WARRANTY BULLETIN

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

SUBJECT: Recall W25 – Time Punching Exemption

NO: D-20-06
DATE: April 20, 2020

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

PURPOSE:

To announce an exemption for Technician Time Punching requirements on Recall W25. Due to the nature of the repair process, Technician Time Punching will not be required for reimbursement on Recall W25 claims.

TIMING:

Effective for vehicles received for repair on or after April 17, 2020

ACTION:

With the launch of this bulletin, Technician Time Punches are not required on repairs associated with Recall W25 for claim reimbursement.

NOTE: To assist with claim processing, W25 has been added to Quick Claim Builder.

REMINDER:

SmartWarranty Plus and Premium level dealers are always exempt from Technician Time Punching requirements on W-Warranty, M-Mopar, S-Recall, and K-Prep claims (excluding Actual and Diagnostic Time). For Recall W25 **ONLY**, Base dealers will also be exempt from Time Punching requirements.

This Warranty Bulletin does not apply to any other Recalls or Warranty repairs and will terminate with the completion of Recall W25.

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.