



UPDATE FROM WARRANTY OPERATIONS

Hello Team,

*As we ramp up for the busy summer season, now is a great time to review all of your processes to make sure that your team is prepared to reach the highest possible levels of FFV and customer satisfaction. It is important to actively plan for and **make** time to meet with your leadership team to consider all aspects of your operations so that they are as robust and efficient as possible. One great way to do so is to review the lessons learned from previous years of what type of issues you encountered in the busy season. These could be bottlenecks in service write-up, limited customer parking, or perhaps not having enough tablets/MicroPods to move customers through efficiently. Sometimes small changes can result in a positive impact to customer satisfaction and FFV. If you take the time to perform a deep analysis now, as well as commit to making positive changes, you will be setting yourself up for great success in the near future.*

The continued focus on FFV is appreciated and I look forward to everyone reaching new heights for FFV!

Thank you,

Jim Sassorossi

Director - Dealer Support & Warranty Operations

FIXED FIRST VISIT IMPROVEMENT

AVERAGES for U.S. DEALERS:

FFV	April 2018	April 2019	
1-Month	89.9%	91.1%	+1.2 ▲

2019 MY Dodge Durango - Aftermarket Trailer Brake Controller Wiring Kit

In March, 2019, we removed the Trailer Tow wiring kit, PN 68320483AA, from the glove box on Durango vehicles, for 2019 MY and beyond vehicles. The Trailer Tow wiring kit included in the glove box was developed to support an aftermarket Trailer Brake Controller. 2019 MY Durango introduced an Integrated Trailer Brake

Module (ITBM) so the aftermarket kit is no longer required and has been removed from production.

Note: This applies to Dodge Durango only; Jeep Grand Cherokee vehicles will still include the Trailer Tow wiring kit on vehicles equipped with the optional Trailer Tow package.

ST3 - Message Code

The **ST3 (Towing not covered)** message code occurs when towing is being requested on a claim by the dealership. The processing of the ST3 (Towing Not Covered) message code depends on the claim type.

- ✓ If the ST3 message code is related to a Warranty (W) claim, the dealer needs to remove the towing and submit the reimbursement request to Roadside Assistance. Roadside Assistance will reimburse the dealer or customer for towing, since FCA has prepaid for towing

coverage while the vehicle is covered under warranty.

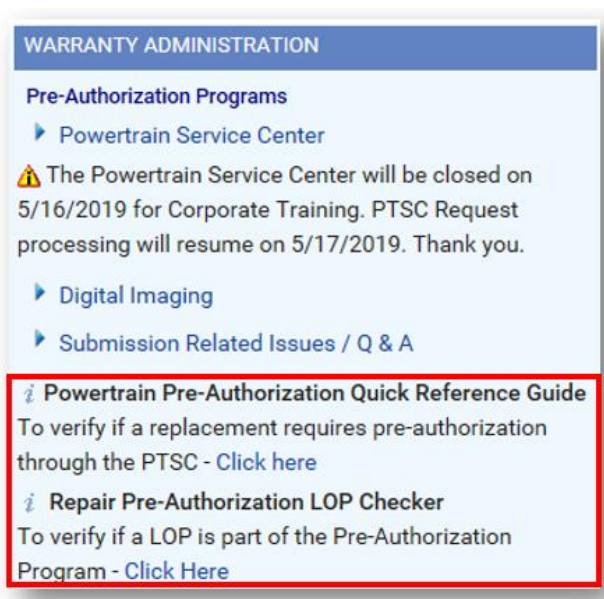
- ✓ If the ST3 message code is on Warranty (W) claim because the vehicle has no In-service Date (ISD), Mopar (M), or Safety (S) claim, the claim should be authorized using Goodwill (GW) or submitted into RA, since FCA has not prepaid towing for these types of repairs. An example of a vehicle with no ISD would be a vehicle towed from a rail yard, an assembly plant, or a vehicle being moved as part of a dealer trade or test drive.

Warranty Pre-Authorization Helpful Tips

We have received your feedback regarding Warranty pre-authorization requirements and we're here to help!

As a friendly reminder, the Powertrain Service Center and Vehicle Digital Imaging Matrices are

located on: *DealerCONNECT*> *Service Tab*> *WARRANTY ADMINISTRATION* (see screen shot below). Both files are "living documents" and therefore we recommend that you review the source documents on DealerCONNECT versus printing copies as a reference.



It is also extremely important to thoroughly review all Warranty Bulletins, especially those pertaining to Warranty Pre-Authorization. An effective date is provided (see screen shot below) any time a component is added or

removed from a Warranty Pre-Authorization program. Warranty Pre-Authorization requirements are based on the date the vehicle is received for repair (Repair Order open date).

WARRANTY BULLETIN



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

NO: D-19-07
DATE: February 13, 2019

SUBJECT: Addition of 845RE / 850RE / 62TE Transmissions to the Powertrain Service Center (PTSC) Pre-Authorization Program – For **BASE DEALERS ONLY**

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

PURPOSE:

To announce the addition of the 845RE, 850RE and 62TE Transmissions (Sales Codes DFL, DFT and DG2) to the Powertrain Pre-Authorization process for **BASE dealers only**.

TIMING:

March 13, 2019 – July 31, 2019

ACTION:

All 845RE, 850RE or 62TE Transmissions (Sales Codes DFL, DFT and DG2) submitted as a Warranty (W) or Mopar (M) claim type, must be pre-authorized and approved through the PTSC Pre-Authorization program in order to be eligible for warranty reimbursement.

IMPORTANT REMINDER:

Pre-Authorization requirements may change with SmartWarranty Levels. Please be mindful that your SmartWarranty level can change each Quarter. This could impact Pre-Authorization requirements. As stated above, the “Date Received” of the Repair Order will determine which Quarter and SmartWarranty level your requirements are based on. Any and all support, including sublet invoices, must reflect the same time period as the Repair Order.

How does SmartWarranty affect Pre-Authorization for Independent Repair Facilities?

SmartWarranty Pre-Authorization changes did NOT affect Independent Repair Facilities (IRFs). To be clear, all IRFs are still required to follow Pre-Authorization procedures and must contact Powertrain Service Center for approvals.

*Please see WIC Knowledgebase Article KB0023367 for additional Warranty Pre-Authorization Helpful Tips.

3.6L Engine Timing Cover Repair Strategy Change

There will be a change in repair strategy and associated warranty labor time allowance for servicing FCA vehicles with a **3.6 liter** engine.

FCA is committed to providing the most robust repair procedures for use by your certified technicians. This includes reviewing our repair strategy for effectiveness and incorporating feedback from your technicians. One area where FCA has received feedback from technicians is removing the oil pan during timing cover engine repair procedures.

The current timing chain cover and related procedures include removal of the oil pan. To improve Fixed First Visit (FFV), service capacity, and to align with technician feedback, FCA is moving to a strategy that does not require oil pan removal prior to certain engine component

repairs, which will align with how many technicians are currently servicing FCA vehicles.

TIMING:

June 3, 2019 - for all vehicles equipped with a **3.6L engine**.

All technicians that work on vehicles equipped with a 3.6 liter engine must review the new repair procedures that will be posted by June 3. It is critical to fully understand and adhere to this new strategy as the warranty labor times will be revised for certain engine repairs to align with the more efficient approach.

It is recommended to always review the service information procedures before beginning any repair to understand the repair strategy and to fully understand all special tools, notes, cautions, and warnings that may impact a repair.

2019 Warranty Bulletin Highlights

Bulletin #	Subject	Release Date
D-19-01	(X76) Front Driver & Passenger Seat Air Bag Wiring Harness Terminals - 2013 Dodge Dart (PF)	1/23/2019
D-19-02	Fast Feedback Program - See DC Mail	1/23/2019
D-19-03	AutoPay and wiTECH Enhancements - Service Advisor ID	1/23/2019
D-19-04	Automatic Labor Rate Increase (ALRI) 2019	1/30/2019
D-19-05	Dealer Demo Mileage Allowance Increase	2/13/2019
D-19-06	Diagnostic Time - Clarifying FCA Policies and Encouraging Proper Usage to Improve Fixed First Visit	2/13/2019
D-19-07	Addition of 845RE / 850RE / 62TE Transmissions to the Powertrain Service Center (PTSC) Pre-Authorization Program - For BASE DEALERS ONLY	2/13/2019
D-19-08	Addition of 2.9L V6 Twin-Turbo Engine to the Powertrain Service Center (PTSC) Pre-Authorization Program - ALL DEALERS	2/13/2019
D-19-09	NEW Warranty Information Center (WIC)	2/20/2019
D-19-10	Warranty Service For Non-US Vehicles	2/20/2019
D-19-11	CANCELLATION of the Alfa Romeo Giulia (GA) and Alfa Romeo Stelvio (GU) Claim Processing Requirements	2/27/2019
D-19-12	Fast Feedback Program - See DC Mail	3/13/2019
D-19-13	Alfa Romeo Recall V27 Tech ID Exception	3/21/2019
D-19-14	Fast Feedback Program - See DC Mail	4/10/2019
D-19-15	(X78) Emission Control System - 3.0L Diesel - 2014/2015/2016 Ram 1500 (DS) and 2014/2015/2016 Jeep Grand Cherokee (WK)	5/1/2019