

# WARRANTY BULLETIN



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

**NO:** D-16-28  
**DATE:** March 1, 2017

**SUBJECT:** DIPAP Requirements – Addition  
of Exterior Mirrors (Rev. A)

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

\*\*\*\*\*Revisions are noted in Red\*\*\*\*\*

## PURPOSE:

To announce the addition of Exterior Mirrors to the Vehicle Digital Imaging Pre-Authorization program in an effort to collect, monitor and correct quality issues in a timely and efficient manner.

## TIMING:

Vehicles received for repair from December 1, 2016 to December 31, 2017

## ACTION:

The following repairs have been added and will now require Pre-Authorization through the Vehicle Digital Imaging Program under the Category “Special”:

- Exterior Manual Mirrors (LOP 23-04-10-XX)
- Exterior Mirror Cap (LOP 23-04-19-XX)
- Exterior Power Mirror (LOP 23-04-20-XX)
- Exterior Power Mirror (LOP 23-04-21-XX)
- Exterior Power/Heated/Folding Mirror (LOP 23-04-22-XX)
- Exterior Mirror Glass (LOP 23-04-25-XX)
- Exterior Door Mirror (LOP 23-04-27-XX)
- Exterior Mirror Bezel (LOP 23-04-28-XX)

Exterior Mirrors, Exterior Mirror Cap and Exterior Mirror Bezel replacements on all Model Year vehicles will require Pre-Approval. This Pre-Authorization will be administered through the Vehicle Digital Imaging Pre-Authorization program.





When submitting a Mirror request, select the Category of "Special" for submission.

Request List **New Request**

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**Vehicle Repair Information**

Program Type:\*  Sublet:\*  Category:\*   
VIN:\*  (Enter last 8 of VIN) LOP Description:\*   
Odometer:\*  Claim Type:\*   
Actual Cost (USD):\*  Claim Number:\*   
Repair Issue:\*  Proposed Service Action:\*

**Vehicle Images**

VIN Plate Image:\*  Odometer Image:\*   
Detailed Repair Estimate:\*  Affected Area Image 1:\*   
Affected Area Image 2:  Affected Area Image 3:   
Affected Area Image 4:  Affected Area Image 5:

\* - Required Field

A list of LOPs for repairs that require Vehicle Digital Imaging pre-authorization can be found in:

- ✓ *DealerCONNECT>Service>Warranty Administration>Pre-Authorization Programs>Repair Pre-authorization LOP Checker*
- ✓ *COMDASH>Mopar Technical Service>Warranty Pre-Authorization Programs>Vehicle Digital Imaging LOPs Requiring Pre-Authorization.*

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.

