

WARRANTY BULLETIN



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

NO: D-17-18

DATE: April 8, 2020

SUBJECT: Warranty Goodwill &
Consumer Goodwill Guidelines (Rev. B)

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

*****Revisions are noted in RED*****

PURPOSE:

To clarify when a dealer can use **Warranty Goodwill** or **Consumer Goodwill**.

TIMING:

Currently active

BACKGROUND:

The **Warranty Goodwill** program applies to “**Defects in Material or Workmanship**” beyond the Mileage or Time limits for the Basic, Powertrain, Emissions, Perforation and Extended Warranties. **Customer participation is encouraged, however, is not required**

The **Consumer Goodwill** program applies to “**NON-Defects in Material or Workmanship**” within the Mileage or Time limits for the Basic, Powertrain, Emissions, Perforation and Extended Warranties. The failed component under consideration for Consumer Goodwill **MUST** have valid warranty coverage. **All Consumer Goodwill repairs MUST have an FCA US Representative approval before the repair is completed**. **Customer participation is encouraged, however, is not required.**

California Specific Goodwill Requirement:

The Song-Beverly Consumer Warranty Act in the State of California requires all new vehicles sold in the State to be warranted for the total time and mileage of all express warranties as described in the vehicle's Warranty Statement, as well as extending coverage for the number of whole days the vehicle was out of service due to a warranty repair.

Updates
WAM





In order to fully comply with the Act, dealers should consider the number of days out of service as reported in the VIP, if confirmed to be accurate, and extend the vehicle's warranty coverage for the same number of days out of service. The additional coverage must be processed following FCA's Goodwill policy. The same process must be used if the same nonconformity arises after the warranty period expires. The dealer must make their local Business Center aware of a vehicle presented with the same nonconformity on any additional visits to ensure the issue is brought to a final resolution and the vehicle is conformed to warranty.

If the customer has purchased an MVP, please process the claim as a Warranty claim and submit the claim with message code LC8 into RA for review. When submitting the claim, please include a copy of the VIP showing why the Goodwill is being offered in place of the MVP coverage being used.

Examples:

Warranty Goodwill: (LOP 85-43-43-43 if the decision was made by the dealer, no LOP required if the decision was made by FCA)

- A customer has a failed Power Window Switch at 37,000 miles that is determined to be a "Defect in material or workmanship"
- An Air Conditioning Compressor fails a year past the expiration of the 3/36 Basic Limited Warranty
- A six-year-old vehicle has an oil leak from the Rear Axle/Differential and requires a new Oil Seal

Consumer Goodwill: (LOP 85-85-CG-09)

- Seat covers that have been damaged (torn, ripped, or discolored) because of a foreign object
- The inside of an engine is coated in oil sludge from a lack of maintenance causing the engine to fail
- A Wrangler customer dropped their Freedom Roof panel and damaged the seal area that now causes a water leak

ACTION:

Disregard Warranty Bulletins D-12-27 and D-16-13 and reference this bulletin.

Always verify vehicle component coverage through DealerCONNECT>VIP and the vehicle Warranty booklet.





Warranty Goodwill Limits (beyond the warranty coverage of the component) are as follows:

- Time/Mileage 2 Years /24,000 miles
- Max. Dollar Authorization Amount (per repair visit) \$2,000

Note: Requests beyond one of these limits will require an FCA US Representative documented pre-approval via the DM Notes application.

PRE-AUTHORIZATION REQUIREMENTS:

Warranty Goodwill decisions involving established Vehicle Pre-Authorization requirements remain in effect regardless of who made the participation recommendation.

You must advise the Vehicle Digital Imaging Pre-Authorization (**Message Code RP2**) and Powertrain Service Center (**Message Code RP3**) of your participation recommendations to assist our customers prior to starting the repair.

Claim Authorization Process Submission Instructions:

Warranty Goodwill:

- Warranty Goodwill decisions made by the dealer will **REQUIRE** LOP 85-43-43-43 to be entered in the Labor Tab at no charge as a related LOP along with the primary LOP for the repair.
- Warranty Goodwill decisions made by an FCA Representative will **NOT REQUIRE** LOP 85-43-43-43 to be entered at no charge.
- For claims that only have the message codes listed on the last page of this bulletin, enter "GW" in the Authorization Number field and resubmit the claim.
- For claims with message code **RB3**, and / or any dealer non-correctable message code(s), enter "RA" in the Authorization Number field and resubmit the claim.
- For claims where a PTSC or VDI pre-authorization has been obtained, enter "PA" in the Authorization Number field and resubmit the claim.

Consumer Goodwill:

- Consumer Goodwill decisions must be pre-authorized by the **Service Manager and an FCA US Representative** before the repair is completed.
- You must get approval from an FCA US Representative who must enter a DM Note in the Claim System. Approvals that exist outside of the claim system are not considered valid until entered in DM Notes.





- All Consumer Goodwill claims **with decisions made by an FCA representative** will **REQUIRE** LOP 85-85-CG-09 to be entered in the Labor Tab, at No Charge, as a related LOP along with the primary LOP for the repair.
- For claims with message code **RB3** (*Claim requires corporate review*) or **RD1** (*Excessive Operation Diagnostics time requested*), enter “**RA**” in the Authorization Number field and resubmit the claim.
- The failed component must have valid warranty coverage to be considered for Consumer Goodwill, for example:
 - ✓ Seat Cover (Basic Vehicle Warranty, typically 3/36)
 - ✓ Wiper Blades, Glass, Brake Pads/Rotors (“Wearables”, typically 12/12)
 - ✓ Tires (No FCA Warranty Coverage, however, for purposes of this bulletin, tires are Consumer Goodwill-able for 12 months / 12,000 Miles)

Be sure to check warranty coverage before contacting an FCA Representative for Pre-Authorization.

Goodwill Alternate Transportation:

You must follow Warranty Bulletin **D-19-28 Rev. B** for the use of **Goodwill** Alternate Transportation.

REMINDERS:

Warranty Goodwill or **Consumer Goodwill** adjustments are not legal obligations due to vehicle owners under the terms of the FCA US new vehicle limited warranty. Rather, these adjustments exist solely to assist in extraordinary circumstances where dealership management may wish to offer special considerations to their customers. **Warranty Goodwill** or **Consumer Goodwill** adjustments are to be made on a case-by-case basis.

Other Information:

FCA US Representatives are Business Center Personnel or Customer Care Personnel.

If you have questions about the **Warranty Goodwill** or **Consumer Goodwill** Process or you are not able to obtain answers to a claim related question after reviewing the Warranty Administration Manual, Dealer Policy Manual, “Ask a Question” or “Live Chat” via the Warranty Information Center application, call the toll-free number listed below to reach a Warranty Hotline agent:

1-888-255-2616

Warranty Hotline hours of operation are 8:00 AM to 6:00 PM Monday thru Friday, Eastern Time.





Please have the following information available when you call:

- Dealer code
- VIN
- Claim number

A “Frequently Asked Questions” list is attached. It has been developed to provide answers to questions raised during the Goodwill Administration.

Please ensure 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.





Frequently Asked Questions

Warranty Goodwill

Q. Does the Warranty Goodwill Administration Process only cover Basic Limited Warranty?

A. No. This Goodwill Administration Process covers the following warranties: Basic, Powertrain, Emissions, Perforation and Extended Warranties.

Q. Does the Warranty Goodwill Administration Process apply to Mopar (M) Claims or Mopar Vehicle Protection (F) claims?

A. This process does not apply to Mopar (M) claims or MVP (F) claims. Warranty Goodwill consideration on a Mopar or MVP claim must be directed to an FCA US Representative for pre-authorization.

Q. Can I process an Electronic Exchange Audio Unit under Warranty Goodwill?

A. Yes. Dealers must follow the Audio and Electronic Exchange Process (Order) Guide.

Q: What Message Codes can I authorize under the Warranty Goodwill Administration Process?

A. Please refer to the list of Authorizable Message Codes which have been attached to this bulletin. Additionally, Message Code RA4 has been set to 0.9 hours of Diagnostic Time without corporate authorization.

Q. What if a customer calls Customer Care first and is seeking Warranty Goodwill? How will they handle the customer?

A. If the vehicle falls within your authorization limits (time / mileage) AND the specialist believes that based on their research, the customer could be considered for Warranty Goodwill, the Customer Care Specialist will contact you to discuss and if you agree to diagnose vehicle, they will work with you and the customer. The Customer Care Specialist may assign a task to the dealer.

You must diagnose the vehicle, work with customer to determine goodwill participation if any. Involve your AM if the repair amount is beyond your authorization limit. A Customer Care Specialist will recontact the customer for follow-up and close the Case.





Q. What if the customer calls Customer Care first and is outside the Warranty Goodwill or Consumer Goodwill Authorization Limits?

A. Customer Care will manage the customer's issue just like they do today and they will involve you in the decision-making process.

Q. Will Customer Care override my decision?

A. No, unless it falls into one of scenarios below. A Customer Care Specialist will contact you before any new offer/decision is made when:

1. Customer provides new or additional information that could change the outcome of the decision.
2. There are unique circumstances such as, customer is new to the dealer, transient, or on vacation.
3. Customer Care reaches an alternate decision in the interest of customer satisfaction. These decisions will be reviewed by Customer Care management.

Q. Will Customer Care override my customer co-pay offer?

A. No. Customer Care will not override the co-pay offered to the customer, nor will they reimburse the customer for the co-pay amount.

Q. If I decline Warranty Goodwill or Consumer Goodwill, can I send Customer Care an email "alerting" them of a customer who might be contacting them?

A. Yes. You can send an email to T2email@fcagroup.com. Customer Care will open a Case with your email. If the customer contacts Customer Care, they will review your decision with the customer. You can use this email alert for denials and approvals.





Frequently Asked Questions

Consumer Goodwill

Q: What is the intention of the Consumer Goodwill program?

A: Consumer Goodwill is in addition to the existing Warranty Goodwill program as described in the Warranty Administration Manual>Claim Procedure>Warranty Goodwill Adjustments. Consumer Goodwill will avoid unnecessary chargeback to a dealer for non-warrantable issues (i.e. WK SRT wheels damaged by customers).

Q: Does this mean that we will always need AM authorization for Warranty Goodwill or is Consumer Goodwill different?

A: Only Consumer Goodwill decisions must be pre-authorized by the Service Manager and an FCA US Representative before the repair is completed.

Q: What repairs can be used for Consumer Goodwill?

A: Consumer Goodwill is solely to assist in extraordinary circumstances where dealership management may wish to offer special considerations to customers on repairs that would not normally be deemed warrantable. Consumer Goodwill adjustments are to be made on a case-by-case basis.

Q: Is the rule of thumb still 2 years, 24,000 miles?

A: No, Consumer Goodwill does not have the same guidelines as Warranty Goodwill. Consumer Goodwill is to be used for customer satisfaction repairs that would not normally be deemed warrantable within the Basic, Powertrain, Emissions, Perforation and Extended Warranty coverage limitations.

Q: Are Consumer Goodwill repairs eligible for Rental?

A: Yes, follow the guidelines of Warranty Bulletin **D-19-28 Rev. B**.

Q. What if the customer calls Customer Care first and is outside the Warranty Goodwill or Consumer Goodwill Authorization Limits?

A. Customer Care will manage the customer's issue just like they do today and they will involve you in the decision-making process.





Q. If I decline Warranty Goodwill or Consumer Goodwill, can I send Customer Care an email “alerting” them of a customer who might be contacting them?

A. Yes. You can send an email to T2email@fcagroup.com. Customer Care will open a Case with your email. If the customer contacts Customer Care within 30 days, they will review your decision with the customer. You can use this email alert for denials and approvals.

Q: How do I submit a Consumer Goodwill claim for tire replacement?

A: Use the wheel LOP 22-40-01-XX with Failure Code UC and include the 85-85-CG-09 LOP as a related LOP on the same condition at N/C.

Q: What claim type can this process be used on?

A: Warranty (W) claim type only

Q: Can the terms of Express Warranty be used with Consumer Goodwill?

A: No, Consumer Goodwill is not used for Express Warranty.

Q: Do Consumer Goodwill repairs require Vehicle Digital Imaging (VDI) or Powertrain Service Center (PTSC) pre-authorization review?

A: No, Consumer Goodwill repairs are excluded from VDI and PTSC review when using the 85-85-CG-09 Consumer Goodwill LOP as a related LOP on the same condition with the causal LOP.

Message Codes which can be authorized by a dealer for **Warranty Goodwill** are listed below:

Message Codes	Description
RC1	Repair service beyond warranty limits but may be eligible for dealer authorization
RG1	Dealer can approve this Goodwill claim
SR7	Loaner amount requested excessive
WR1	Loaner expense seems excessive
ST1	Towing amount requested excessive
ST3	Towing not covered - vehicle covered by Roadside Assistance

