MOPAR
SMART WARRANTY
REWARDING DEALERS FOR PERFORMANCE

WARRANTY OPERATIONS NEWSLETTER
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UPDATE FROM WARRANTY OPERATIONS

Hello Team,

Thank you and congratulations, we started the year off on a high note – 91.2% FFV in January! That is a great start to the year and puts us on the right path to reach the high level of performance that we all set for ourselves. The focus must always remain on your customers and the need to deliver on every interaction that takes place. Our focus is to continue to provide you with the tools and resources needed to improve your FFV and customer satisfaction.

Looking a little deeper into the number, it's great to see the top 25% of our D and E large size dealerships are above 94.1% in FFV. If over 200 large dealerships can achieve that, we know you can too. Please continue to keep up the great work and we'll keep implementing new innovations and improvements to assist you reach your targets.

Thank you,

Jim Sassorossi

Director – Dealer Support & Warranty Operations

FIXED FIRST VISIT IMPROVEMENT

AVERAGES for U.S. DEALERS:

FFV – Year to Date: 91.2%		
December	January	February (MTD)
90.7%	91.2%	91.3%

SmartWarranty

The FFV target for SmartWarranty is 91.2% for the period January through March – equal to the current National Average. Over 59% of dealers currently have an FFV score at or above 91.2%. Some of the leading causes of missed FFV are:

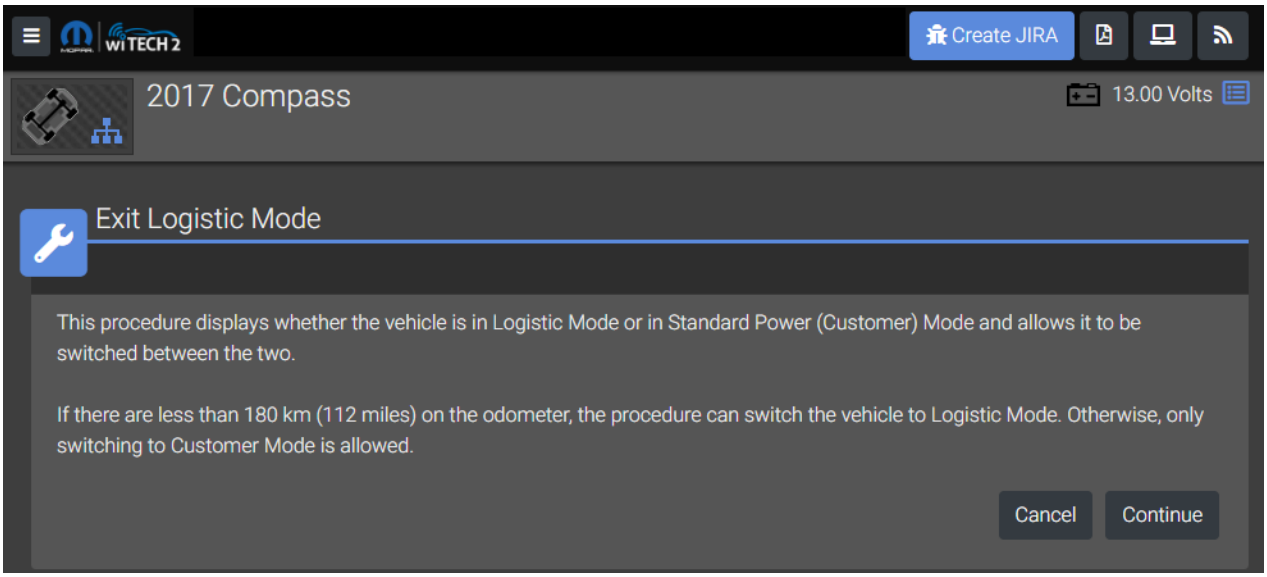
- Oil change light not reset
- Tire Rotation not performed
- Did not perform Multi-point inspection

Pay close attention to these in your Express Lane. These can be easy fixes to help boost FFV and move from BASE to PLUS in SmartWarranty, which provides your Service Department with less restrictions in running the shop and submitting claims for warranty work.

MP - wiTECH Logistics Mode To Customer Mode

It is required to use an initial WiTECH session to remove a vehicle from Logistics (or Ship) Mode. For MP vehicles, to change the vehicle from Logistics Mode to Customer mode (and back again) requires the use of a wiTECH. This feature is available as long as there are less than 112 miles (180 km) on the odometer.

It is recommended to always place the vehicle back into Logistics Mode whenever it will be stored or placed back onto the lot.



Exterior Lamp Condensation And Fogging

We have seen an increase in headlamp and tail lamp returns for condensation or fogging that turn out to have no defects in material or workmanship. We understand that some customers may report that on occasion, vehicle exterior lamp assemblies are fogged with a light layer of condensation on the inside of the lenses. This may be reported after the lamps have been turned on and brought up to operating temperature, turned off, and then rapidly cooled by cold water (such as rain, or the water from a car wash). Lens fogging can also occur under certain atmospheric conditions after a vehicle has been parked outside overnight (i.e., a warm humid day followed by clear cool night). This will usually clear as atmospheric conditions change to allow the condensation to change back into a vapor. Turning the lamps on will usually accelerate this process.

A lamp that exhibits condensation/fogging should be evaluated in a service bay environment by first drying all water from the outside surface of the lens and operating the lamp for 20 minutes.

If the condensation/fogging has begun to clear from the lamp lens after 20 minutes with the lamps operating, this indicates the lamp sealing has not been breached, and the lamp does not need to be replaced. (see below)

Condensation Fogging – Do Not Replace

If the condensation/fogging has not begun to clear after 20 minutes with the lamps operating, or the lamp has large amounts of water droplets visible on most internal surfaces, this indicates an issue with the lamp sealing that has allowed water to enter the lamp. In this instance, the customer is also likely to report that moisture in the lamp is always present and never disappears. A lamp that exhibits internal moisture permanently should be replaced.

Heavy Water Droplets – Replace

Battery Testing With An Auxiliary Battery

In order to improve FFV scores, it is recommended to measure both batteries on a vehicle equipped with an auxiliary battery; when addressing starting, charging, and stop/start issues that lead to a battery related concern.

A review of battery warranty over the last 7 months indicates on vehicles with Engine Stop/Start, when either the main battery or the auxiliary battery are replaced, roughly 12% of the time the vehicle returns for the other battery within 2-3 months. It would be great to prevent that second visit if we determine the battery was suspect on the first visit.

Refer to Service Library: 08 – Electrical / 8F – Engine Systems / Battery System / BATTERY / Standard Procedure; for proper procedures and cautions, which includes testing each battery individually by isolating each battery's ground connection.

We would also encourage you to record both test results in the 3C's of the claim narrative when either battery is replaced.

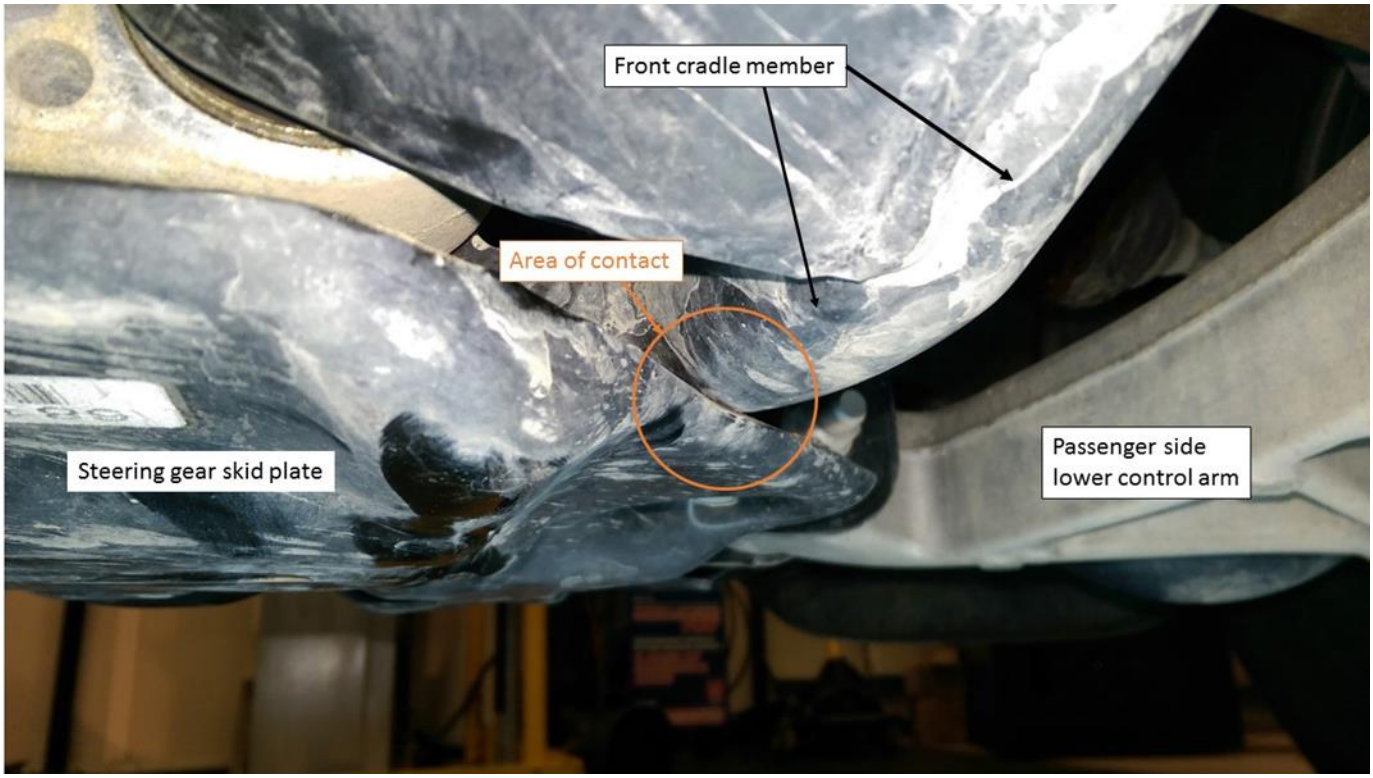
Evaporative Purge Line Damage From An Outside Influence

If a vehicle is found to have leakage (i.e. small EVAP leakage, liquid, or air flow) due to a part being damaged from apparent chewing on the line, the Customer must be told that this is not a warrantable concern. Damages caused in this manner are not considered a Defect in Material or Workmanship and as such, may not be filed as a warranty claim. Examples of Warranty returned vapor hoses with non-warrantable damage are shown below. The vehicles had an engine light on, and DTC P0456 (small EVAP leakage) or P0455 (large EVAP leakage).

Damage such as above could be considered for Consumer Goodwill by adding the 85-85-CG-09 LOP as a related LOP to the condition. For further guidelines on the use of that Labor Operation, please see Warranty Bulletin D-17-18 Rev. A released on May 2, 2018. Any warranty claims submitted, without the use of the Consumer Goodwill Labor Operation number, with this type of damage will be charged back.

Grand Cherokee Front Suspension Creak

On vehicles built prior to April 15, 2019, if you experience a front suspension creak, or pop at low speed when going up a driveway, or driving over bumps in the road, that sounds like a sway bar bushing or a control arm bushing, be sure to check if the steering gear skid plate is contacting the front suspension cradle. The skid plate should be 5mm away from the right side cradle arm. We have found that in many cases control arms or sway bars are being replaced in an attempt to correct this issue, when actually the skid plate is contacting the cradle arm and causing the sound to travel into the cradle. Simply creating the necessary 5mm clearance will correct this issue. Control arms or sway bars should not be replaced to correct this noise issue. See the picture below.



Checking Engine Oil Level On New Vehicles During New Vehicle Prep

To ensure proper lubrication of an engine, the engine oil must be maintained at an acceptable level. The acceptable oil level is in the SAFE RANGE (3) on the engine oil dipstick. **NEVER TOP OFF OIL TO THE FULL LINE ON THE DIPSTICK DURING NEW VEHICLE PREP!**

The best time to check the engine oil level is after the engine is at operating temperature and has been turned off (not running) for 30 minutes.

Proper procedure to check Engine Oil Levels during New Vehicle Prep.

1. Position the vehicle on level surface.

2. With engine OFF, allow approximately 30 minutes for oil to settle to bottom of crankcase; remove engine oil dipstick. Failure to wait 30 minutes can cause an overfill condition if oil is added.

3. Wipe dipstick clean.

4. Replace dipstick and verify it is seated in the tube.

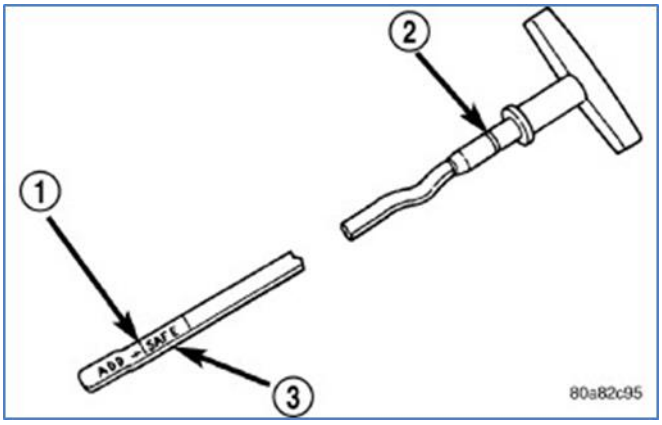
5. Remove the dipstick, with handle held above the tip, take oil level reading.

6. Add oil ONLY if the level is below the SAFE RANGE (1) area on the dipstick.

7. Replace the engine oil dipstick.

WARNING:
Do not overfill crankcase with engine oil, oil foaming and loss of oil pressure can result.

Cummins diesel engines are X-rayed for oil level prior to installation at the assembly plant and do not require any engine oil top off. Claims for engine oil top off will be charged back.



JL/JT (Wrangler/Gladiator) Flip Key Service

When servicing the new "Flip Key" on a new Wrangler or Gladiator, the following steps should be followed exactly to ensure a proper diagnosis:

1. Verify the FOB is a JL or JT flip key fob; the only kind of key fob supplied with these vehicles is shown in Figure 1 and 2 below. If the fob is of a different shape, it is not a JL or JT fob.

2. Check if the physical metal key is integrated into the key fob and operates the door lock cylinder. If not, this key fob belongs to a different vehicle.

3. Check to make sure that the LED indicator blinks whenever you press any button. If it does not, service the key fob coin battery. After replacing the coin battery verify that the LED light blinks. If it doesn't blink after replacing coin battery, service key fob.

Figure 1

Figure 2

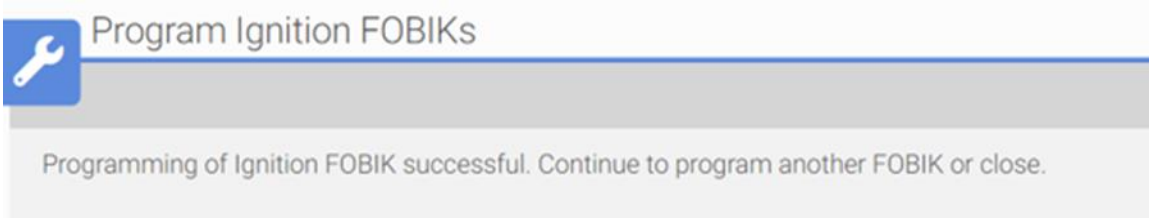
4. When starting the vehicle with the ignition switch push button (KIN), verify that the key fob LED blinks. This verifies key fob belongs to the vehicle and is in good condition.

5. If key fob is still not operating, follow vehicle level diagnostics procedure. Please ensure key fob is away from any RF interference caused by aftermarket devices like any other key fob, mobile, navigation units etc.

Programming a new Service Key fob (Note: Do not attempt to re-program an existing customer key fob):

Place the key fob (as shown below) in close contact to the Start/Stop button (do not push to Start). Refer to the below pictures. This correct orientation creates the best possible communication between the flip key fob and the Start/Stop button. If the flip key fob is not oriented properly, communication may be intermittent, which will cause programming to fail.

Do not remove the Key Fob from the Push to Start Button until the WiTECH routine says the "Programming of Ignition FOBIK successful" (See below picture)



DS (RAM 1500 Classic) 5.7L Engine Cover Deletion

On December 16th, 2019, the engine cover on the subject vehicles was removed from production. Vehicles built after December 16th will not have the engine cover installed as part of the Value Creation Plan for the Classic RAM 1500. Do not submit warranty claims for the addition of this cover as they will be charged back as "vehicle not equipped". If a customer desires to have the cover installed, it would be considered a customer pay expense and not a "Shortage & Error" warranty claim.

Please advise all New Vehicle Prep technicians of this change in Standard Equipment.

2020 Warranty Bulletin Highlights

Bulletin #	Subject	Release Date	DCMail ID#
D-20-01	Automatic Labor Rate Increase (ALRI) 2020	01/29/2020	62283
D-20-02	DIPAP Requirements – Addition of Jeep Wrangler (JL/JK) and Jeep Gladiator (JT) Hard Top and Targa Top Panel Replacements – All Dealers	02/12/2020	62677