



NUMBER: 04-001-17

GROUP: Vehicle Quick Reference

DATE: March 18, 2017

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SUBJECT:

Failure Code Change

OVERVIEW:

This bulletin involves notifying the dealers and technicians of a change to the Required Flash (RF) and Customer Concern (CC) failure codes.

MODELS:

2011 - Current (All) FCA Group Vehicles

CONDITION:

Flashes available for vehicle updates will be categorized as either Essential/Required or Symptom Based.

NOTE: The new policy and failure codes will pertain to any previously published Service Bulletin failure codes on the document.

NOTE: Refer to Warranty Bulletin D-17-08 for additional Failure Code change information.

ESSENTIAL/REQUIRED FLASH (RF):

An Essential/Required flash is required by service instructions described in a Recall, CSN and RRT bulletin. wiTECH and wiADVISOR will identify an Essential/Required flash. To help manage the growing complexity of our FCA vehicles, wiTECH has changed to show a “Blue” lightning bolt for an Essential/Required flash.

- wiTECH will now show a “Blue” lightning bolt for an Essential/Required flash and a “Green” lightning bolt for the Symptom Based flash (Fig. 1).

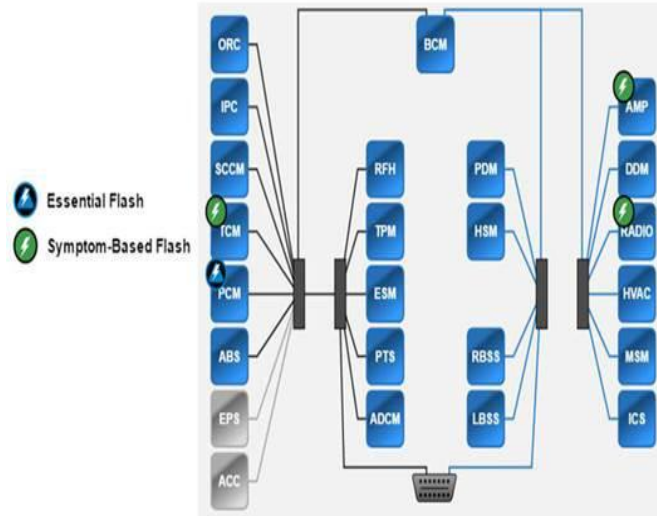


Fig. 1 wiTECH Flash Screen

Technicians will also see a new failure code for Essential/Required flashes from an RRT on all new Service Bulletins. Example below:

FAILURE CODE:

The dealer must choose which failure code to use depending on if this is a Rapid Response Transmittal (RRT) or Service Bulletin.

- If the customer’s concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used. When utilizing this failure code, the 3C’s must be supplied.
- The failure code “RF” (Required Flash) can no longer be used on Service Bulletin flashes. The “RF” failure code can only be used on RRT.
- The “RF” failure code is required for essential module flash/reprogramming and can only be used after confirmation that the VIN is included on the RRT.

CC	Customer Concern
RF	Required Flash

SYMPTOM BASED/CUSTOMER CONCERN (CC) FLASH:

When a customer has a symptom or concern that their vehicle is exhibiting a condition that is identified in an applicable service bulletin, the Symptom Based flash may be performed based on the recorded customer’s concern.

Technicians will also see a new failure code for Symptom Based flashes on all new Service Bulletins. Example below:

FAILURE CODE:

The dealer must use failure code CC with this Service Bulletin.

- If the customer’s concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used.
- When utilizing this failure code the 3C’s (customer’s concern, cause and correction) must be provided for processing SB flash/reprogramming conditions.

CC	Customer Concern
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CLAIM PROCESSING:

All claims for flashes are required to be submitted to Warranty Global Claims System for processing and payment.

ESSENTIAL/REQUIRED FLASH (NEW FEATURE):

Essential/Required flashes identified by wiADVISOR and wiTECH will still be able to be processed using AutoPay or the Quick Claim Builder Application.

SYMPTOM BASED/CUSTOMER CONCERN FLASH:

In cases when it is required to perform a “Flash” only repair based on the Symptom Based/customer’s concern, dealers must select the following failure code when requesting warranty reimbursement (**CC-Customer Concern**). Symptom Based flashes are not eligible for AutoPay or Quick Claim Builder. These claims must be entered through Claim Entry in Dealer Connect or batch submitted through your DMS with the 3C’s (Customer concern, Cause and Correction) narrative.

NOTE: Effective April 17, 2017, claims that do not have the recorded customer’s concern that lead to a Symptom Based flash being performed, are subject to chargeback.

The “CC” failure code will be available in the failure code from dropdown list for flash repairs.

This “CC” failure code does not apply to Recall or Mopar claim types. (**CC-Customer Concern**) flashes covered by the customer’s MVP plan are subject to the plan deductible.

POLICY:

Information Only