



# WARRANTY BULLETIN

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

**NO:** D-16-03

**DATE:** February 15, 2016

**SUBJECT:** "Can / Am" Warranty  
Coverage – 595 and 596 WCC

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

## PURPOSE:

To communicate "Can/Am" U.S. Warranty coverage eligibility on **select** 2013 - 2018 model year Canadian daily rental fleet vehicles entering the US market.

Eligible Canadian daily rental fleet vehicles available for purchase in the U.S. will be allowed to have the balance of the comparable warranty coverage when resold in the United States.

## POLICY:

- Vehicles must be sold to and registered in the U.S.
- Applies only to vehicles with Warranty Coverage Codes (WCC) of 595 or 596
- "Can/Am" Warranty activation can occur only after the Canadian daily rental fleet vehicle has been in service a minimum of 6 months with accumulated mileage greater than 15,000kms (9,315 miles)
- Applies to a limited number of Canadian Chrysler, Dodge, Jeep, Ram and FIAT vehicles
- **NOTE:** Eligible vehicles should have clusters which display in miles. In cases when a customer requests a cluster displaying in miles, the cluster replacement **would be** a responsibility of the customer and not reimbursable under Warranty.

**NOTE:** This bulletin does not apply to vehicles with the following existing Warranty Coverage Codes: 510, 516, 571, 360, 361, 366 and 548.

- Vehicles outside of warranty coverage by time and mileage are not eligible for Can/Am warranty coverage.

## ACTION:

A *Market Coverage Change* can only be processed by an authorized dealer.

To process a *Market Coverage Change*, perform the steps referenced on the next page of this bulletin.





### Market Coverage Change Steps:

1. Use *DealerCONNECT* > *VIP* to determine a vehicle's eligibility first before attempting to process a *Market Coverage Change*. If a vehicle is eligible, the message will display as:

**Vehicle is eligible for U.S. warranty coverage, see Warranty Bulletin D-16-03 for details on transfer.**

2. If the vehicle is eligible, change the Market Coverage using the following path:  
*DealerCONNECT*>*Service*> *Warranty Administration* >*Market Coverage Change application*

3. Enter the last 8 digits of the VIN. Indicate "Miles" or "Kilometers" by clicking the appropriate radio button. Enter the current odometer reading in "Miles" or "Kilometers." Select "*Search*" to determine *Market Coverage Change* eligibility.

The screenshot shows the DealerCONNECT interface for the Market Coverage Change application. The navigation bar includes Home, Sales, Service Contracts, Service, Parts, Customer Experience, Network, Training, and Fiat. The main content area is titled "Market Coverage Change" and contains the following fields and controls:

- Instruction: "Enter full VIN or last eight of VIN and current odometer reading"
- VIN field: "VIN:\*" with a text input box.
- Current Odometer Reading field: "Current Odometer Reading:\*" with a text input box and radio buttons for "Miles" and "Kilometers".
- Required field indicator: "\* - Required Field"
- Buttons: "Search" and "Clear"

If the vehicle meets all the eligibility requirements, dealers will be shown a market coverage box and be asked if you would like to process the *Market Coverage Change*. Upon selecting "Yes", dealers will be notified that the Market Coverage for the vehicle has been changed.

NOTE: The conversion from kilometers to miles will systematically occur when the Market Coverage update has been processed.

The screenshot shows the confirmation screen for the Market Coverage Change application. It displays the following information:

- Instruction: "Enter full VIN or last eight of VIN and current odometer reading"
- VIN field: "VIN:\*" with the value "ER426311" entered.
- Current Odometer Reading field: "Current Odometer Reading:\*" with the value "16000" entered and "Kilometers" selected.
- Required field indicator: "\* - Required Field"
- Buttons: "Search" and "Clear"
- Message: "The market coverage for this vehicle has been changed."
- Table showing the change in market coverage:

	Original	New
VIN	2C4RDGBG3ER426311	
Year/Model	2014 DODGE GRAND CARAVAN SE/SXT	
Market Registered	C - Canada	U - US
Warranty Coverage Code	595	333
Odometer Reading	12	9944
Odometer Type	K - Kilometers	M - Miles

Buttons: "Print Preview Acknowledgement"





For vehicles with a Warranty Coverage Code (WCC) of 595, the WCC will update to 333.  
For vehicles with a Warranty Coverage Code (WCC) of 596, the WCC will update to 334.

If the market coverage change is **denied**, the message “*Vehicle Coverage Change Denied*” will display. Contact your Business Center Warranty Administration Manager for further details or explanation.

**NOTE:** This bulletin does not apply to vehicles with the following existing Warranty Coverage Codes: 510, 516, 571, 360, 361, 366 and 548.

4. Print an *Acknowledgement* by clicking on the *Print Acknowledgement* button located in the middle of the page. A copy of the *Acknowledgement* should be kept in the vehicle’s service file and a copy given to the customer.

5. Once the vehicle is sold and after the market has been changed, you will need to update the Customer Name and Address directly into *COIN* by using the path:

- *DealerCONNECT>Sales Tab>Time of Sale Reporting>Report Used Sales (UVDR)*. Refer to WAM > Used Vehicle Delivery Reporting for additional information.

NOTE: Customer information must be accurate to allow FCA to notify customers of a Recall.

#### **ADDITIONAL INFORMATION:**

If the customer wants the cluster replaced the order should be placed **after** the *Market Coverage* has changed to “U”. The cluster replacement **would be** a responsibility of the customer and not reimbursable under Warranty.

**Note: Both WCC 333 and 334 will be eligible for MVP Protection Plans.**

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

