



WARRANTY BULLETIN

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

SUBJECT: Alfa Romeo Giulia (GA) Claim
Processing Requirements (Rev. A)

NO: D-17-10

DATE: March 7, 2017

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

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

PURPOSE:

To communicate the Warranty (W) claims processing requirements for all Alfa Romeo Giulia (GA) vehicles. All Alfa Romeo Giulia (GA) claims must have an assigned STAR case number before any repairs are performed on the vehicle. The assigned STAR case number must be documented in the 3 C's section of the claim.

NOTE: Exceptions to these requirements will be RRT repairs on Warranty (W) type claims and Recall (S) type claim repairs. RRT repairs are excluded from the mandatory entry of 3 C's for Warranty (W) type claims.

TIMING:

Effective with vehicles received for repair on or after February 21, 2017.

ACTION:

Always check *DealerCONNECT* or *wiADVISOR VIP* to verify vehicle coverage and to see any warning messages that may pertain to a vehicle. All Alfa Romeo Giulia vehicles will display a message in the "Warning Messages" section of VIP which reads:

YOU ARE REQUIRED TO CONTACT STAR PRIOR TO ANY SERVICE ON THIS ALFA ROMEO GIULIA.

****EXCLUDING RRT AND RECALL CAMPAIGNS**

(see screen print below)





DEALERCONNECT Chrysler Capital | MarketCenter | eSupport | My Dealership | Business Center | Marketing

Search here

HOME SALES SERVICE CONTRACTS SERVICE PARTS

DealerCONNECT > Service > Vehicle Information Plus (VIP) > Single VIN Inquiry

VIN: ZARFAEAV4H7516482 (Enter Last Eight of VIN) Part Number: LOP: History: ☐ Yes ☒ No (Yes: All; No: Two years is default)

Odometer: 1234 Customer Name: (First Four of Last) Submit Clear Quick LOP

VIN: ZARFAEAV4H7516482 In Service Date: Year/Model: 2017 ALFA GIULIA QUADRIFOGLIO FOUR DOOR SE
Odometer: 1,234 miles Currency: USD WCC Code: 502 Summary Preview Page Preview

Warnings Coverages Vehicle Options Owner CAIR Required Maintenance Service Contract Offers

All Warnings | Warning Message | Vehicle Restriction

STRICTLY CONFIDENTIAL: This information is provided to DEALER, in accordance with Section 4 of DEALER's Software License, Data Exchange and Electronic Commerce Agreement with Chrysler Group LLC. All information provided is based on entries provided by DEALER.

Warning Messages

Warnings

Our records indicate this vehicle is currently **UNSOLD**. For this reason the In Service Date is blank.

OWNER'S LAST NAME WAS NOT ENTERED.

YOU HAVE MORE THAN 500 MILES ON AN UNSOLD VEHICLE.

YOU ARE REQUIRED TO CONTACT STAR PRIOR TO ANY SERVICE ON THIS ALFA ROMEO GIULIA

** EXCLUDING RRT AND RECALL CAMPAIGNS

Vehicle Restrictions

No Vehicle Restrictions Available

Claim support requirement:

All Warranty (W) claims must have the entry of the 3 C's (Customer's Concern, Cause, Correction) narrative in the claim, **excluding RRTs**. The assigned STAR case number **must** be documented in the 3 C's narrative section of the claim (see screen print below). Claims without the STAR case number documented in the 3 C's narrative, will be returned to the dealer as an unsupported request.

Existing Narratives on the Claim									
Claim Narratives									
COND SE	NARR LEVE	LOP	NARR TYF	SRC	NARR DESC	LOGON	DATE	TIME	
1	CND		3C's Narrative	Dealer	Concern : THE SUNROOF INOP DURING PDI Cause : CODES C141C-86 U2003-87 U2004-87 Corrective Action : PRIOR TO ROAD TEST, ATTEMPT TO OPEN SHADE AGAIN BUT SHADE WOULD NOT MOVE AND NO SOUND HEARD. IF PUSHING CLOSE BUTTON, CAN HEAR A SINGLE CLICK BUT SHADE AL READY CLOSED. RE-CONNECTED WITECH AND FOUND NO RELATED CODES STORED. HOWEVER, DID FIND 4 CODES STORED WHICH WERE ERASED DURING PDI PROCEDURE: IN ACC - C14 1C-86 (VIDEO CAMERA PRIVATE CAN COMM FAILLURE - SIGNAL INVALID); IN AMP - U20 03-87 (MESSAGE STATUS_LBSS - MISSING MESSAGE); U2005-87 (HAPTIC 1, FROM BCM, - MISSING MESSAGE); AND U2004-87 (MESSAGE STATUS_RBSS - MISSING MESSAGE). OPE NED STAR CASE 1598232 AND SPOKE WITH MARISA. INITIALLY ADVISED TO REMOVE HEA DLINER TO INSPECT SUNSHADE MECHANISMS. THEN MARISA CALLED BACK REQUESTING ADD ITIONAL DATA ON CODES AND ADVISED TO HOLD OFF ON ANY REPAIRS UNTIL SHE COULD FURTHER INVESTIGATE. *** PER PHONE	S41152C	02/15/2011	16:56:56	





ADDITIONAL INFORMATION:

For complete details on how to enter 3 C's narratives, reference the *Additional Information* section in Warranty Bulletin D-16-33.

NOTE: Exceptions to this requirement will be claims input via AutoPay and Quick Claim Builder (QCB).

Please ensure 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.

