



WARRANTY BULLETIN

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

NO: D-16-22

DATE: September 9, 2016

SUBJECT: Alternate Transportation -
Claim Processing Requirements on a
Warranty, Recall or Mopar Repair

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

PURPOSE:

To communicate the Warranty (W), Recall (S) and Mopar (M) repairs claim support requirements and claim processing tips for alternate transportation.

The guidelines for the Alternate Transportation program referenced in this bulletin can be reviewed within Warranty Bulletin D-15-15.

ACTION:

For repairs covered under Warranty (W), Mopar (M) or Recall (S), the Alternate Transportation reimbursement requests **MUST** be submitted on the same claim type in which the vehicle was repaired.

Claim processing steps are published in the *Warranty Administration Manual* > *Claim Entry* section.

Claim support requirements:

All efforts must be made to diagnose vehicles within 2 days of providing a customer with Alternate Transportation with supporting documentation listed below. **Further clarification for the 2 days, the timeframe for diagnosis when the vehicle is received at the dealer for service at the beginning of a weekend (Friday) or holiday will be not be reflected in the number of days to diagnosis.**

For example, customer leaves their vehicle for service on Friday the 2 day window would close on Tuesday rather than Monday.

When submitting an alternate transportation claim **with up to 10 days** of alternate transportation you must enter **"GW"** in the *Claim Authorization Number* field unless other Message Codes set that restrict using "GW". For Warranty and Safety claim types Message Code **RG1** (*Dealer can approve this Goodwill claim*) will set to require you to enter **"GW"**.

Updates
WAM





When submitting an alternate transportation claim **with over 10 days** of alternate transportation or codes not eligible for “GW” you must enter “RA” in the Claim Authorization Number field.

Note: If message codes other than those identified in Warranty Bulletin D-12-27 set on the claim, dealers will need to “RA” the claim. Always check the *Message Code* tab for all message codes on the claim, if all message codes are GW based the dealer will be required to use “GW” to authorize the claim. If “RA” is attempted message code RG1 will then set.

For RA claims be 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 will be returned to the dealer as an unsupported request.

- ✓ Rental Invoice – The rental invoice dates must match the RO time punch dates to verify the dealer made every attempt to service the vehicle in a timely manner.
- ✓ Repair Order – With legible supporting information:
 - o Designated Dealer Management Person’s initials for rental;
 - o technician time punches to verify the dealer made every attempt to service the vehicle in a timely manner during the rental period;
 - o technician notes;
 - o any actual time with Service Manager’s signed approvals;
 - o add on repairs with Service Manager/Service Director’s initials and dated
- ✓ Part order detail screen – Dealers are required to upgrade the part order to VOR status the same or next business day when parts cannot be delivered by the PDC the next business day.
 - o Part must be ordered the same day it is diagnosed.

Claim entry tips:

Select claim type based on repair or customer concern

- (W) Warranty repair
- (M) Mopar repair on a back order part outside of basic coverage
- (S) Recall repair

For alternate transportation claims **with up to 10 days** of alternate transportation; you must enter “GW” in the *Claim Authorization Number* field.

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 2 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





Claim entry tips cont'd:

- 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

ADDITIONAL INFORMATION:

Alternate Transportation reimbursement requests **CAN BE** claimed:

- On the same claim as the repair
- As a continuation to the repair
- As a Mopar

Alternate Transportation reimbursement requests **CANNOT** be claimed for reimbursement:

- For retail services such as: oil changes, tune-ups, tire rotations, etc.
- Insurance repairs
- Cases where the vehicle cannot be scheduled into the service department but is still operative and safe to drive.

NOTE: MVP rental rules and guidelines apply to MVP rental claims and do not fall under the guidelines of this warranty bulletin. MVP plan only covers the expenses according to plan provisions.

For claim processing assistance, dealers can contact the *Warranty Hotline* at 1.888.255.2616 M-F 8:00AM – 6:00PM ET or initiate a *Live Chat* with an agent through *DealerCONNECT* in *Service* tab.

Claims are subject to a complete or partial chargeback based on the circumstances for failure to follow program guidelines.

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

