country / Dodge Caravan / Grand Caravan (Rev. A)	Feb 25
D-16-03	“Can/Am” Warranty Coverage – 595 and 596 WCC	Feb 12
D-16-04	Automatic Labor Rate Increase (ALRI) - 2016	Jan 30
D-16-05	(X66) RB5 & RB6 8.4 Nav Radio – 2014-2015 Dodge Dart	March 1
D-16-06	Enhancements to Vehicle Digital Imaging (VDI) Process	April 8
D-16-07	Removal of 9-Spd 948TE Trans from the Powertrain Service Center (PTSC) Pre-Auth Program	March 3
D-16-08	Technician Training Edits TT3 / TT5 / TT6 – Are Not Eligible for RA Submission to the WCC	March 8

Fast Feedback Program and VIP LOP Restriction Warranty Bulletins are located in COMDASH

