



# V08/V11/V16 3.0L DIESEL EMISSIONS CAMPAIGNS

## FREQUENTLY ASKED QUESTIONS

Please refer to the Questions and Answers below to help clarify inquiries received regarding 3.0L Diesel Emissions Recalls V08/V11 and V16. Please refer to Dealer Instructions for specific details and requirements.

### FREQUENTLY ASKED QUESTIONS

#### **What needs to be in the picture of the VECI Label attached to the claim?**

Per step 47 of Dealer Instructions, It is imperative that the picture shows the label adhered to the vehicle and the VIN is present and clearly legible.

#### **How long does it take to get the warranty claim paid?**

The claim is either paid, or returned to the dealership for correction within 2 business days.

#### **What are the customers required to sign?**

The only document that needs to be signed by the customer is the Repair Order acknowledging the AEM.

#### **Am I required to include the label part number on the warranty claim?**

No, the label is provided free of charge to the dealership and is not required to be included on the warranty claim.

#### **What if there are aftermarket parts or modifications that prevent the recall from being completed?**

If there is a vehicle modification that is preventing the recall from being performed, please take a picture of the modification and download a Vehicle Scan Report (VSR), then, attach the pictures and VSR to the warranty claim using LOP18-V0-8L-87 as outlined on page 12 of the Dealer Instructions.

#### **What if a customer declines to have the recall completed?**

If a customer declines to have the recall completed, please document it on the Repair Order and attach a copy to the warranty claim and use LOP 18-V0-8L-86 as outlined on page 12 of the Dealer Instructions. If a customer declines the V08, V11, or V16 recall the U07 can not be performed.

#### **What if the vehicle needs repairs done before completing the recall?**

In order to perform the V08/V11/V16 Diesel Emissions campaigns the vehicle must be drivable. In the case that it is not drivable due to an issue that would be covered by the X78 extended warranty, the repairs should be considered for goodwill. For certain conditions the repairs should be completed as customer pay.



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## FREQUENTLY ASKED QUESTIONS

### What are some common issues preventing claim payment?

#### ○ Labor Operations

Please pay close attention to the various LOP's on page 12 of Dealer Instructions and ensure proper LOP's are used.

#### ○ Vehicle Mileage Documentation Requirements

Please ensure vehicle mileage documented on the warranty claim matches the mileage on the vehicle scan report.

#### ○ Vehicle Scan Report (VSR) Requirements

Please ensure special attention is being paid to **Steps 7 and 28** of V08/V11 Dealer Instructions, which require downloading and saving a Vehicle Scan Report both **BEFORE** and **AFTER** the AEM is completed. These scan reports are **REQUIRED** to be attached to the warranty claim upon submission for payment.

*Please note, pictures or screen shots are not acceptable alternatives to this process.*

**VEHICLE SCAN REPORT**

Vehicle: 2015 RAM 1500 PICKUP 3.0L V6 TURBO DIESEL  
VIN: [REDACTED]

Odometer: 45207.4 miles  
Publication Date: May 7, 2019, 9:58:27 AM

**ECU SUMMARY INFO**

ECU	NAME	BUS TYPE	FLASH PART #	CURRENT VIN	ORIGINAL VIN	PART #
TCM	Transmission Control Module	CAN-C	68245317AE	[REDACTED]	[REDACTED]	68245317AE
PCM	Powertrain Control Module	CAN-C	68303617AC	[REDACTED]	[REDACTED]	68303617AC

**VEHICLE SCAN REPORT**

Vehicle: 2015 RAM 1500 PICKUP 3.0L V6 TURBO DIESEL  
VIN: [REDACTED]

Odometer: 45207.4 miles  
Publication Date: May 7, 2019, 10:31:08 AM

**ECU SUMMARY INFO**

ECU	NAME	BUS TYPE	FLASH PART #	CURRENT VIN	ORIGINAL VIN	PART #
TCM	Transmission Control Module	CAN-C	68245317AI	[REDACTED]	[REDACTED]	68245317AI
PCM	Powertrain Control Module	CAN-C	68303617AH	[REDACTED]	[REDACTED]	68303617AH

\*VSR Before Recall Completion

\*VSR After Recall Completion

**FCA Appreciates Your Support!**