



UPDATE FROM WARRANTY OPERATIONS

Hello Team,

We are always working to find new ways to deliver the latest news to you, our partners, to make sure that you are fully equipped to help your customers. Some of the new ways we're delivering information include a MasterTech App (now available for download), quarterly TechTube videos on DealerCONNECT, and vehicle specific banners and notifications in Service Library. These new communication paths will hopefully benefit you and reduce barriers to the flow of knowledge from FCA to you.

However, no matter how great our communication, the single most important factor to successful operations is your day-to-day focus on excellent customer service. We have recently seen an increase in overall FFV scores and this is no doubt because of your focus on making the customer your number one priority. We encourage all of you to use these new technologies, as they will greatly complement the customer-focused activities you have in place.

Thank you,

Jim Sassorossi

Director - Dealer Support & Warranty Operations

FIXED FIRST VISIT IMPROVEMENT

AVERAGES for U.S. DEALERS:

FFV - Year to Date 90.4%		
August	September	October (as of 10/28)
90.3%	90.1%	90.6%

SIX STEP DIAGNOSTIC PROCESS

Accurate and consistent vehicle repairs do not happen by accident. They are the result of sound diagnostic practices and principles. The six-step troubleshooting procedure is a time-proven, problem solving method. Additional details on this topic can be found in the Performance Institute course on Engine Management under “Operation and Diagnosis Phase 1”.

1. Verify the Concern:

- a. Verify the concern exists.
- b. Is the concern a hard fault or intermittent?

2. Identify Related Symptoms:

- a. Use your senses (see, smell, hear, or feel) to determine if other related symptoms exist.

3. Analyze the Concern:

- a. Are there any SBs, recalls, RRTs, or STAR Cases related to concern?
- b. Are there any DTCs?
- c. If there are no DTCs, check the non-DTCs flow chart.

4. Isolate the Concern:

- a. Formulate a plan of action.
- b. What should you measure?
- c. What tool will you use?
- d. Where will you start to measure?

5. Repair the Concern:

- a. Complete a thorough repair.

6. Verify the Repair:

- a. Operate the vehicle.
- b. Test all systems to verify a complete repair.

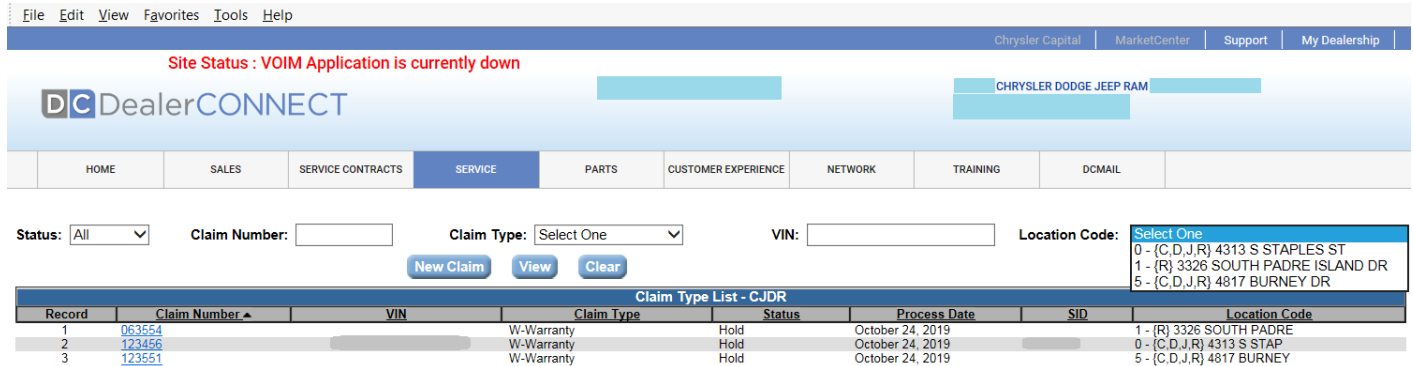
MULTIPLE DEALER LOCATIONS – CLAIM ENTRY

The Warranty Systems team will be implementing a change to DealerCONNECT Claim Entry that will impact dealers with multiple locations under a single dealer code. The changes are designed to help with reporting and potential focused support

for selected dealers. The screen shots below show the changes in a test environment; changes to Production will launch sometime in November for the US market only. There are no plans at this time to make similar changes to non-US markets.

Dealer with multiple locations under a single dealer code:

“Location Code” will list all of the locations by physical address, as well as including an abbreviation for the type of dealer. For example, a standalone RAM dealer will have a {R} in the “Location Code” drop down.



File Edit View Favorites Tools Help

Chrysler Capital MarketCenter Support My Dealership

Site Status : VOIM Application is currently down

DC DealerCONNECT CHRYSLER DODGE JEEP RAM

HOME SALES SERVICE CONTRACTS SERVICE PARTS CUSTOMER EXPERIENCE NETWORK TRAINING DCMail

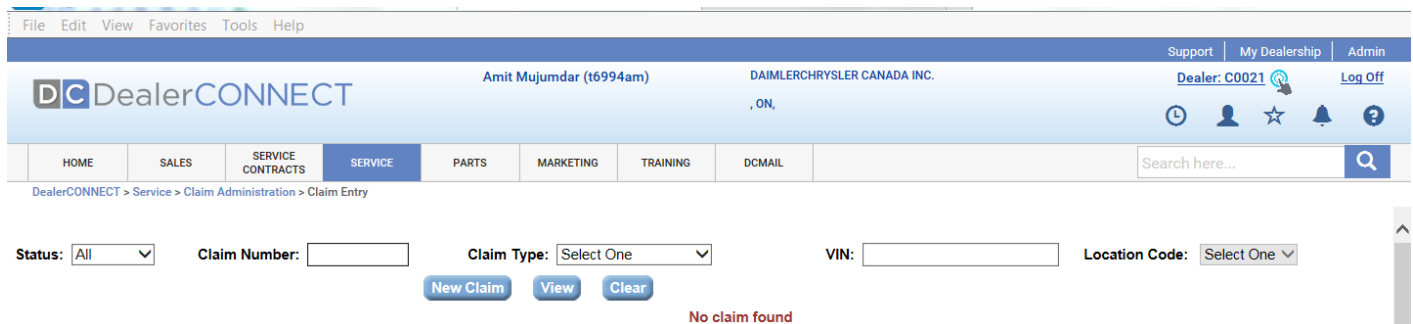
Status: All Claim Number: Claim Type: Select One VIN: Location Code: Select One

New Claim View Clear

Record	Claim Number	VIN	Claim Type	Status	Process Date	SID	Location Code
1	063554		W-Warranty	Hold	October 24, 2019		1 - (R) 3326 SOUTH PADRE
2	123456		W-Warranty	Hold	October 24, 2019		0 - (C,D,J,R) 4313 S STAP
3	123551		W-Warranty	Hold	October 24, 2019		5 - (C,D,J,R) 4817 BURNEY

Dealers with one location under one dealer code:

“Location Code” will be greyed out and no selection will be able to be made.



File Edit View Favorites Tools Help

Support My Dealership Admin

DC DealerCONNECT Amit Mujumdar (t6994am) DAIMLERCHRYSLER CANADA INC. Dealer: C0021 Log Off

HOME SALES SERVICE CONTRACTS SERVICE PARTS MARKETING TRAINING DCMail Search here...

DealerCONNECT > Service > Claim Administration > Claim Entry

Status: All Claim Number: Claim Type: Select One VIN: Location Code: Select One

New Claim View Clear

No claim found



MANUAL CHARGEBACK CHANGES - RECALL

The warranty system was recently updated to improve recall processing when a dealer manually charges back a claim with multiple recall conditions on it. Previously, for a recall claim with multiple conditions, if the dealer charged back one condition, the recall would not be reopened. The enhancement that was recently

launched has corrected this so that any condition or claim that is fully charged back will reopen a recall. Any chargeback other than “full claim chargeback” or “full condition chargeback” will not reopen the recall. This change should be a minimal impact to most dealers.

RADIO SOFTWARE USB LOP USAGE

For certain radio software flashes, there are LOPs available to reimburse a dealer for downloading software to a USB drive. Each of these LOPs has the term “One Time Only” in the name of the LOP. In the dealer instructions, the following note is included below the LOP information:

NOTE: The “One Time Only” LOP is used one time per dealer when downloading the software onto a USB flash drive. The dealer can only use the

download LOP one time for each of the radios listed.

We have been seeing dealerships submit multiple claims for the same “One Time Only” LOP. Since the LOP is stated to be one time only, any claim found after the initial payment to a dealer for this LOP shall be considered for chargeback. Please refer to the dealer instructions for all recall and bulletins to make sure that all LOP submissions are accurate and aligned with the instructions.

Exchange Order Processing Overview

This overview is designed to assist dealers with the most common issues related to the Exchange Order Process. Following these order, claim processing, and monitor tips will reduce the chance of an exchange order charge back. If a chargeback occurs, the appeals tips will help prepare and submit an appeal. Additional details on the Exchange Order program can be found in DealerCONNECT by following this path: DealerCONNECT > Parts > News and Information > Audio & Exchange Products Exchange Process.

Order Process and Tips

The first step of the exchange process is determining coverage. Reviewing the VIN history at the servicing dealership as well as the service history on VIP is a critical step in determine coverage. Once the correct coverage is determined, that information is used to determine the order and claim type. If it is determined that Goodwill will be used to provide coverage for an exchange item, the part and claims MUST be ordered as Warranty.

- The exchange process requires and uses details entered by the dealer to match the claim and part order (note Claim Number is not used in this process). Details used in the exchange process include:
 - VIN number
 - Dealer code
 - Type of order
 - Date of the order
 - Claim payment date
 - Claim type



Repair History (Same Part)		Coverage	Order Type & Claim Type
No Repair History		Warranty (Includes Goodwill Decisions)	Warranty
		Customer Pay	Customer Pay
		MVP	MVP
Repair History Original Claim / RO Type	Warranty	Still covered by warranty	Warranty
		Out of warranty, but covered by Mopar basic coverage	Mopar
		Out of Warranty, but covered by MVP	MVP
	Customer Pay	Out of all possible coverages	Customer Pay
		Covered by Mopar basic	Mopar
		Out of Mopar basic	Customer Pay
	MVP	Covered by Mopar basic coverage	Mopar
		Out of Mopar basic coverage, MVP resumes	MVP
		Out of Mopar and MVP	Customer Pay

Order and paid claim type MUST match to avoid issues

Exchange Order Tracking

Tracking the Dealer's exchange order history can eliminate charge back and core return issues. The tracking screen provides order details such as order date, order type, part number, and VIN. The tracking screen also provides core and claim details related to status and due dates.

Report details on the exchange order program can be found in DealerCONNECT by following this path:

DealerCONNECT > Parts > Parts / Order Inquiries > Order Status > Exchange Order Core Status

The report screen will default to show the most recent orders; to change the search select a reporting option. Reporting options include: Search by part number, date, order number, VIN, status, or leave the defaults unchanged to see all exchange transactions, then select the Search button.
Report results:

- The columns displays the part number, the description, order number, order date, VIN, the core return status, the due date, and the charge back amount, (should there be one), the order claim type, warranty claim status, and the warranty claim due date.

Part Inquiry Part Status Order Status Backorder Cancellation Tracking Promotion Status Code Reference									
Order Summary		Order Detail		Order Pricing		SSD Order Status		Exchange Order CORE Status	
Part Number:	<input type="text"/>	Order Number:	<input type="text"/>	VIN Number:	<input type="text"/>	Return Pending:	<input checked="" type="checkbox"/>	Returned:	<input checked="" type="checkbox"/>
From Order Date:	<input type="text"/>	To Order Date:	<input type="text"/>	Screen Sort:	<input type="text" value="Order Date"/>				
68399601AA	GLUSTER	55740	Jun 15, 2018	ZARFAEAV7H754	Returned	Aug 14, 2018	0.00	Warranty	Received
ZZZ57MXHAA	RADIO	55439	Jun 04, 2018	ZFBCFABH9EZ02	Returned	Aug 05, 2018	0.00	Customer Pay	
Z8190260AM	RADIO	W0619J	Jun 19, 2018	1C3CCCCG5FN5	Return Pending	Aug 21, 2018	0.00	Customer Pay	
Z5091163AF	RADIO	54650	Jun 13, 2018	1C3CCBB4CN1	Returned	Aug 12, 2018	0.00	Service Contract	Pending
68263900AB	SVCE KIT	55235	May 31, 2018	3C3CFFGE3FT8	Charged Back	Jul 31, 2018	750.00	Warranty	Received
68263900AB	SVCE KIT	54374	May 10, 2018	3C3CFFGE3FT8	Charged Back	Jul 13, 2018	750.00	Warranty	Received

- By default, the results are sorted by order date. Use the pulldown box to choose other options.

- If a line is shaded yellow, that indicates that the core return is due within 10 days.
- If the line is red, that means the core return is now past due.
- Details are displayed by selecting a line and clicking on the "Select Details" button.

Exchange Chargeback Issues

There are a limited number of reasons a chargeback can occur, many chargebacks can be avoided by establishing a constant order and tracking process. Many times during an appeal review, it is found that the charge back was caused by the dealer not following the exchange process.

Top Reasons for charge backs:

- No claim input
- Wrong VIN entered
- Wrong part ordered
- Claim and Order type do not match

Exchange Appeals

To help prepare for an appeal, look for the answers to these questions. If the cause of the charge back cannot be found, submit an appeal for review. The dealer may be responsible for charges caused by not following the exchange process.

- What type of charge is being reviewed?
- What is the claim type?
- What is the order type?
- Does the order and claim type match?
- How many orders have been placed for this VIN?
- When was the part ordered?
- When was the claim paid?
- When was the core returned?
- Does the VIN on the order and claim match?
- Was the claim paid within 60 days of the order?

- If the dealer followed the exchange process, continue with the appeal.
- If the exchange process was not followed, dealer is responsible for the charge

- To appeal an Exchange Order **"No claim input"** chargeback, enter the appeal request in WIC.
 - Use the "Appeals" box on the WIC home page
 - Complete the appeals request form make sure to provide claim and order details, as well as a brief explanation of the cause of the charge back.
 - Provide the answers to the questions reviewed when preparing for the chargeback (outlined above).
- To appeal an Exchange Order **"Core not returned"** chargeback, enter the request in WIC.
 - Core Service Center is used for core-related concerns, this is now the only way to submit an appeal on exchange parts over a core issue
 - Dealers are charged a "Core not returned" fee if the core is not returned before day 60
 - If the core is returned between day 61 and day 90, the core credit will be automatically issued by Mopar

Part Number Verification

Ordering the correct part number is a key step of accurate exchange order processing. Making sure all employees understand how to identify exchange order parts is as important as entering the order itself.

- When ordering an exchange order part for audio products it is necessary to replace the first digit of the part number with a "Z"
 - For example, 05064010AJ must be entered as Z5064010AJ
- Special note when ordering an exchange unit and the radio part number has a "Z" in the 9th position you will need to:
 - Place the "Z" in the 1st position (as normal)
 - Change the "Z" in the 9th position to an "A": 68224525ZF becomes Z8224525AF

Core Return Warning Messages

To help reduce core return charge backs, Dealers will receive several notices as a core return date approaches.

- 15 Days – Dealer receives warning message
- 30 Days – Dealer receives another warning message
- 45 Days – Dealer receives another warning message
- 60 Days – Dealer charged core charge with warning of no reimbursement
- 75 Days – Final warning
- 90 Days – Cut off, for system automated dealer reimbursement if core is returned

Satellite Antenna Replacements

As we see an increasing number of satellite antennas returned to the Quality Engineering Center that have a high percentage of Trouble Not Found, we have determined that some additional diagnosis is needed. Many of the Antennas are characterized as a “Sat Open Circuit”. When we review the repair history, we are finding that a software update or wiring change is performed at a repeat visit for the same issue. This not only affects your Fixed-First-Visit (FFV) scores, but also causes great inconvenience to your customers.

During diagnosis, an additional voltage check (at the radio) has been added as an additional step and has helped to clarify some false open circuit conclusions. The new voltage check step has been added to Service Library. Also, it is very important that all radio software flashes are completed and up-to-date; and to check all related wiring before concluding to the replacement of the antenna.

Measures have been taken to ensure that the published diagnosis of antenna functionality is clear, concise, and easy to follow. The new diagnostics were also a subject of the July 2019 MasterTECH.

Please reference:

Key word search in Service Library: SATELLITE ANTENNA

Also refer to:

08 – Electrical / 8A – Audio/Video/Entertainment/Connectivity/ ANTENNA, Satellite, Audio/Diagnosis and Testing

Antenna replacements that do not repair the vehicle and cause a customer to return for additional service will be subject to repair chargeback.

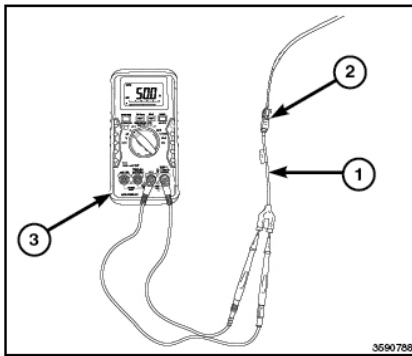
For an example of the new diagnostics, see below for Truck (DT) and Wrangler (JL).

2019 DT/JL

1. Verify the concern and identify if satellite antenna is affected.
2. Verify the antenna is torqued tight and not physically damaged.
3. If SAT/GPS is still not functioning
 - Verify wiring continuity from radio to satellite per the service procedures.
4. Verify if 5V is coming from the radio.

Note: This voltage can drop out due to DTC codes being set

- Attach Adapter 9977-6-3 to a multimeter as shown below (1); connect the other end of the jumper to the inline harness to verify if the required 5V is coming from the radio to power the antenna. 5V is required for Satellite/GPS function.
- If 5V is NOT present, perform a Radio Reset and test again. If 5 volts is now present, attach test antenna and verify the correction of the concern.



5. For Satellite Antenna DTC's, perform a radio reset if antenna is reconnected/swapped.
6. Additionally Refer to Service Bulletin 08-003-19 for 19 DT, 18/19 JL.

7. For Navigation concerns, a radio software update is needed.

NOTE: Navigation functionality (located inside the radio) is independent from antenna.

2019 DS/DJ RAM - 6'4"/193MM Ram Box Applique Lifting

We have seen some repeat claims for appliques following the performance of RRT 19-044 on the 2019 DS and DJ.

A review of the repair with the technicians has found the procedure is not always being followed as outlined in Service Library: 23 - Body / Exterior / RAM BOX / Removal and Installation.

The key items with the 6'4" bed applique bonding procedure are:

1. Clean/remove all old tape and adhesive with a general purpose adhesive cleaner.

2. Prep the Ram Box Lid and applique surface with alcohol, apply 3M® Adhesion Promoter 4298 and let it set up 90 seconds until dry and

immediately install new 3M™ Acrylic Plus Tape EX4011 (1) in the locations indicated.



Using a laminate roller or equivalent, apply consistent and uniform pressure over the entire length of the applique to wet out the applique and assure a complete bond to all tape applied.

This procedure should be used on the box and applique when installing new tape and using the existing applique.

Wiring Connector Repair Kits

When a determination has been made that an electrical connector is faulty, in many cases there is no need to replace a complete wiring harness. We have released many of the connectors that

are required for repair. The package includes all of the necessary components for a good repair of a damaged terminal or wire. See below:



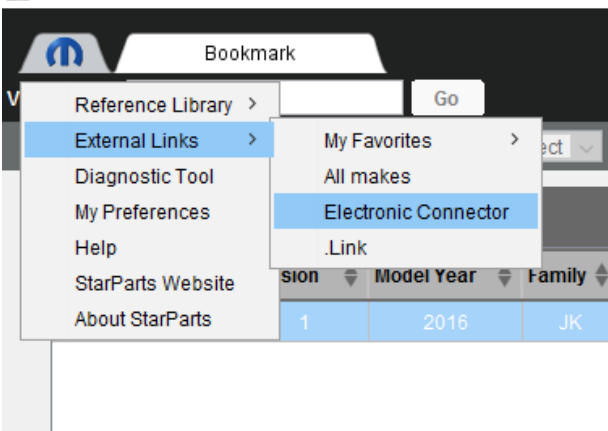
The available kits can be found in multiple locations.

STAR Parts:

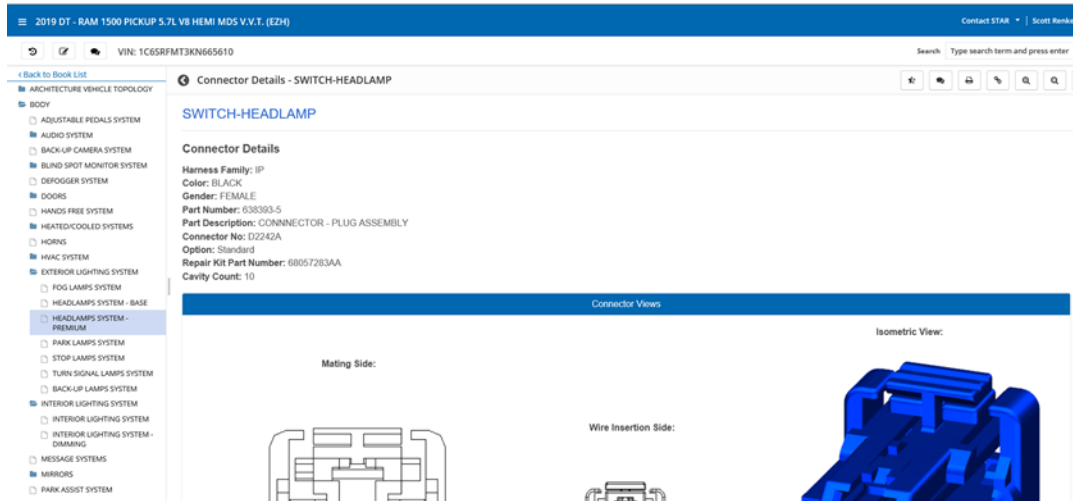
Direct to the link:

<http://connectors.dcctools.com>

STARPARTS V 6.10 - WelcomeT5830SR



Or from the wiring schematics, under connector details: (Repair Kit Part Number)



In any event, it is best to repair/replace the connector than to replace the complete wiring harness. In the interest of controlling over repair costs, if a wire harness is replaced for only a connector repair and the repair kit was available,

the claim will be subject to a partial chargeback of the cost of the wiring harness minus the kit cost; in addition to the labor for full harness installation minus the kit repair labor (typically one hour).

Wrangler (JL) and Gladiator (JT) All Weather Floor Mats

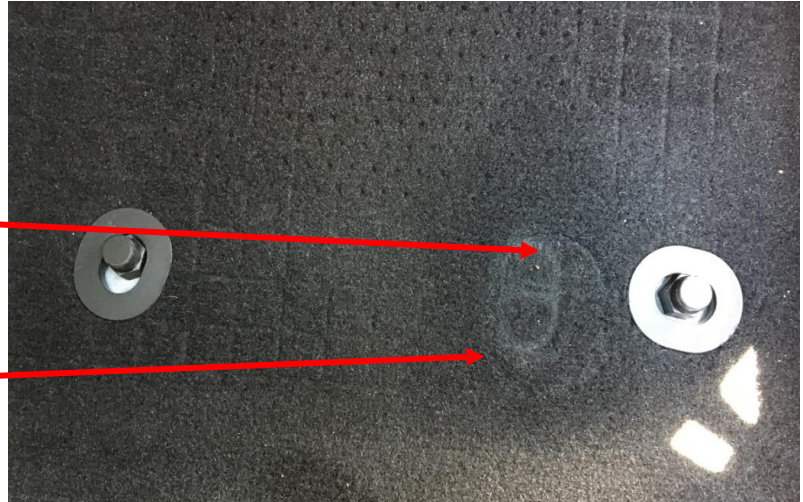
We have recently received returned carpets that have damaged retainers from improper installation of the All-Weather Floor Mats. It is important that the carpet plug is removed, and the floor pan plug is removed before installation of the Floor Mats as the floor mat drain must sit

into the area where the carpet plug and floor pan plug used to be. The Floor Pan Plug will be used to plug the drain opening in the All-Weather Floor Mats. The All-Weather Floor Mats then can be drained through the floor pan opening. See the examples below of poor installations.

All-weather mat was not installed as designed.

The mat drain feature has left the floor carpet flattened from sitting on top of the carpet.

The floor carpet plug is still present. The outline of the plug is visible in this photo.



All-weather mat not installed as designed.

Can see the carpet plug is still present.

Mat bulges up and does not attached correctly to the pegs in the floor. Retainer is skewed relative to the peg.



All-weather mat installed as designed.

Floor pan plug has been removed and inserted into the mat as shown in the installation instructions.

Floor mat does not have a hump in it.



Floor Carpets returned with this sort of imprint and a damaged floor mat retainer will be charged back as improper installation that is not a defect in material or workmanship.

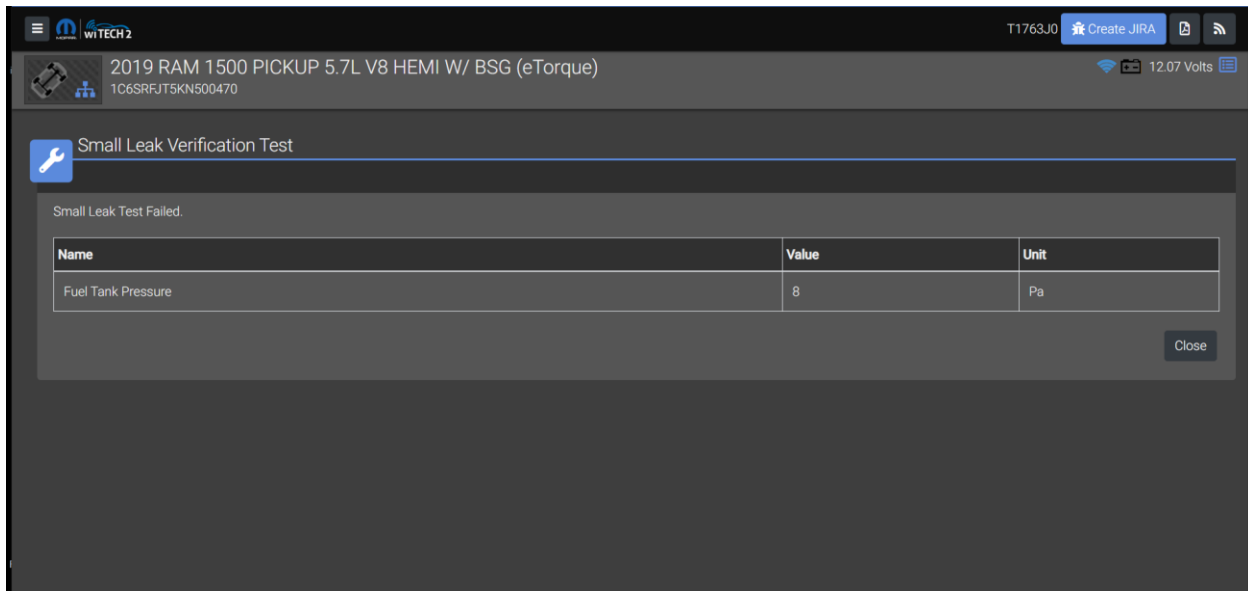
Evaporative System Small Leak Test - 2019 MY & 2020 MY - 2.4L, 3.6L, 5.7L, 6.2L, 6.4L Engines

Across the FCA suite of vehicle families, we have seen a large number of warranty part returns for Evaporative System Integrity Monitors (ESIM) and Purge Solenoids for a P0456 Evap System Small Leak DTC. A large percentage of these returned parts test Trouble Not Found (TNF) by engineering and our suppliers.

Please be aware that there is a new diagnostic procedure for P0456, which details how to properly diagnose a leak by running the Small Leak Verification Test using the WiTech scan tool. (see below)

- Part of this diagnostic also explains how to interpret the results of the small leak test and suggests where, within the evaporative system, additional leak detection should be performed.
- For additional help with understanding this diagnostic procedure, please reference the Master Tech training course - MTCE1901 - "Master Tech Continuing Education Edition 1 - EVAP System Overview and Diagnosis".

Failed Test Screen (with VIN)



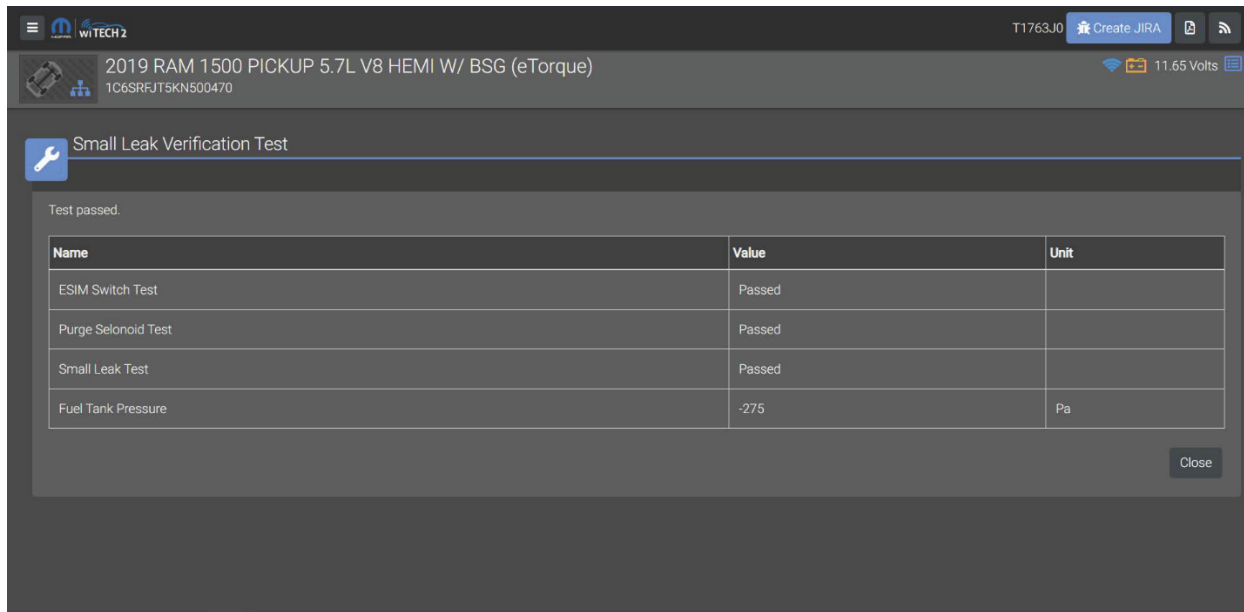
Small Leak Verification Test

Small Leak Test Failed.

Name	Value	Unit
Fuel Tank Pressure	8	Pa

Close

Passed Test Screen (with VIN)



2019 RAM 1500 PICKUP 5.7L V8 HEMI W/ BSG (eTorque)
1C6SRFJT5KN500470

Small Leak Verification Test

Test passed.

Name	Value	Unit
ESIM Switch Test	Passed	
Purge Solenoid Test	Passed	
Small Leak Test	Passed	
Fuel Tank Pressure	-275	Pa

Close

- The Small Leak Verification Test should always be run first to verify a leak is present.
 - The Small Leak Verification Test must also be run after repairing or replacing any components, to verify the fix.
 - Any kind of road test will not confirm the repair, as P0456 is only set with multiple engine off and drive cycles, which cannot be reproduced during a dealer visit.
 - The Small Leak Verification Test is the only tool currently available to confirm a fix after the repair to assure the vehicle was “Fixed-First-Visit”.
- For any vehicle that has a DTC P0456 and the WiTech SLVT is available, the SLVT must be run both before **and** after diagnosis and repair to be eligible for warranty reimbursement. Any warranty repair or diagnosis that is performed without a before and after SLVT will be subject to chargeback. FCA will monitor SLVT usage through wiTECH data to enforce the policy.

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
D-19-16	(X80) 9 Speed 948TE FWD/AWD or 9HP48 Automatic Transmissions - 2014 - 2015 Jeep Cherokee (KL) / 2015 Chrysler 200 (UF) / 2015 Jeep Renegade (BU) / 2015 Ram ProMaster (VM)	5/9/2019
D-19-17	(X79) 3.6L and 5.7L Fuel Pump - 2011 - 2016 Dodge Charger Pursuit (LD)	6/25/2019
D-19-18	Fast Feedback Program - See DC Mail	7/10/2019
D-19-19	Alfa Romeo Recall V84 Tech ID Exception	8/1/2019
D-19-20	Fast Feedback Program - See DC Mail	8/28/2019
D-19-21	Fasteners - ProMaster (VF) Vehicles Equipped With a 3.6L Engine and a 6-Speed Automatic 62TE Transmission	9/18/2019
D-19-22	2020 RAM 1500 (DT) 3.0L Diesel Gen III Oil Filter Correct Part Usage	10/16/2019