



UPDATE FROM WARRANTY OPERATIONS

Hello Team,

All of us at FCA want to express our gratitude for your continued efforts to focus on FFV and Customer Satisfaction in the face of the countless challenges you and your teams are overcoming everyday as you work through this Pandemic. We understand the challenges, especially the ever changing team availability you have day in and day out due to several COVID-related concerns: quarantines, employee health concerns, and taking care of children and other family members.

During these adverse times, we want to review some basic fundamentals of critical positions within your organization: Service Advisors and Technicians. Though the points below may seem intuitive, with all the challenges surrounding us it's common to look past the basics.

For the Service Advisor, there are two main areas of focus: RO write up and customer communication. Taking the time to get the full story from the customer and provide a detailed write up will allow the Technician to understand the exact concern. Keeping the customer informed of all the steps taking place with their vehicle is critical so they know they are appreciated and their vehicle is receiving your full attention.

For the Technician, their impact begins with thoroughly reviewing and understanding the great RO write-up they are provided. The next step is to use all of the tools available to them (including but not limited to Service Library, Tech2Tech Forum, and the Master Tech App) to focus on the proper diagnosis of the exact concern. Once the correct diagnosis is made, the efficient completion of the repair will help get the customer back in their vehicle and will lead to higher levels of satisfaction.

Thank you,

Jim Sassorossi

Director – Dealer Support & Warranty Operations

FIXED FIRST VISIT IMPROVEMENT

AVERAGES for U.S. DEALERS:

FFV – Year to Date: 91.5%		
August	September	October (as of 10/30)
90.6%	90.9%	91.0%



Repair Order Terms

During claim review, different sections or different copies of an RO could be required. For example, the Invoice or final RO may not have the customer drop off approval for a repair. The write up may not have the final parts list or tech notes, which leads to the Warranty Contact Center (WCC) sometimes asking for additional RO support. However, not everyone calls the different copies of the RO by the same name. These differences can also be caused by different Dealership Management Systems (DMS) calling copies of paperwork by different names or using a combination of an Electronic Repair Order (ERO) and manual RO. There are even a variety of time documentations allowed. Some dealers punch on the back of the RO, others use Flag Sheets, and some are full electric time punches. To help clarify what the WCC is looking for, the following terms have been defined to

help make sure the correct support is asked for and provided.

Service Write Up RO (Hard copy or Technician copy)

- Shows written tech notes
- SM authorizations
- Original Customer concern vs add on repairs
- May or may not have time punches on this copy
 - Could be on time sheet
 - Could be on RO
 - Could be ERO

Final RO (Invoice copy)

- Final parts billed out
- Final time punches (ERO)
- Customer pay if any
- Final Tech notes

Vehicle Option - Add A Sales Code

DealerCONNECT > Service > Warranty Administration > Vehicle Option Updates

Vehicle Option Updates application allows dealers to add/ delete new Sales Codes to a vehicle when dealer-installed components, such as radio upgrades or other accessories, are added. Dealers are not able to change Standard vehicle options, such as engines, transmission,

or axle ratios. This feature will allow dealers to modify vehicle confirmation without contacting FCA (STAR, AM, or Warranty Hotline). If the dealer is unable to locate the Sales Code, please contact your Business Center.

Vehicle Options

To add vehicle options to a claim, follow these steps.

1. Enter a Vehicle Identification Number (VIN) in the VIN textbox.

Note: You can enter a complete VIN or the last 8 characters of a VIN.

2. Select the **View** button. The Vehicle Option Update application - Add On Option page appears.

Or

Select the **Clear** button. The VIN field clears.

Repeat steps 1 and 2.

Note: Use the Up and Down scrollbar buttons on the right of the Available Vehicle Option list box to view all options.

3. Choose an option in the **Available Vehicle Option** list box.

4. Select the **Add** button. The option appears in the Selected Vehicle Option list box.

5. Repeat steps 3 and 4 for each dealer-installed vehicle option you want to add to the claim.

6. Select the **Save** button. Confirm OK. The vehicle options are saved.

Removing Vehicle Options

To remove vehicle options from a claim, follow these steps.

1. Enter a Vehicle Identification Number (VIN) in the VIN textbox.

Note: You can enter a complete VIN or the last 8 characters of a VIN.

2. Select the **View** button. The Vehicle Option Update - Add On Option page appears.



Or

Select the **Clear** button. The VIN field clears. Repeat steps 1 and 2.

Note: Use the Up and Down scrollbar buttons on the right of the Selected Vehicle Option list box to view all options

3. Choose an option in the **Selected Vehicle Option** list box.

4. Select the **Remove** button. The option appears in the Available Vehicle Option list box.

5. Repeat steps 3 and 4 for each dealer-installed vehicle option you want to remove from the claim.

6. Select the **Save** button. Confirm OK. The vehicle options are saved.



Dealers can confirm the sales code has been added by reviewing a VIP, Options tab, Dealer Installed detail.

Warnings	Coverages	Vehicle	Options	Owner	CAIR	Uconnect Status	Service Contract Offers
All	Standard	Optional	Dealer Installed				
STRICTLY CONFIDENTIAL: This information is provided to DEALER, in accordance with Section 4 of DEALER's Software License, Data Exchange and Electronic Commerce Agreement with FCA US LLC. All information provided is based on entries provided by DEALER.							
Vehicle Option - Dealer Installed							
Dealer Installed Equipment							
Code	Description	Code	Description	Code	Description	Code	Description
CSDA	Tonneau Cover	MEPA	MOPAR Front Rear Mud Flaps	MRKA	CHROME TUBULAR SIDE STEPS		
XBMA	Remote Start System	XMEA	UNDER RAIL BOX BEDLINER				

Warranty Newsletter Index Added To WIC

A Warranty Newsletter Index has been created in WIC article KB0032980 to allow for easier searching for published newsletter articles. The index includes the topic, date published, and Warranty Newsletter in which it was originally published. Once a topic of interest is identified in

the Index, a WIC search for the applicable Newsletter will allow you to find a copy in WIC and you can then review the article in which you are interested. The goal is that this will allow you to find contents more quickly and efficiently than searching the entirety of WIC.

Warranty Newsletter Articles In Service Library

Beginning in August 2020, a new Table of Contents entry titled "Warranty" has been added to Service Library for 2019 and 2020 vehicles. This new section contains select Warranty Newsletter articles that are visible once the

applicable Model Year, Vehicle, and Engine has been selected - or if the VIN is entered. The contents of the articles will also appear in the results of the Service Library Search function

The screenshot shows the 'SERVICE LIBRARY' interface. At the top, there's a search bar with 'Enter VIN' and a right arrow. Below it, filters for '2020', 'DT - RAM 1500 PICKUP', and '3.6L V6 24V VVT ETO...' are visible. On the left sidebar, the 'Warranty' option is highlighted with a red box. The main content area displays the title 'V6I4: New Heat Tabs on Engines and Intake Manifold Replacement Guidelines'. Below the title, there's a thumbnail of the newsletter article, which includes the MOPAR logo, the title 'New Heat Tabs on Engines and Intake Manifold Replacement Guidelines', and a brief description of the article's content.



Engine Repair Primary And Related LOPs

FCA is now providing LOPs for specific engine mechanical diagnostic steps in place of the 85-41-00-00. This action is being taken at the request of dealers and to improve accurate claim payment. This change will also provide consistent claim management and reduction of complexity.

These related LOPs are to be used in place of diagnostic time for most common processes and will allow for Technician efficiency in the engine repair area. The LOPs are to be used on Warranty, Mopar, and MVP claims.

Dealers will no longer be required to use diagnostic time from their SmartWarranty allowance. This will allow dealer to use the time on hard to find issues that require a unique approach for the customer concern.

FCA provides LOPs for:

- Engine replacement (short block or long block) - this LOP includes obtaining DTCs, visual inspection, actuator test, and basic power and ground test.
- Head removal to be used when cylinder inspection is necessary and a Bore Scope is not available
- Pan removal for bearing inspection
- Compression and Leak down testing
- Optional Equipment item(s), supported with the related Sales Code (i.e., 4x4 or skid plate)

The LOPs can be found in DealerCONNECT's Labor Operation Details. These related LOPs have been adjusted for overlapping items included in the primary engine replacement LOP such as battery disconnect, and removal of related electrical and mechanical items.

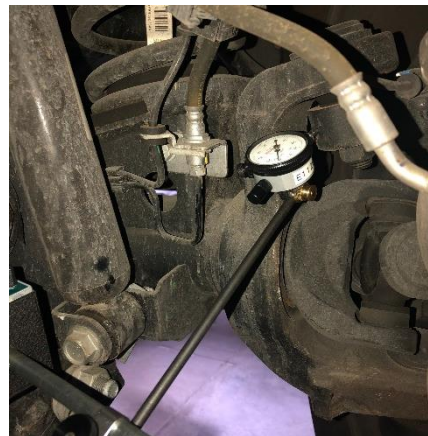
Labor Operation Detail		
Select	LOP	Description
☐	090170P1	Long block - Replace 3.2 -3.6 liter engine (3 - Highly Skilled)
☐	09017060	Long block 4x4/AWD Equipped
☐	07FF0150	Coolant, Engine Drain and fill
☐	09FF0350	Oil, Engine Drain and fill
☐	09017071 (Note)	Long block 6 cylinder engine, compression and leak down test
☐	09017076	Long block 6 cylinder engine, main and rod bearing inspection
☐	0935035V (Note)	Head, cylinder assembly 3.2L/3.6L cylinder head removal for Inspection

DealerCONNECT > Service > Claim Administration > Labor Operations

2013 - 2021 DJ/D2/DD - Clunking Noise Or Vibration In Front End

Upper Ball Joint Diagnosis Procedure:

1. Raise and support the vehicle.
2. Turn the steering wheel into one direction until it is fully locked.
3. Use the dial indicator (C-3339A) with the magnetic base attached to the side of the axle tube yoke bracket and the plunger of the dial indicator resting on the steering knuckle as close as possible to the upper ball joint attachment point.



4. Set the dial indicator to zero.
5. Grasp the tire with both hands in the 12 o'clock and 6 o'clock position then push in on the top of the tire and pull out on the bottom of the tire. Record the reading on the dial indicator.



1. Verify no movement in the ball joint nut.
2. Set the dial indicator to zero.
3. Grasp the tire with both hands in the 12 o'clock and 6 o'clock position then pull out on the top of the tire and push in on the bottom of the tire. Record the reading on the dial indicator.



1. Verify no movement in the ball joint nut.
2. Add together the 2 measurements taken; if the sum is greater than 0.06 in (1.52 mm), please follow the Service Library procedure to replace the ball joint. Please record in the warranty claim narratives the measurements recorded in the diagnosis procedure.
3. If the sum of the 2 measurements is less than or equal to 0.06in (1.52mm), please don't change the ball joint and review other components.

2016 - 2021 Renegade (BU) - Swollen Lug Nuts

A technician may find the wheel lug nuts difficult to remove from a “swollen” condition or the lug nut caps have been damaged or have fallen off.



Conditions as indicated above are caused by the failure to use a 17MM - six sided socket to remove the lug nuts. A 17MM six sided socket is **mandatory** to remove these lug nuts properly. Damaged or swollen lug nuts claimed as

warranty will be charged back as not a defect in material or workmanship. This condition could be considered for Consumer Goodwill by using the 85-85-CG-09 LOP as a related lop for the repair. Business Center approval will be needed for this to be considered for Consumer Goodwill.

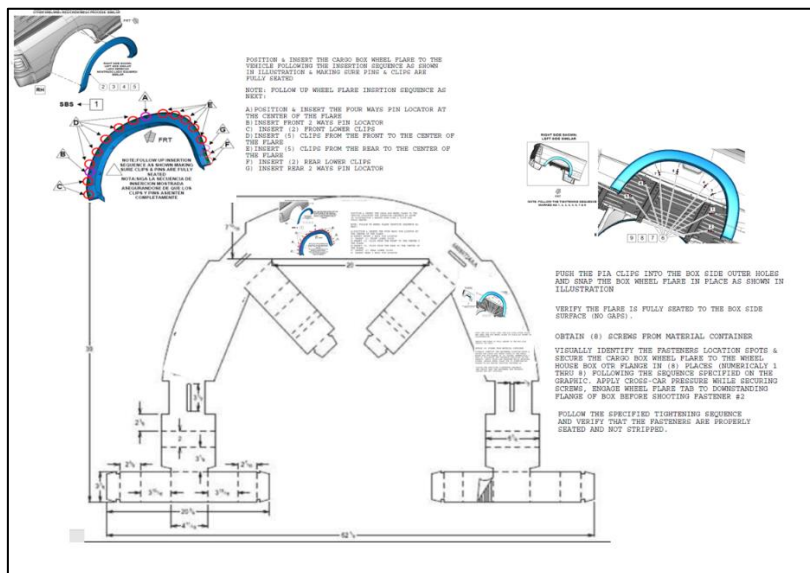
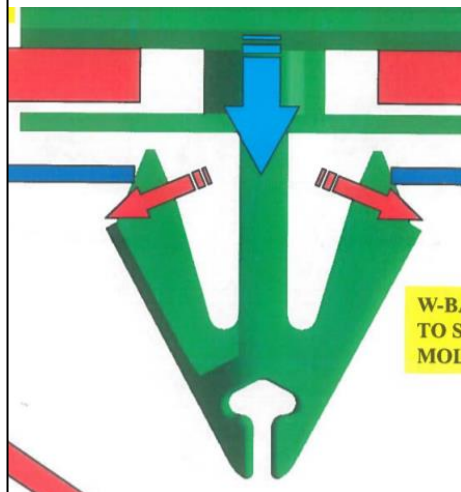


2019 - 2021 RAM 3500 (D2) - Dual Rear Wheel Rear Wheel Flares

Poor installation of Dual Rear Wheel RAM Wheel Flares:

We have seen a number of warranty claims for reinstallation of Rear Wheel Flares on RAM 3500 Dual Rear Wheel vehicles. These vehicles are shipped to your dealership with the wheel flares packaged inside the vehicle, and require dealer installation at PREP. Any issues with gaps between the body panel and the wheel flare indicates poor workmanship during dealer installation of the flare clips and cannot be

considered a warrantable condition. The instructions on the box, the wheel flares are shipped in, MUST be followed very closely, and in exact order, to assure a proper clip installation to the body. Failure to follow those instructions will cause clip gaps to appear between the flare and the pick-up box side. Below are those instructions. Wheel Flare warranty claims filed for reinstallation or replacement due to poor installation of the Flare clips in the body will be charged back.



Oil Volume - 2020 Ram 2500 Rear Axle (Non-Power Wagon Models)

There has been a change to the oil volume in the 2020 Ram 2500 Rear Axle (Non-Power Wagon models), which results in a lower fluid level in the axle.

The details are as follows:

- The volume of oil in the Ram 2500 rear axles (Non-Power Wagon models) has been optimized from 4.16L to 3.2L. The oil type remains the same: 75W85 (With Friction Modifier for LSD)
- This reduces the Rear oil level in the axle to 4/5 in $\pm$ 1/4 in (20.3 mm $\pm$ 6.4 mm) below the fill plug hole.

NOTES:

- The oil level for all other HD Axles stays the same and is not affected with this change.
- The New Vehicle Prep (NVP) process does not include checking the rear axle fluid level and must only be performed if there is sign of a leak.
- Updates to the fluid check procedure and fluid level specifications in Service Library are in process.

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
D-20-14	Addition of the 8HP50 Transmission, Torque Converter and Valve Body to the Powertrain Service Center (PTSC) Pre-Authorization Program - ALL DEALERS	09/30/2020	68760
D-20-15	Addition of Mopar Engines to the Powertrain Service Center (PTSC) Pre-Authorization Program - ALL DEALERS	09/30/2020	68767