



UPDATE FROM WARRANTY OPERATIONS

Hello Team,

The challenges faced in 2020 have proven that resiliency and flexibility are critical attributes to achieve success in your operations. As you look back on the steps you have taken to modify your procedures, think of ways that you have been treated as a customer when visiting other businesses. Try to step back and ask yourself if you were coming into your dealership for the first time - how would you like to be treated?

A friendly and timely greeting, regular updates on the status of your vehicle, and a smooth process for payment are all items that we all expect and enjoy when done correctly. Do not overlook simple items, such as resetting reminder lights or returning the seat to the proper position, as these small items add up to inform a customer how you feel about their vehicle and taking care of their needs.

As we can see from the average FFV scores from the last three months, there was a down turn, but we are now beginning to bounce back and see improvements across the network. No matter if you are a large store in a metropolitan area, or a smaller store in a rural environment, customers respond best to those businesses that focus on communication, transparency, and efficient handling of issues.

Keeping the focus on each personal interaction, as well as using all of the tools available to you, will allow you to take care of those customers that have come to you for service. Providing each customer the proper attention and care will pay off for you in all aspects of your business.

Thank you,

Jim Sassorossi

Director - Dealer Support & Warranty Operations

FIXED FIRST VISIT IMPROVEMENT

AVERAGES for U.S. DEALERS:

FFV – Year to Date: 91.5%		
July	August	September (as of 9/25)
91.1%	90.6%	90.8%

Automatic Exchange Order Core Credits for Exchange Parts Returned Between 30 - 60 Days

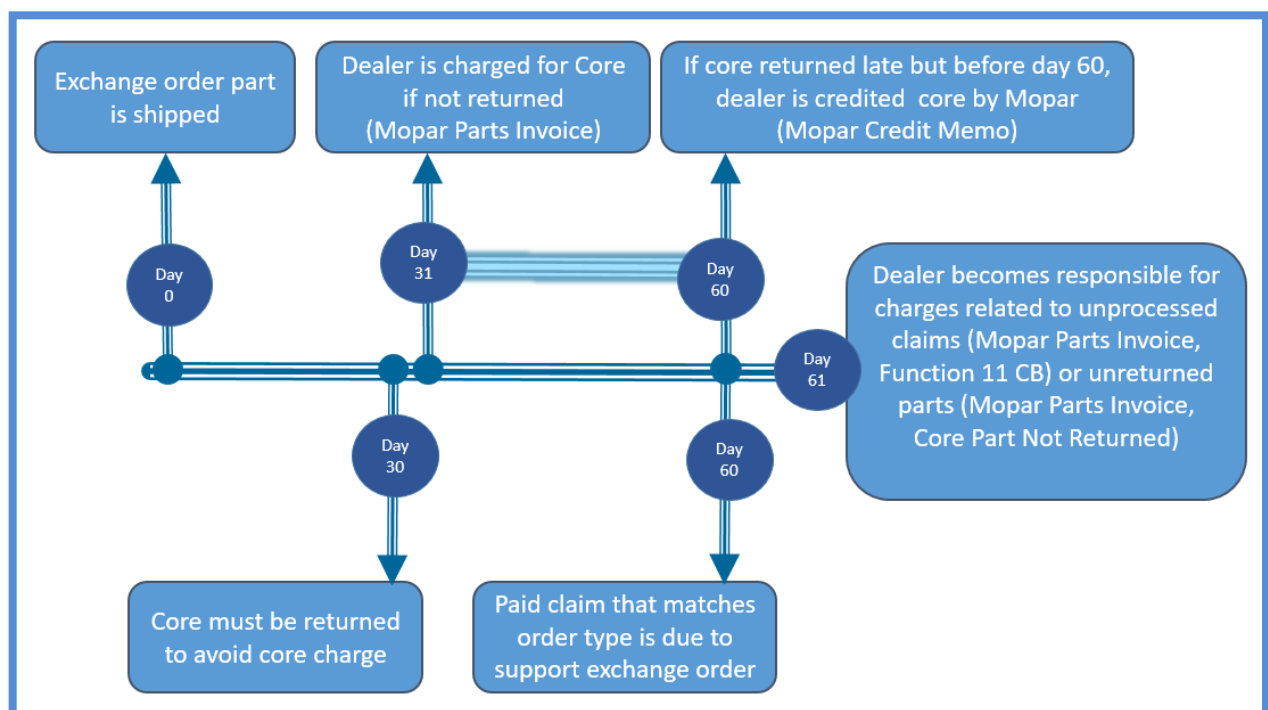
Automatic Exchange Order Timeline

- Core Charges for No Part Returned
- Core Credits for Exchange Parts Returned Between 30 - 60 Days
- No Claim Input Charges

FCA continues to receive core credit appeals from dealers for exchange parts that were received late by the vendor. Many of these appeals are unnecessary and are declined because dealers do not understand that Mopar will automatically issue a credit if an exchange part is returned up to 30 days after the Function

11 "core part not returned" chargeback. Appeals related to "No Claim Input" are also closed with no approval since the dealer did not process a claim within the time allowed. To help dealers better understand the exchange order time line, please review the time line and invoice samples provided below.

Exchange Order Time Line:





Other common questions submitted by dealers are *"Where do I find the Mopar credit?"* or *"I was charged for the core, now I'm being charged for No Claim Input, is that correct?"*

The credit will be on the Weekly MRA and Misc. Credit Memo. To see a comparison of the Mopar Parts Invoice with a charge vs the credit on the Weekly MRA and Misc. Credit Memo, see the examples below.

The charge for **no part return** and **no claim input** are two separate charges. It is possible for a dealer to be charged for both charges. It is important to remember that the part is sent to the dealer at no charge; so, if there is no claim to

support the no charge part, the dealer will be charged for the unsupported part as a "No Claim Input" charge. This is different than the "No Part Returned Charge", which is related to the core being returned or being returned late.

The following documents are found in DealerCONNECT:

DealerCONNECT > My Dealership >
Invoices & Credit Memos >
Parts>Archives

Type: default "All" (recommended)
Document number: leave blank
Select statement date: Mopar post statements on Saturday

Mopar Parts Invoice – Core Part Not Returned:

FCA US LLC 1000 CHRYSLER DRIVE AUBURN HILLS, MI 48326		
MOPAR PARTS INVOICE		
INVOICE NUMBER: 03159000W 00136048		
INVOICE DATE : AUGUST 15, 2020		
0311000-2810002	ORD#: 223388	O/T:R DATE: 2020-08-14
0001	ARC00997	FUNCTION 11 EXCHANGE 500.00
EXCHANGE ORDER CHARGE BACK - CORE PART NOT RETURNED		500.00
PART NUMBER : Z8433940AA		VIN : 3C
SUPPLIER : 93078		ORDER : 223388
DATE ORDERED : 04/20/20		DATE SHIPPED : 07/14/20
SUBTOTAL		500.00
		500.00





WARRANTY OPERATIONS NEWSLETTER VOLUME 6, ISSUE 8

Mopar Weekly MRA \$ Misc Credit Memo – Core Part Returned:

FCA US LLC
1000 CHRYSLER DRIVE
AUBURN HILLS, MI 48326

MOPAR WEEKLY MRA & MISC. CREDIT MEMO

CREDIT MEMO NUMBER: 03159000C 00119131
CREDIT MEMO DATE: AUGUST 29, 2020
PAGE: 1

LINE NO	PART NBR	DESCRIPTN	QTY	UNIT	PRICE	GROSS AMOUNT	EXT DC	D %	DISCNT AMOUNT	NET AMOUNT	P R S C
0310300-4199670	ORD#: 223388	O/T:M									
001	ARC00007	FUNCTION 11 EXCHANGE				500.00-				500.00-	
		REFERENCE/CONTROL NUMBER 0000000									
		EXCHANGE ORDER CREDIT - CORE PART RETURNED									
		PART NUMBER : Z8433940AA VIN : 3C									
		SUPPLIER : 93070 ORDER : 223388 OMC# : 80240861									
		DATE ORDERED : 04/20/20 DATE SHIPPED : 07/14/20									
		DATE RETURNED : 08/28/20									
		SUB-TOTAL				500.00-				500.00-	

Mopar Parts Invoice – No Claim Input for Exchange Order:

FCA US LLC
1000 CHRYSLER DRIVE
AUBURN HILLS, MI 48326

MOPAR PARTS INVOICE

INVOICE NUMBER: 031911
INVOICE DATE: DECEMBER 21, 2019
PAGE: 52

0311000-6892712	ORD#: 110704	O/T:E DATE: 2019-12-16									
0001	ARC01012	FUNCTION 11 WARRANTY CB				334.00				334.00	
		NO CLAIM INPUT FOR EXCHGN ORDER VIN# ZACCJBBB'									
		PREVIOUS SHIPPER# 1143735 ORDER DATE 09/19/19									
		CLAIM NUMBER 110704 PART NUMBER 6UX41KXHAA									
		SUBTOTAL				334.00				334.00	

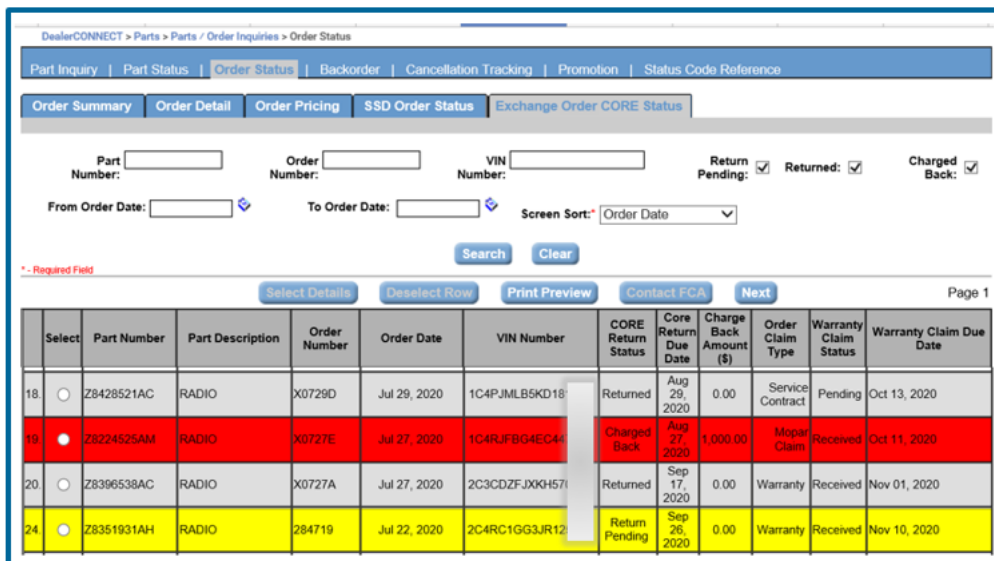


Need help tracking exchange order status? Dealers have the ability to view order details using DealerCONNECT's Exchange Order CORE Status at the path provided below. This report will provide information related to order type, core status, and claim status. The report is color coded to bring attention to core charges and closed cases. Additionally, dealers are

notified by emails sent to the Parts Department when cores are approaching their due date. A sample report is provided to show the reporting details and color coding. Additional details on how to use this report can be found in the Audio & Electronic Products Exchange Process guide on the Parts tab of DealerCONNECT.

DealerCONNECT > Parts > Parts / Order Inquiries > Order Status

Exchange Order Core Status



The screenshot shows the DealerCONNECT interface for 'Exchange Order CORE Status'. It includes search filters for Part Number, Order Number, and VIN Number, along with checkboxes for Return Pending, Returned, and Charged Back. A table below displays the following data:

Select	Part Number	Part Description	Order Number	Order Date	VIN Number	CORE Return Status	Core Return Due Date	Charge Back Amount (\$)	Order Claim Type	Warranty Claim Status	Warranty Claim Due Date
<input type="radio"/>	Z8428521AC	RADIO	X0729D	Jul 29, 2020	1C4PJMLB5KD18	Returned	Aug 29, 2020	0.00	Service Contract	Pending	Oct 13, 2020
<input checked="" type="radio"/>	Z8224525AM	RADIO	X0727E	Jul 27, 2020	1C4RJFBG4E44	Charged Back	Aug 27, 2020	1,000.00	Mopar Claim	Received	Oct 11, 2020
<input type="radio"/>	Z8396538AC	RADIO	X0727A	Jul 27, 2020	2C3CDZFJXK571	Returned	Sep 17, 2020	0.00	Warranty	Received	Nov 01, 2020
<input checked="" type="radio"/>	Z8351931AH	RADIO	284719	Jul 22, 2020	2C4RC1GG3JR12	Return Pending	Sep 26, 2020	0.00	Warranty	Received	Nov 10, 2020

DealerCONNECT > Parts > NEWS AND INFORMATION > Audio & Electronic Products Exchange Process

Stock Reduction

FCA may occasionally repurchase the dealer's new vehicle inventory and resell the units as used vehicles at an FCA auction. These vehicles are identified as "stock reduction". A stock reduction vehicle is resold to the next dealer as

a used vehicle, with an ISD entered by FCA. Since these vehicles are considered as used vehicles, the ISD will not be reset when the vehicle is retailed to a retail purchaser.

Recall Training Requirements

There has been some confusion about Recall training requirements. WIC article KB0023375 helps explain that training levels shown in *DealerCONNECT* > *Service* > *Labor Operation* is only a guideline for dispatching Recall repairs. Additionally, since recalls are not edited to training levels, they qualify for the time punch exemptions found in the *DPM* > *Warranty*

Reimbursement > *Time Punching Exemptions*, which states “Select Flash/Reprogram “Level 0” repairs are exempt. (No part/No diagnosis)”.

To help show the comparison of the LOP published in the recall notification and the LOP published in DealerCONNECT LOPs, please see the examples below:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Inspect PCM Software Level	18-W5-71-81	0.2 hours
Inspect and Reprogram PCM with Sym Pump	18-W5-71-82	0.4 hours
Inspect and Reprogram PCM with Asym Pump	18-W5-71-83	0.4 hours

Recall notification LOP details – without Training Skill Category

DealerCONNECT > Service > Claim Administration > Labor Operations

Labor Operation | Labor Operation Detail | Summary | LOP Review

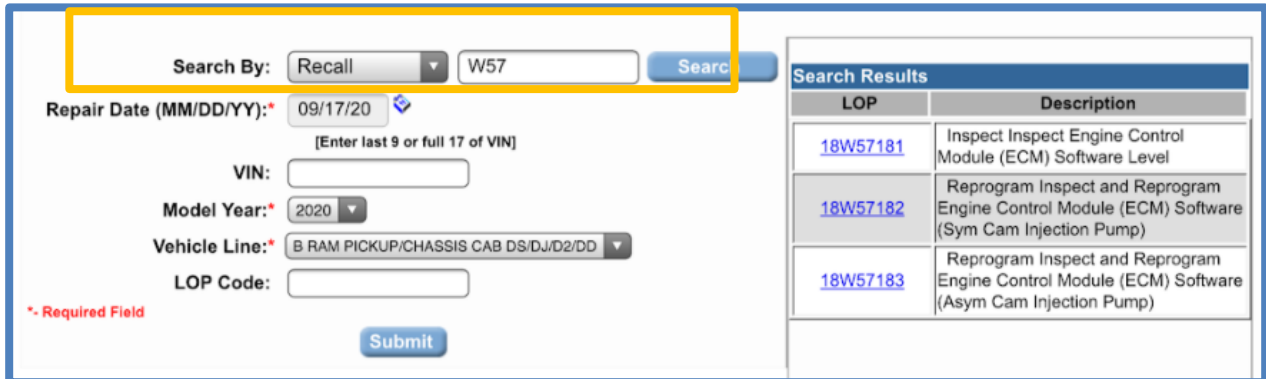
Labor Operation Detail

Select	LOP	Description	Skill Category	Failure Codes	Material Allowance (USD)	Type	Hours
<input type="checkbox"/>	18W57182 <small>Note</small>	Safety Recall W57 - Reprogram Powertrain Control Module - Reprogram Inspect and Reprogram Engine Control Module (ECM) Software (Sym Cam Injection Pump) (1 - Semi-Skilled)	10 - Diesel Engine	<input type="checkbox"/>	0.00	Safety	0.4

DealerCONNECT LOP details – with Training Skill Category for dispatch

Don't forget..... to look up a Recall LOP in DealerCONNECT, select "Recall" from the "Search By" drop down, enter the recall number, the vehicle details (VIN or MY and

vehicle line) and use the "Search" button next to the Recall box. Do not use the "Submit" button for this type of search.



Search Results	
LOP	Description
18W57181	Inspect Inspect Engine Control Module (ECM) Software Level
18W57182	Reprogram Inspect and Reprogram Engine Control Module (ECM) Software (Sym Cam Injection Pump)
18W57183	Reprogram Inspect and Reprogram Engine Control Module (ECM) Software (Asym Cam Injection Pump)

DealerCONNECT LOP Recall Search

DealerCONNECT Worksheets Not Working in Chrome

Dealers may find that some DealerCONNECT worksheets may not work correctly in Chrome. It is recommended that dealers continue to use Internet Explorer when using DealerCONNECT

to ensure the best performance. An example of this issue is when the Transmission worksheet is opened in Chrome; the user will see the message below.

Please wait...

If this message is not eventually replaced by the proper contents of the document, your PDF viewer may not be able to display this type of document.

You can upgrade to the latest version of Adobe Reader for Windows®, Mac, or Linux® by visiting http://www.adobe.com/go/reader_download.

For more assistance with Adobe Reader visit <http://www.adobe.com/go/acreader>.

Windows is either a registered trademark or a trademark of Microsoft Corporation in the United States and/or other countries. Mac is a trademark of Apple Inc., registered in the United States and other countries. Linux is the registered trademark of Linus Torvalds in the U.S. and other countries.

Cummins Engines - Intake Air Grid Heater and Relay

A technician may find Diagnostic Trouble Code (DTC) P2609 or P0542 set in the Powertrain Control Module (PCM) memory. In addition, you may receive a vehicle with an engine showing signs of engine damage due to foreign debris primarily on the #6 cylinder.

When diagnosing a Cummins engine with damage due to foreign debris primarily in the #6

cylinder, please inspect the grid heater assembly closely for signs of overheating. Please see the inspection guidelines below.

Inspect the grid heater power terminal located on the intake manifold cover for the plastic over-mold being deformed as well as the power feed cable for signs of terminal sealant flow from the terminal sleeve (See Figure 1 and 2).

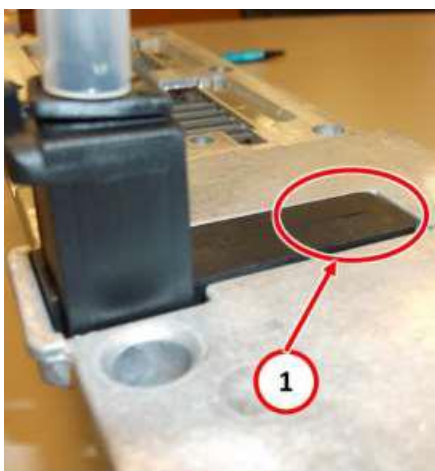


Figure 1

Good part. No deformation

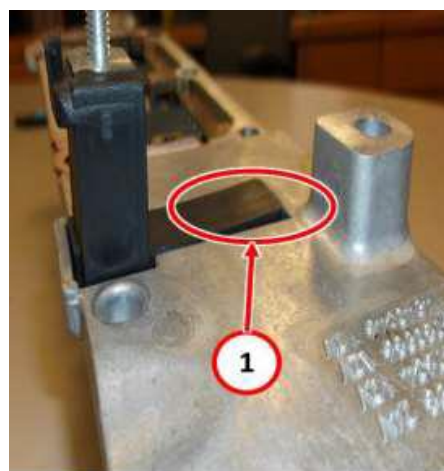


Figure 2

Failed part. Slight lifting of plastic

Check to see if the grid heater power terminal can be moved by hand (See Figure 3).

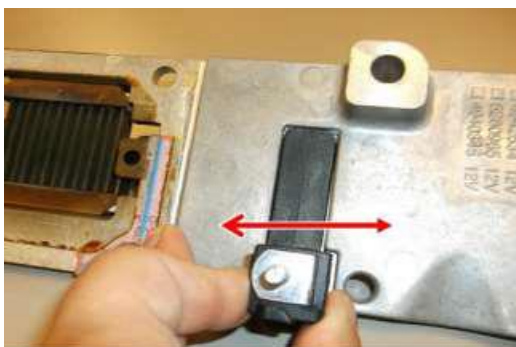


Figure 3

There should be NO movement of the terminal back and forth.

Remove the grid heater assembly and inspect the bolt on the bus bar for signs of arcing and damage. See (Figure 4)



Figure 4

If any of the above conditions are found, replace the intake grid heater assembly and grid heater relay as a set.

It is important to determine the root cause of the failure, since it may have been caused by either the grid heater or the grid heater relay.

The warranty coverage may vary between the grid heater (Powertrain Warranty) and grid heater

relay (Basic Warranty), so always verify the component that caused the failure and use the applicable LOP in a VIP search to confirm warranty coverage. Cummins engine replacements require pre-authorization through the Powertrain Service Center (PTSC). The root cause of the failure and proper warranty coverage must be confirmed before submitting the PTSC request.

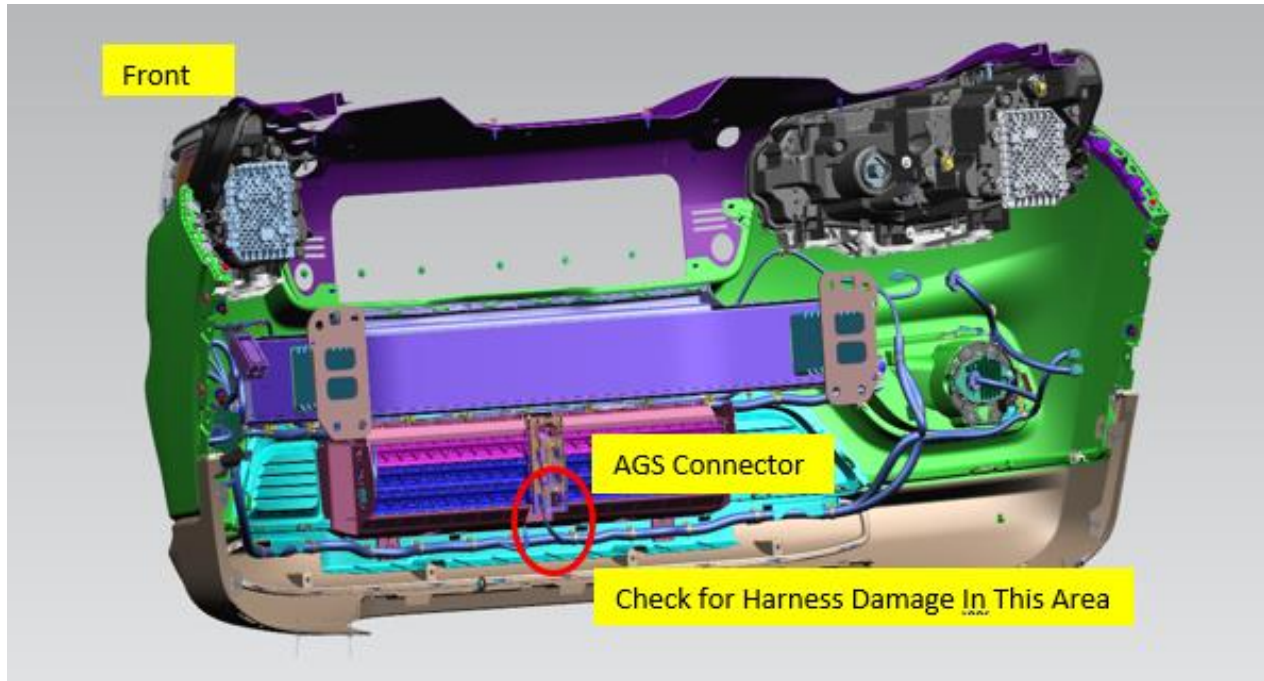
2019 Cherokee (KL) - Active Grill Shutters (AGS)

When the Malfunction Indicator Lamp (MIL) is on and AGS DTC U11E9 - Loss Communication with AGS is active or stored, inspect the wiring harness for signs of damage (nicks or cuts in the wires). If the wiring harness is damaged, do not automatically replace the AGS. Use wiring kit 68396618AA to repair the harness or replace the fascia harness as necessary. Disconnect the AGS to wiring harness connector and inspect for

corrosion. If corrosion is present in the AGS connector, replace the AGS.

Verification: With scan tool, erase all DTCs. Check for the DTCs to return. If DTCs return, follow the U11E9-Lost Communication with AGS Diagnostic Procedure in Service Library.

Reference this diagram and photo of the 2019 Cherokee (KL) fascia wiring harness location and damage.



2020 Pacifica (RU) - Active Grill Shutters (AGS)

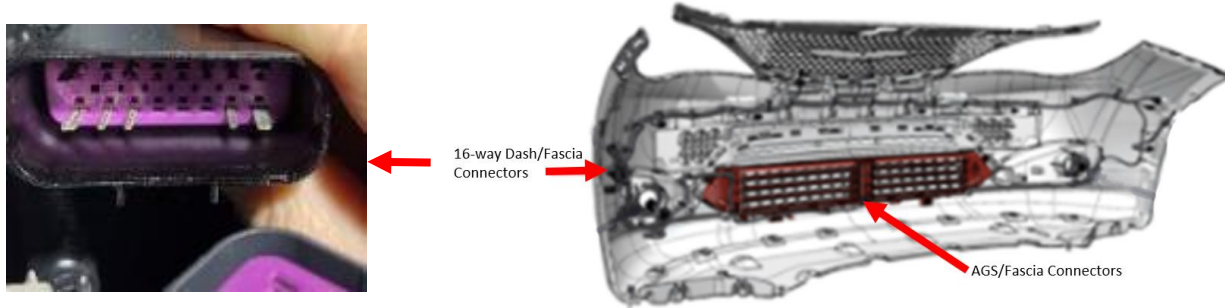
When the Malfunction Indicator Lamp (MIL) is on and AGS DTC U11E9 - Lost Communication with AGS is active or stored, do not automatically replace the AGS.

1. If the conditions below are present, use connector kit 68497543AA to repair the 16-way dash side connector and replace the fascia harness (a connector repair kit is not available).
 - Damage (nicks/cuts in the wires) at either 16-way connector. The damage may be very small and difficult to see with the naked eye.
 - Corrosion or moisture in either 16-way connector.

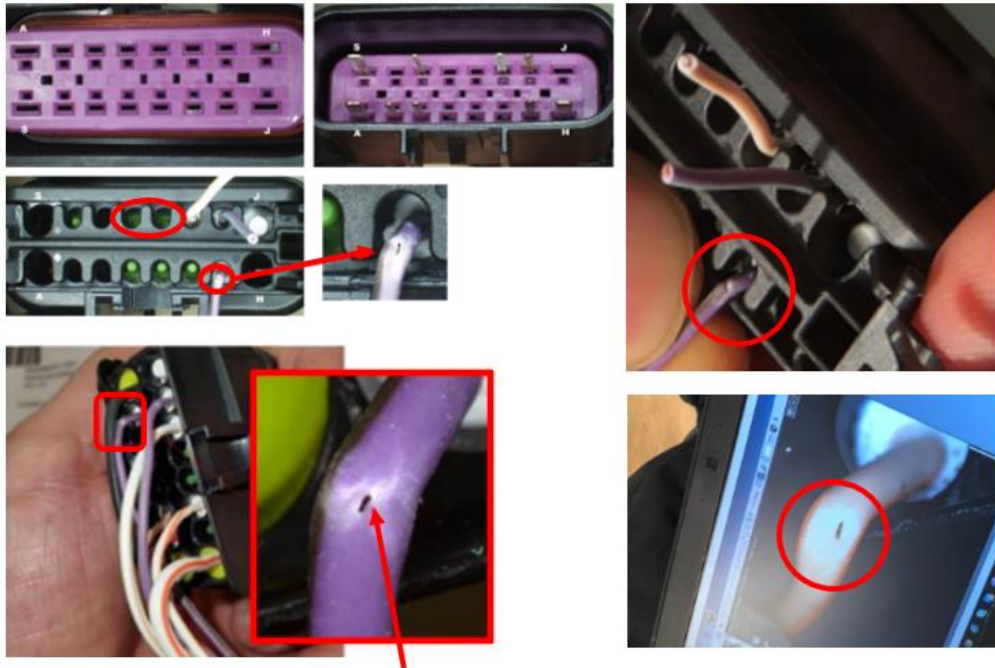
2. Disconnect the AGS/fascia connectors and inspect for corrosion. If corrosion is present in the fascia connector, repair it using connector kit 68396618AB or replace the harness as necessary.
3. If corrosion is present in the AGS connector, replace the AGS.
4. Do not add grease to the AGS/fascia connectors.

Verification: With scan tool, erase all DTCs. Check for the DTCs to return. If DTCs return, follow the U11E9-Lost Communication with AGS Diagnostic Procedure in Service Library.

Reference the following diagram and photos for the connector locations and damage:



16-way Dash and Fascia Harness Connectors (Nicks/Cuts):



Fascia Harness Connector @ AGS Connection:



2018 - 2021 Wrangler (JL) - Steering Damper

As a reminder, the installation instructions below must be followed to properly install a new steering damper on the JL Wrangler. Failure to follow these steps can cause the steering damper to not operate as designed.

1. Before installation, hold the steering damper vertically in rod side up orientation as shown in the image below. (Base Cup should be at the bottom as indicated)

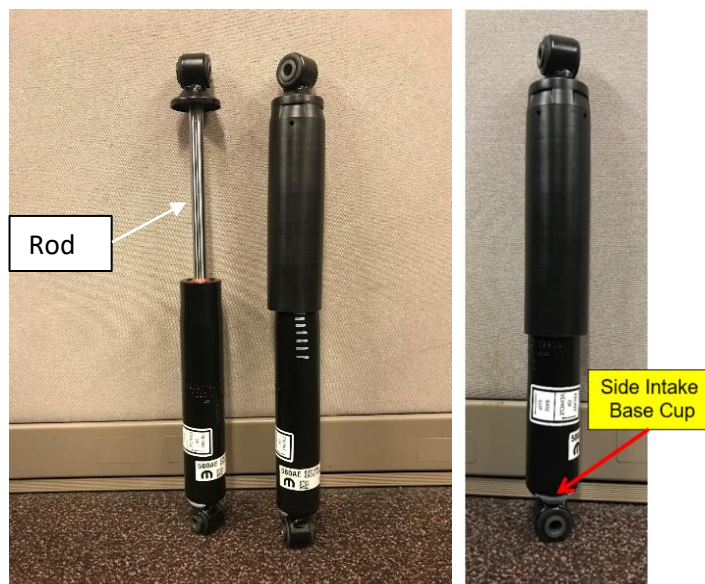


Image: Steering Dampers held in Rod Side Up Orientation.

2. In the Rod Side Up orientation, perform 5 continuous compressions - extension stroke cycles by hand, each cycle consists of a full compression and a full extension stroke, without stops as fast as possible.

Tools such as screwdrivers/studs can be put through the bushing eyes to provide better grip and make the compression and extension strokes easier for the operator as illustrated.

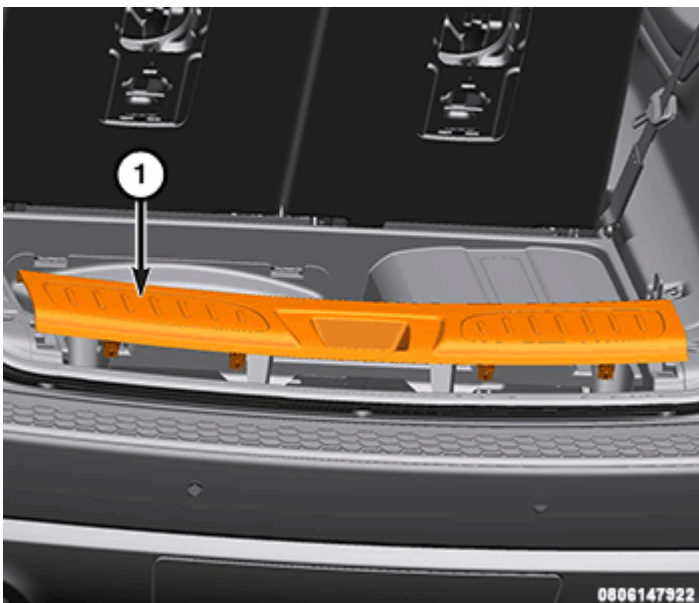


Note: The steering damper needs to be in “Rod side Up” orientation during the procedure in order to effectively purge out the air. Any other orientation will not yield the desired performance.

2011 - 2020 Durango/Grand Cherokee (WD/WK) - Low Frequency Antenna

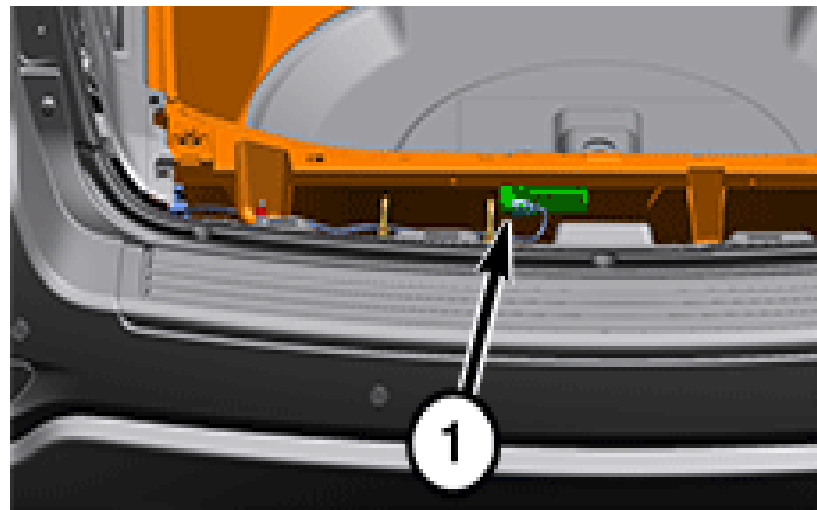
A Low Frequency (LF) Antenna is attached to the Durango and Grand Cherokee rear cargo load floor under the rear scuff plate. In order to remove the load floor, the antenna connector must be disconnected prior to pulling up on the load floor. If this is not disconnected, the LF antenna electrical connector will likely break.

Rear Cargo area scuff plate (item 1 below) must be removed to access the LF antenna connector.



CAUTION: Failure to disconnect the wire harness connector from the antenna on the rear of the cargo load floor bin, prior to removal of the load floor bin, will result in damage to the antenna, antenna mounting, or wire harness. Damage caused by failure to follow this procedure is not a warrantable repair.

The LF antenna electrical connector (item 1 below) is shown attached to the back of the load floor bin.



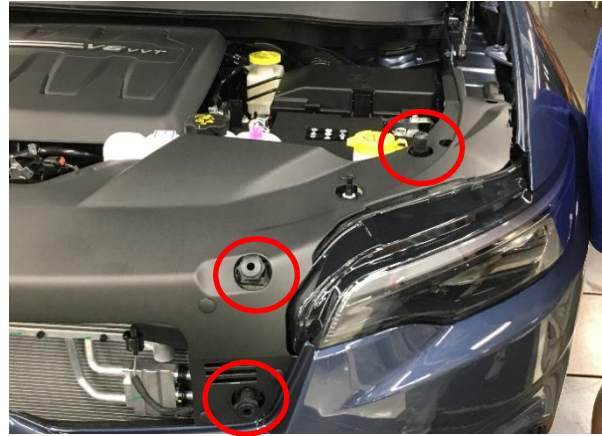
2020 Cherokee (KL) - Hood - High Closing Effort

On November 26, 2019, a change was made to the latch position during assembly to mitigate hood flutter. This change caused the closing effort to increase slightly. Do not move or reset the hood latch, or the six hood bumpers due to closing effort concerns, unless specified by the customer.

Adjustments prior to sale may be charged back, as this is not a warrantable concern without a customer concern. Any subsequent adjustments after the sale of the vehicle for "Hood Flutter", will also be charged back as a shop *repeat repair*, if adjustments were attempted prior to sale.



Hood Latch



Hood Bumpers (three on each side)



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
D-20-12	Service Bulletin 08-074-20 - Jeep Wrangler (JL) and Jeep Gladiator (JT) - Improved Steering Feel	09/16/2020	68427
D-20-13	STAR Center Uconnect 5 (R1) Radio Pre-Authorization Program - Select Radios (New and Exchange) - 2021 Model Year Dodge Durango (WD) and Chrysler Pacifica (RU)	09/23/2020	68587

