



WARRANTY BULLETIN

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

NO: D-20-20

DATE: November 18, 2020

SUBJECT: Dealer Select Pre-
Authorization Program

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

PURPOSE:

To announce a pre-authorization program which will allow FCA to work with dealers based on their performance. Dealer Select Pre-Authorization works with the current Pre-Authorization program and allows FCA to work with dealers who are potentially out of line in a variety of repair groups and reporting areas, rather than expand the current Pre-Authorization process for all dealers. Dealers in all levels of SmartWarranty may be enrolled in both the current Pre-Authorization program and the Dealer Select Pre-Authorization program.

TIMING:

Effective with repairs on or after December 1, 2020

ACTION:

Dealer Select Pre-Authorization Program Details

When SmartWarranty launched, the objective was to identify dealers that needed more assistance in a specific area than others and to allow FCA to develop programs to help the potential out of line dealers. The Dealer Select Pre-Authorization program will now allow FCA to select dealers who are statistically out of line when compared to other dealers, and require those dealers follow additional Pre-Authorization for select repair areas. In the past, when a repair was selected for Pre-Authorization, the same repairs applied to all dealerships. Dealer Select Pre-Authorization will allow FCA to focus more on what repair areas a dealer has to submit for review, rather than expanding Pre-Authorization for all dealers. Dealers will need to confirm in their Dealer Service Profile and / or the VIP which additional repairs they are required to submit for pre-approval.





Dealership Selection

Dealer selection will be reviewed quarterly and adjusted based on performance. FCA will also review the selection criteria each quarter to maintain focus on out of line areas. To launch the program, dealers above 150% EPVS in overall expense, frequency, parts, or labor in repair groups 0901 and 2100 may be enrolled in the program. Dealer selection will be reviewed and adjusted each quarter. FCA will also review repair groups and performance standards each quarter. Details related to dealer selection will be provided in the Warranty Newsletter.

Dealer Service Profile

Dealers will see that they are enrolled in the Dealer Select Pre-Authorization program in their Dealer Service Profile: *DealerCONNECT > Service > Warranty Administration > Dealer Service Profile*.

Once in the Dealer Service Profile, use the "LOP Codes" tab to review the dealership's Pre-Authorization LOPs identified by the Program type "PRE-Pre-Authorization". Similar to Flex and Flex C restrictions the dealer will see the Claim Type, Start and To dates, as well as the LOP code. The LOP code can be at the 2, 4, 6, or 8 digit LOP level.

DealerCONNECT > Service > Warranty Administration > Dealer Service Profile							
General	Linkages	Programs	LOP Codes	Rates	Technicians	Transactions	Taxes
LOP Codes							
Program Type - Description	Claim Type	From	To	LOP Code	Authorization	Part	Narrative
FLEX - FLEXIBLE LOP CODE RESTRICTION	Warranty	April 7, 2020	July 6, 2020	03 30			
FLEX - FLEXIBLE LOP CODE RESTRICTION	Warranty	April 7, 2020	October 6, 2020	07 20			
FLEX - FLEXIBLE LOP CODE RESTRICTION	Warranty	April 7, 2020	July 6, 2020	09 80			
FLEX - FLEXIBLE LOP CODE RESTRICTION	Warranty	April 7, 2020	July 6, 2020	19 00			
PRE - PREAUTHORIZATION	Warranty	October 8, 2020	February 8, 2021	09 01 01 P1	X		
PRE - PREAUTHORIZATION	Warranty	October 8, 2020	May 7, 2021	09 01 70 22	X		
PRE - PREAUTHORIZATION	Warranty	June 18, 2020	December 31, 2020	18			
PRE - PREAUTHORIZATION	Warranty	October 8, 2020	May 7, 2021	21 00 64	X		

VIP Message

Dealership personnel will see Pre-Authorization is needed when a VIP, LOP Coverage inquiry is completed as part of confirming warranty coverage. The VIP will display the message "PA Applicable" informing the dealership the repair requires Pre-Authorization.

LOP Coverage						
LOP Coverage Details						
LOP Number	LOP Description	Time(Hours)	Book	Carline	Claim Type	LOP Coverage Result
05300596	Hose, brake flexible-Replace Both Front Brake Caliper Hoses and Wheel Speed Sensors	1.4	R	Y	W,M,F,K,S,T,A	CONTRACT : 34528162, PLAN: PRIME80N, PLAN COVERED REPAIR - PA APPLICABLE
198525A9	Clockspring, Warranty Extension X41 SB# 08-013-17	0.0	R	Y	W,M,F,K,S,T,A	COVERED UNDER THE 10/100 (X41) CLOCKSPRINGS - PA APPLICABLE





ADDITIONAL INFORMATION:

Dealership Monitoring

Dealers are able to monitor their performance using DWIN's Overall Summary Report. Dealers will want to review areas 09-Engine and 21-Transmission to better understand their performance in these areas over the past 12 months. Additional details on how to use DWIN's Overall Summary are provided below.

Overall Summary

DealerCONNECT > Service > Warranty Administration > DWIN - POPPS Report > Overall Summary Tab

The Overall Summary report in DealerCONNECT provides statistical information for all repair areas, compared to the POPPS report which only provides statistical information on only the top 5 repairs areas the dealer is potential out of line in. To access information for all repair areas, follow these steps:

- Step 1: Enter DWIN POPPS from Reports and Information on the Service tab in DealerCONNECT
- Step 2: Click on the Overall Summary tab
- Step 3: Users can view a variety of information by selecting information from the following drop down boxes:
 - Report Month (current and previous eleven months)
 - Claim Type (Warranty or Service Contracts if available in your market)
 - Period (1 month or 3 month)
 - Report (Repair Group - All, Expense Category, or Repair Group by Major LOP Group)
 - Statistic (All, Expense, Condition, or Parts & Labor) Overall Summary - Repair Group

Sample Overall Summary Report Selection

DWIN POPPS Report

POPPS POPPS Claims Overall Summary CAP Form Repeat Repair Claims

Market: United States

Month: September 2020 Claim Type: Warranty Period: 3 Month

Report: Repair Group - All

- Expense Category - All
- Repair Group - 02 - SUSPENSION
- Repair Group - 03 - REAR AXLE
- Repair Group - 05 - BRAKES
- Repair Group - 07 - COOLING SYSTEM
- Repair Group - 08 - ELECTRICAL
- Repair Group - 09 - ENGINE
- Repair Group - 11 - EXHAUST SYSTEM
- Repair Group - 13 - FRAME
- Repair Group - 14 - FUEL SYSTEM

Statistic: All

Preview





Overall Summary - Expense

- ID / Description - The Major Repair Group
- EPVS Expense - is calculated by dividing the total adjusted expense for a specific category by the total number of unique VINs serviced
- EPVS % of (comparison) Group - calculated by dividing the Dealer/Affiliate EPVS for that category by the comparison group EPVS for the same category and multiplying the result by 100
- Total Expense - The amount of adjusted total dollars for each specific Repair Group, taking into account the following: labor expense is adjusted to \$60 per labor hour and total parts expense is calculated at U.S. dealer net
- Total VIN Serviced - The total number of unique VINs serviced during the reporting period selected
- Expense as % of Total % - On each expense spreadsheet there are rows of detail data and at the bottom is a total line. EXPENSE AS A % OF TOTAL is calculated by taking each individual detail line's Total Expense and dividing it by the total line's Total Expense multiplied by 100.
- +/- Group - The variance between a Dealer percentage of total for a given category and their comparison group's percentage of total for that same category.

Sample Overall Summary Report Group 09 Expense Details

Report:*		Repair Group - 09 - ENGINE		Statistic:*		All	
		View		Print Preview			
September 2020		Repair Group - 09		Statistical Group: Expense			
ID	Description	EPVS		Total Expense	Total VIN Serviced	Expense As % of Total	
		Expense	% Group			%	+/- Group
0901	ENG ASSY/SHORT	103	174	32,814	900	64	19
0905	CAMSHAFT	3	94	2,397	900	2	-1
0910	TIMING CHAIN	7	116	6,478	900	4	0
0920	CRANKCASE VENT	0	211	170	900	0	0
0925	CRANKSHAFT	3	90	2,672	900	2	-1
0935	CYLINDER HEAD	10	44	9,343	900	6	-12
0940	ENGINE SUPPORT	4	220	3,420	900	2	1
0944	TURBO	15	208	13,245	900	9	4





Overall Summary - Parts

- ID / Description - The Major Repair Group
- Part Cost / Condition - Expense - Calculated by dividing the total adjusted parts expense for a category by the number of repair conditions for that category
- % Group - Calculated by dividing the Dealer Parts Cost / Condition by the comparison group's Parts Cost / Condition and multiplying the result by 100
- Parts % of Total - % - Calculated by dividing the total adjusted parts expense for a category by the total adjusted expense including parts and labor for that category and multiplying the result by 100
- Parts % of Total - +/- Group - Calculated by subtracting the comparison group's Parts % of Total from the Dealer's Parts % of Total. The result is either expressed as a positive number (+) if the Dealer exceeds the comparison group average or a negative number (-) if the Dealer is below the comparison group average

Overall Summary - Labor

- Labor Cost / Condition - Expense - Calculated by dividing the total adjusted labor expense for a category by the number of repair conditions for that category
- Labor Cost / Condition - % Group - Calculated by dividing the Dealer Labor Cost / Condition by the comparison group's Labor Cost / Condition and multiplying the result by 100
- Labor % of Total - % - Calculated by dividing the total adjusted labor expense for a category by the total adjusted expense including parts and labor for that category and multiplying the result by 100
- Labor % of Total - +/- Group - Calculated by subtracting the comparison group's Labor % of Total - % from the Dealer Labor % of Total - %. The result is either expressed as a positive number (+) if the Dealer exceeds the comparison group average or a negative number (-) if the Dealer is below the comparison group average

Overall Summary - Goals

The goal is to have the dealership's performance within 80% to 120% of the Group's performance in all reporting areas.

- Need assistance in determining program enrollment and which repairs are included, please contact your Tech Advisor and / Area Manager.
- Need assistance with a Pre-Authorization, please contact PTSC.

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.

