



WARRANTY BULLETIN

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

SUBJECT: Temporary Warranty Policy
Adjustments

NO: D-20-04

DATE: March 31, 2020

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

PURPOSE:

To announce Temporary Warranty Policy adjustments to assist with efficient claim processing, as well as a statement on Utilizing Goodwill to Satisfy Customers that experience issues and delays related to the COVID-19 Situation.

TIMING:

March 31, 2020

ACTION:

Technician Training Levels

Base dealers will be granted the same privilege as Plus and Premium dealers regarding service department flexibility by removing most technician training level requirements (Level 0 is still required). Dealers are encouraged to still assign work to the technician with the proper training level if they are available to perform the repair.

Customer Signature Requirements

To facilitate gaining customer approval for repairs without a physical signature, electronic authorization can be provided by the customer through email or text message. In addition, an "early bird drop-off" process can also be used for customer authorization. The signature from the Service Manager or approved delegate (based on current policy) may be used in lieu of the customer signature as long as the date, time, and name of the person authorizing the repairs is documented on the repair order.

Dealers must still comply with all applicable laws and regulations for customer signatures.





When using wiADVISOR for email approval, after the write up is complete:

- Ask the customer if they can receive an email from their Smart Phone
- If the customer agrees, advise them you're emailing the Repair Order for their review and approval
- Inform the customer: "If you authorize the work, please forward the email to the Service Advisor's dealership email address with your authorization".
- Please note: the customer cannot Reply to Sender, they must forward to an active email address at the dealership.

SmartWarranty MTR Requirements

We are suspending all Training Requirements for SmartWarranty Level Setting. This means that we will not be evaluating Minimum Training Requirements (MTR) for the setting of levels in Mid-April. Since training strongly correlates to improved performance, we encourage your employees to continue to complete all on-line available courseware. The treatment of MTR in SmartWarranty aligns with the recently communicated direction of the Customer First Award for Excellence program in DCMail Communication ID 63818.

Utilizing Goodwill to Satisfy Customers that experience issues and delays related to COVID-19 Situation

We understand that customers may have been affected in different ways by the COVID-19 pandemic including in being able to obtain repairs within the timeframe of warranty or MVP periods. FCA encourages the use of Goodwill to satisfy customer concerns that may have arisen out of the COVID-19 situation or were caused because of the shutdown.

Please ensure that all affected dealership personnel are aware of this bulletin.

WARRANTY OPERATIONS

FCA US LLC reserves the right to change any or all of the rules set forth in the Dealer Policy Manual and the Warranty Administration Manual by means of Warranty Bulletins and also by making the amended manual available to you on DealerCONNECT.

