

WARRANTY BULLETIN



Updates
WAM

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

NO: D-16-08
DATE: March 8, 2016

SUBJECT: Technician Training Edits TT3/
TT5/ TT6 – Are Not Eligible For RA
Submission To The Warranty Contact
Center

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

PURPOSE:

Claims setting Technician Training message codes TT3, TT5, and TT6 are not eligible for RA submission to the Warranty Contact Center (WCC).

TIMING:

Effective Immediately

BACKGROUND:

In an effort to simplify the technician training requirements to improve dispatch and shop capacity, several programs were launched. In 2014 the New Hire Technical Training Exemption program was launched granting new hire or certain returning Technicians the ability to complete warranty repairs while working towards their training requirements. For additional program details, see Warranty Bulletin D-14-28.

We launched early in 2015 an increase to the TASC threshold from 5% to 10% and the Shop Certification Program. Refer to Warranty Bulletins D-15-06 and D-15-05 for program criteria.

ACTION:

The *Warranty Administration Manual (WAM)* states “*Warranty claims submitted for repairs where the technician has not met the required skill level in the specific repair category/skill will not be eligible for payment...*” This applies if the following Reject message codes are found on the claim –

TT3 (*Technician has not met the minimum technical training requirements (Low Skilled)*)

TT5 (*Technician has not met Skill Level 1 or higher training required for this repair*)

TT6 (*Technician has not met Skill Level 2 or higher training required for this repair*)





Claims setting TT3, TT5 or TT6 are not eligible for RA submission to the WCC. If RA is attempted, message code AE2 - Condition contains message codes that are not eligible for "RA", will set on the claim.

If a dealer wants the claim considered for payment, they will need to contact their Business Center – Warranty Administration Manager (WAM). If there are any other issues with the claim, the WAM will also be responsible for reviewing and approving the claim.

NOTE: For BC contact information, please refer to the Business Center Link at the top of the DealerCONNECT screen.

NOTE: MVP claims will set Technical Training edits for tracking and alerting only. At no time will any TT* edit cause an MVP claim to reject.

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.

