

WARRANTY BULLETIN



Updates
WAM

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

NO: D-18-34

DATE: July 22, 2020

SUBJECT: UPDATED: Safety Recall,
Emissions Recall, Customer Satisfaction
Notice and Rapid Response Transmittal
**New Vehicle Prep Chargeback Policy
(Rev. B)**

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

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

PURPOSE:

To announce the simplification of the New Vehicle Prep chargeback policy for any vehicle sold or leased with an open Safety Recall, Emissions Recall, Customer Satisfaction Notice (CSN) or Rapid Response Transmittal (RRT). This change aligns the New Vehicle Prep chargeback methodology for **all** campaigns listed above.

Completion of all service actions will ensure vehicles are delivered with the highest quality and safety possible which can reduce comebacks and prevent dissatisfied consumers.

TIMING:

Effective Immediately

ACTION:

Federal Law requires that any new vehicle may be sold or leased only after all Safety Recall procedures have been performed.

To achieve 100% compliance, protect our dealerships from potential civil penalties for non-compliance, and to ensure your customers take delivery of the highest quality vehicles possible, FCA is implementing policy changes. Effective December 12, 2018, **your dealership will be charged the equivalent amount of the New Vehicle Prep payment** for any vehicle sold or leased without an applicable Safety Recall, Emissions Recall, Customer Satisfaction Notice (CSN) or Rapid Response Transmittal (RRT) being reported as closed on the VIP prior to delivery.





Submit and close your Recall, CSN and RRT claims immediately after completing the repair to avoid a potential chargeback. Closed Service Actions can be confirmed using a VIP once the claim has paid. FCA encourages the use of AutoPay and Quick Claim Builder (QCB) on applicable claims to expedite closure and reduce manual workload.

- All Recalls, CSNs, and RRTs must be reported as closed **prior to delivery and prior to NVDR attempt**.
- There will no longer be a 14-day grace period from the delivery date to get the Safety Recall, Emissions Recall, CSN, or RRT completed and paid.
- There will no longer be a grace period of 7 days between the Recall, CSN, or RRT launch and the delivery date of the vehicle.

Please Note:

- This applies to RRTs that are both labor-only AND RRTs that require parts. Exceptions will be made to disable chargebacks in situations where parts availability does not meet corporate standards.
- All Safety Recalls, Emissions Recalls, CSNs, and RRTs are cleared and closed from the vehicles in **real-time once the claim is paid**, so there is no waiting period to submit an NVDR after completion (See D-18-02).
- Utilize Vehicle Ordering & Inventory Management (VOIM) and the Global Recall System within DealerCONNECT to monitor your inventory for Safety Recalls, Emissions Recalls and Service Actions.
- Utilize **DealerCONNECT>Service>Repair Information>Inventory Service Actions** to monitor your inventory for Safety Recalls, Emissions Recalls and Service Actions.
- NVDR entry updates, such as name or address changes, will not create a New Vehicle Prep chargeback as long as the Delivery Date remains the same as the original successful NVDR entry.

Vehicle Prep Chargebacks will have the following Reason Codes:

- F15 - VEHICLE WAS SOLD OR LEASED WITHOUT AN APPLICABLE RECALL or CSN PERFORMED PRIOR TO DELIVERY
- CG4 - END OF LINE CHARGEBACK APPLIED (No further authorization or override applicable).
- F18 - VEHICLE WAS SOLD OR LEASED WITHOUT AN APPLICABLE RRT PERFORMED PRIOR TO DELIVERY

ADDITIONAL INFORMATION:

Dealers are required to check the VIP system during the New Vehicle Prep procedure and prior to customer delivery. Dealers must take any corrective action necessary to complete any open Recall, CSN or Rapid Response Transmittal (RRT) procedures.





Any vehicle with an open Recall, CSN or Rapid Response Transmittal can also be found in DealerCONNECT > Sales > Orders & Inventory > VOIM > Inventory with Safety Recalls or DealerCONNECT > Sales > Orders & Inventory > VOIM > Inventory Impacted by Service Actions.

Complete Recall information can also be found in DealerCONNECT > Service > Repair Information > Global Recall System.

To submit an appeal for a New Vehicle Prep Chargeback, submit a request through DealerCONNECT using one of these paths: [DealerCONNECT>Service>Claim Administration>Chargeback Appeals](#) or [DealerCONNECT>Service>Warranty Administration>Warranty Information Center \(WIC\)>Chargeback Appeals](#). Allow up to 5 business days for a decision. Please include the following information on the first email submission:

- VIN
- Dealer code
- Claim Number
- Reason for appeal and a copy of DealerCONNECT VIP at time of delivery
- Prep Chargeback Appeals for Safety & Emissions Recalls, CSNs, and RRTs where the repair was performed prior to delivery but the claim was not submitted and paid prior to NVDR will not be accepted. In these situations only, the policy allowing 60 days to process claims is superseded by this rule due to regulatory and internal requirements.

NOTE:

- Dealer traded vehicles are not exempt from this process
- Vehicles with a request to update an ISD as a result of a VC1 Message Code will be subject to potential PDI chargeback

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.

