



UPDATE FROM WARRANTY OPERATIONS

Hello Team,

We know that things were hectic over the last several months so we feel it's important to revisit a topic that we covered in our May 2020 Newsletter: Overcoming consumers' fears in all aspects of your operations.

Goal: Do not have any customer question your safety measures; establish confidence immediately.

Tactics: You accomplish this by communicating more than you ever have. It must be visually obvious that your facility and processes have changed. Overcome the "Fear of the Unknown" by communicating effectively before a customer starts the Service Process, "hold their hand along the way", and have strong visual changes for those visiting your dealership. Pick Up and Delivery is a customer security and convenience initiative working very well for many retail businesses including dealership maintenance and service repair.

Customers will remember your business for the procedures you implemented in response to the pandemic. The more you can make them feel safe, the more likely you are to see repeat visits and have those customers provide favorable feedback to their friends and family on your operations.

Thank you,

Jim Sassorossi

Director – Dealer Support & Warranty Operations

FIXED FIRST VISIT IMPROVEMENT

AVERAGES for U.S. DEALERS:

FFV – Year to Date: 91.7%		
June	July	August (as of 8/24)
91.9%	91.1%	90.5%



Claim Processing Life Cycle

Dealers have a total of 60 days to process a claim. Final payment is part of the 60-day processing time line, with the goal of receiving payment before the 60-day time frame expires. FCA is aware that there are a couple of states that allow dealers additional time to process claims, and we will work with dealers in those states to be compliant. However, FCA's true goal is to pay all claims accurately and quickly.

If a claim goes over the 60-day processing timeline and the dealer has been actively working the claim (submitting the claim every 5 days),

agents will continue working with the dealer up to when the claim turns 90 days old.

After 90 days, the claim can no longer be submitted into RA for review. If a dealer would like a claim over 90 days old reviewed, they will have to go directly to the BC with the request for review, as the WCC cannot assist with claims over 90 days old.

To avoid aged claims issues, we encourage dealers to review not only their claims listed in DealerCONNECT, but dealers should also be reviewing their Open RO report and Accounts Receivable.

Wiring Repair Claims

Electrical repair LOPs are used to help improve product quality, which is why it is important that accurate repair data be provided on the claim by the dealer. Many times the correct LOP is the only point of view thought of when talking about accurate reporting, but accurate time reporting is just as important. To help ensure both the correct LOP and the correct time are reported, the following guides are to be used when reviewing Wiring claims.

All labor time for the wiring repair is to be entered on the Wiring LOP, this includes:

- Time to gain access to the wiring location
- Time needed to identify the cause of the issue

- Time to complete the wiring repair
- Time to put the vehicle back together
- All wiring repairs are Actual Time

Dealers can add all the time punches related to the wiring repair into one final time to be used to support the claim request.

To help dealers correctly process these requests, a new overlap between wiring and diagnostic time has been set up. Claims sent to FCA for review that have the repair broken into Diagnostic Time, Component AT, and/or Wiring will be returned for correct coding using the Wiring repair LOP.

Importance of Exchange Order Type

In June 2020, MVP started using the same exchange order process that Warranty has used for many, many years. With that, the importance of correct exchange order type has increased. In the past when a dealer used the wrong ordered type (for example ordering a part as Warranty, but processing the claim as MVP), that would cause an exchange order charge back that MVP would pay for. In fact, many times the dealer was paid for the part before even being charged for it. However, now that MVP no longer bills the dealer for the part and the part is no longer priced out on the claim, you have to make sure

the claim type matches so there is no chargeback in the future. If there is a chargeback that was caused by the dealer not ordering the part correctly, the dealer is responsible for the chargeback.

If you notice the order types do not match before the part is installed, you can return the part new and unused, and order the part correctly.

Please make sure the Parts department is aware of the importance of order type so these charge backs can be avoided.

2019 - 2020 Pacifica (RU) - Power Mirrors Would Not Operate Using Memory Seat Functions

A customer may complain that *"Power Mirrors appear to not adjust with the driver presets"*. Verify **Memory Mirrors** is applicable to the vehicle by checking if the option **LEM** is present in the Vehicle Sales Code list. A vehicle may have Memory Seats and Radio presets and not have Memory Mirrors. **Do not** replace the Memory Seat Module for this issue.

All others with Memory Mirrors:

Verify the concern is not linked to the Memory Seat Module options and settings.

The Door Control Module (DCM) shall read and retain the positions of the driver side outside mirror. The DCM shall store the positions in Non-Volatile Memory (NVM). So, if that setting is not configured in the car, then the Door Control Module will not store the power mirror information.

All Vehicles - All Model Years - A/C Refrigerant Lines Seal Caps

The purpose of this article is to ensure the proper installation of the A/C refrigerant lines seal caps. As an additional step to confirm the A/C system is free of leaks, it is required to follow the next described activity.

The A/C lines caps are an important part of the system that will ensure it is properly sealed.

Remove the high and low port caps to perform required vacuum and charge operations as per the described service procedure. After finishing the operations, high and low side ports caps must be installed back by using a torque tool to confirm torque is the appropriate. The torque tool can be a clicker or an inch/pound torque wrench capable to torque the cap at 2.5 in/lbs., by using the upper TORX feature on the cap.



Typical cap and an optional tool, or an inch/pound torque wrench could be used with a

TORX bit for the center of the cap.



2019 - 2021 JL/JT Weather Seal Replacement

Approximately 90% of returned door and header seals are found to have no trouble found when reviewed by the supplier and engineering. The majority of these returned seals are placed on vehicles and water/wind tested at the assembly plant with no material issues found.

This is to assure technicians are aware of diagnosis procedures, normal seal conditions, body fit requirements and documents that are

available in Service Library to ensure weather seals are not replaced unnecessarily.

If a technician assigned to a leak repair is not experienced in water leak repairs, it is advised to have them review the Body Diagnosis and Testing pages located in Service Library. There are several documents pertaining to diagnosis and testing to assist with issue resolution (Refer to 23 - Body/Diagnosis and Testing).

It is important to ensure all available service documentation is reviewed prior to diagnosis/repair to ensure the appropriate operations are being performed. Should the issue

persist after all available service procedures are performed, please contact the numbers listed in the GPOP prior to replacing the seal.

Diagnosis and Testing - Options

[JL POWER TOP WATER MANAGEMENT DIAGNOSIS AND TESTING](#)

23 - Body / Diagnosis and Testing

[JL SOFT TOP WATER MANAGEMENT DIAGNOSIS AND TESTING](#)

23 - Body / Diagnosis and Testing

[JL/JT HARD TOP WATER MANAGEMENT DIAGNOSIS AND TESTING](#)

23 - Body / Diagnosis and Testing

[WATER LEAKS](#)

23 - Body / Diagnosis and Testing

[WIND NOISE](#)

23 - Body / Diagnosis and Testing

If there are any questions related to the door seals or windshield header seal, there is an active GPOP Tech Tip for both. Please call the numbers listed on the GPOP Tech Tip to discuss potential corrections prior to seal replacement if required.

Many returned parts reference warped, misshaped or deflected seals in the Warranty Claim narratives. On most reviewed parts, the only deflection found is deemed to be normal

seal set and creates no issue when parts are tested on both new and aged units at our assembly plants.

Below are two examples of areas commonly referenced in narratives as a reason for replacement, where visible seal deflection is expected and considered a normal operating condition and do not contribute to water leaks or wind noise.



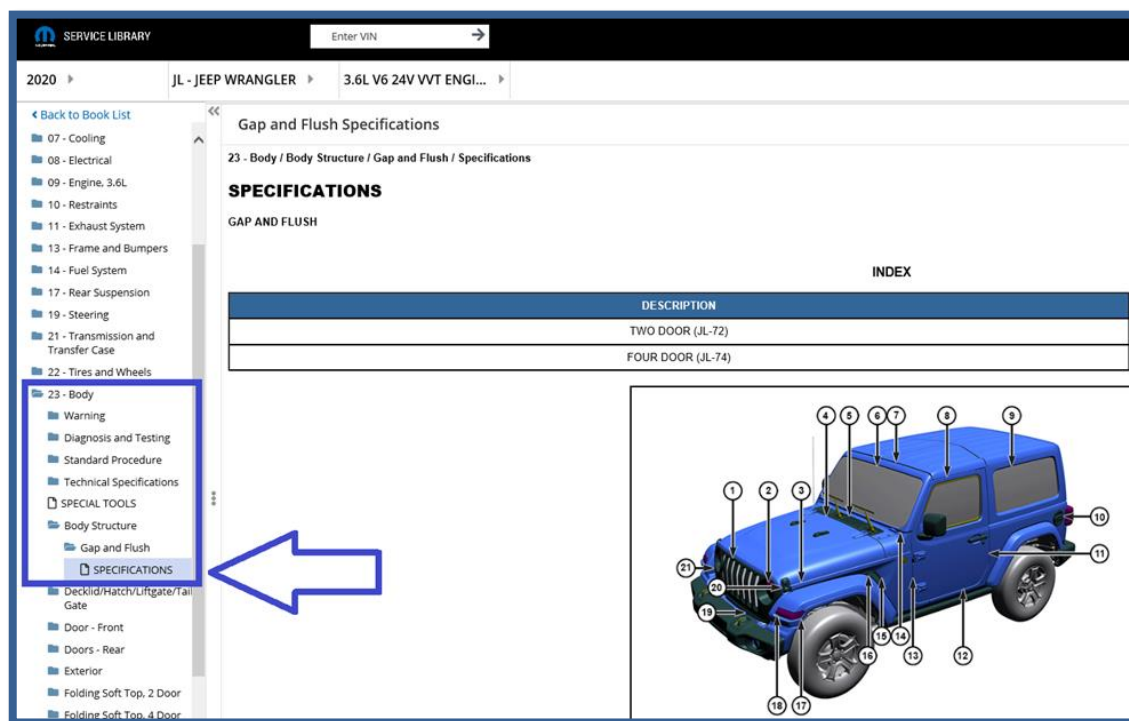
Windshield Header Seal to Center Panel Seal



Front Door Seal to Windshield Cowl Seal

In many cases, we find witness marks on the returned weather seals that indicate a potential door or panel alignment issue. Please ensure door and panel fits are within spec before changing weather seals for wind/water issues.

Gap and flush specifications are published in Service Library for specific vehicles at this location: 23 - Body / Body Structure / Gap and Flush / Specifications.



The screenshot shows the MOPAR Service Library interface. The navigation menu on the left is expanded to show the path: 23 - Body > Body Structure > Gap and Flush > SPECIFICATIONS. A blue arrow points to the 'SPECIFICATIONS' link. The main content area displays 'Gap and Flush Specifications' for a 2020 Jeep Wrangler (JL - JEEP WRANGLER) with a 3.6L V6 24V VVT engine. The specifications table is titled 'SPECIFICATIONS' and 'GAP AND FLUSH'. It includes an 'INDEX' table with two rows: 'TWO DOOR (JL-72)' and 'FOUR DOOR (JL-74)'. Below the index is a diagram of a blue Jeep Wrangler with numbered callouts (1-21) indicating various body panels and components.

INDEX	
DESCRIPTION	
	TWO DOOR (JL-72)
	FOUR DOOR (JL-74)

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
D-20-03	Suspension of Operations at QEC Part Return Center and Part Chargebacks - Excluding Core Returns (Rev. A)	03/25/2020	63805
D-20-04	Temporary Warranty Policy Adjustments	03/31/2020	64010
D-20-05	Jeep Gladiator (JT) - All Models and Model Years Equipped With Truck Hero, Inc. Mopar Components - Warranty Coverage	04/15/2020	64512
D-20-06	Recall W25 - Time Punching Exemption	04/20/2020	64625
D-20-07	Ram Pickup (DS/DJ/D2) Mopar Truck Hero, Inc. Soft Tonneau Covers - Warranty Coverage	05/06/2020	65049
D-20-08	Addition of 2.4L Multiair Engines to the Powertrain Service Center (PTSC) Pre-Authorization Program - ALL DEALERS	05/06/2020	65065
D-20-09	Activation of Operations at QEC Part Return Center	05/13/2020	65252
D-20-10	(X88) Active Head Restraint - Select 2014 / 2015/ 2016/ 2017/ 2018 Dodge Durango (WD) and Select 2014 - 2018 Jeep Grand Cherokee (WK) (Rev. A)	08/26/2020	67871
D-20-11	Removal of 9-Speed 9HP48 Transmission from STAR Restriction	06/24/2020	66202