



UPDATE FROM WARRANTY OPERATIONS

Hello Team,

As we enter the last month of this challenging year, it is important to acknowledge your great work which is reflected in our FFV results. Even with the monumental challenges we faced, FFV scores continued to increase through the first five months of the year. Though we saw a reduction in FFV as we entered the summer months, we also saw a rebound in the fall that illustrates your flexibility and focus on the customer.

The path that we are on is the correct one – always seeking to improve our operations, to make sure every customer interaction is positive, and all concerns are addressed correctly the first time.

In November of 2019, our national FFV Year to Date score was 90.5% - and we are now at 91.5%. Through all of the unprecedented disruptions that we had to contend with, we all achieved a full percentage point increase. That is remarkable, and shows the determination and drive that you have to make sure that we will continue to improve.

As we are encountering a new COVID spike, please continue to follow published guidelines to keep your employees and customers safe. Thank you for all of your efforts this year, and we look forward to the future with hope and excitement of the great things we will accomplish.

Thank you,

Jim Sassorossi

Director – Dealer Support & Warranty Operations

FIXED FIRST VISIT IMPROVEMENT

AVERAGES for U.S. DEALERS:

FFV – Year to Date: 91.5%		
September	October	November (as of 11/30)
90.9%	91.0%	91.4%

Dealer Trade Process

Dealers reported that during the months of May - June, low inventory levels with New Vehicle inventory caused an increase of Dealer Trades by 10-15%. During this same time period, we experienced an up-tick in customer complaints for scratch and dent concerns that impacted the Dealers quality scores. Review of these complaints found that 45% of the vehicles involved were dealer trade units. When it comes to Dealer Trade units, having a process in place to inspect vehicle trades prior to taking possession ensures that both dealers are in agreement that there is not any damage.

Refer to the New Vehicle Inspection section found in the Warranty Administration Manual that states:

The dealership is responsible for any transportation damage that occurs to a vehicle shipped

from a drop-ship site to another dealership location. A dealer may not report or claim such damage from FCA US.

Be sure that all drivers understand that prior to taking possession of a vehicle trade:

- It is the responsibility of the receiving dealer to inspect the vehicle for any interior or exterior cosmetic issues
- Verify all loose shipped items are present in the vehicle
- Check that no warning indicator lights are illuminated

This process will further promote Customer Satisfaction and Initial Quality for the selling dealer. Please take a moment to review this article with your team to keep the Customer Experience in mind by consistently delivering the best quality vehicles.

Warranty Bulletin D-20-15 Clarification

Warranty Bulletin D-20-15 announced all engines submitted as a Mopar (M) claim type must be pre-authorized and approved through the PTSC Pre-Authorization program in order to be eligible for warranty reimbursement for all dealers. Many dealers have started submitting

all engine claims, thinking the part is a Mopar Engine, so it requires Pre-Authorization. Please use the PTSC Matrix to determine which warranty or Mopar claims require pre-authorization.

Mopar Claim With CH7 or Warranty

(CH7 - Part is covered by vehicle Warranty based on 'date received' and is not MOPAR)

To determine which claim type should be used, dealers are to start with confirming how the part was purchased. For example, if the part was purchased over-the-counter or customer pay to address a non-warranty issue, the correct coverage for the part is based on **Mopar** purchase, not the new vehicle warranty. When the Mopar claim is processed, message code CH7 will be on the claim and will require

authorization by FCA. Unfortunately, we have heard from dealers they have had difficulty processing claims with message code CH7. This topic has been reviewed with the agents at the Warranty Contact Center and the issue has been resolved. Please do not change the Mopar claim to a Warranty claim to avoid the CH7 message code. Agents have been asked to confirm the part was purchased by the customer for a non-warranty repair and approve the claim if the CH7 is supported.

Equipment Recalls - Message Code RE1 - Recall LOP Not Valid For Vehicle

Example: W64 - Customer purchased floor mats

At times, FCA will issue equipment Recalls that are related to an accessory item sold at the dealership, rather than a specific VIN. These Recall claims can be difficult to process since the VIN cannot be added to the necessary file to support claim processing. To help

reduce confusion when processing claims related to equipment Recalls, dealers will need to provide a copy of the Recall letter from the customer. For inspection Recalls, a copy of customer receipt may also be asked for if the Recall Instructions include replacing a customer purchased item. Please submit these claims into RA with the requested support for review.

2020 WK/DT - Turn Signal Bulbs

Turn-Signal Amber Bulb belongs to T-20 family of bulbs. Dimensionally and visually all these bulbs look identical and, therefore, often get used interchangeably. However, each of the part numbers within the T-20 family has unique characteristics. For example, each of them have a different light output (measured in lumens) and different energy (Watts) consumption. Bulbs are part of lamp assemblies which are considered safety devices and it is imperative that the correct bulb is used. Using the right bulb provides the driver optimal visibility and ensures that Lamp assembly remains compliant with the national and/or international regulations.

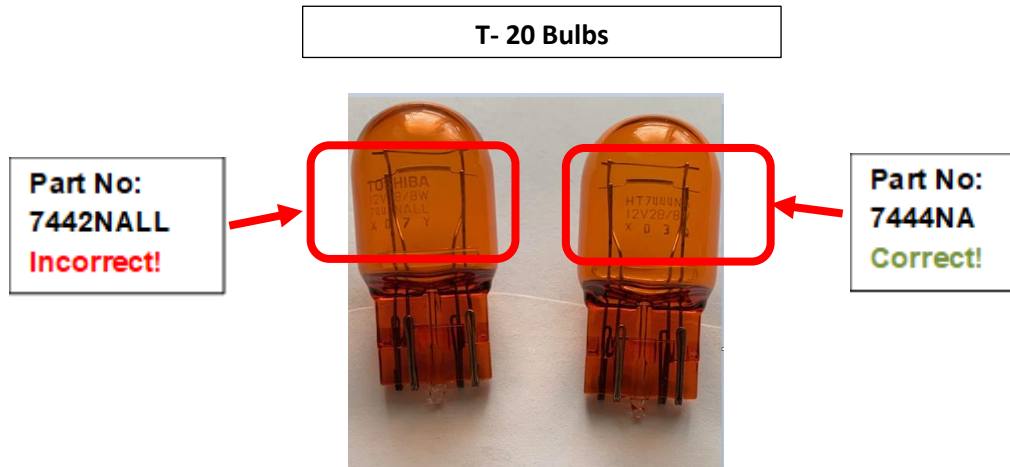
Warranty returned parts received at the Quality Engineering Center are used to hold Quality

Reviews with the supplier responsible for an individual part. During those reviews, the supplier is held accountable for the “defects in Material or Workmanship” that are found, and is charged for the total expense for that repair. Without receiving the correct bulb back, the supplier is unable to conduct a robust root cause analysis and determine an effective fix.

When replacing any bulb, be very careful in ordering the correct bulb and return the correct parts for the correct vehicle. Using the VIN in STAR Parts, to identify the correct bulb to be installed on the vehicle, can greatly reduce the incorrect replacement of parts.

MY	Vehicle Line	Part # on Vehicle	Star Part #	Part Ordered by Dealer Identified thru Warranty Claims
2020	Jeep Grand Cherokee	L0007444NA	L0007444NA	L0007444NA, L0007440 , L0007440NA , L07442NALL
2020	Dodge RAM 1500	L0007444NA	L0007444NA	L0007444NA, L0007440 , L0007440NA , L07442NALL

Part numbers highlighted in Red are the incorrect parts for the vehicle and do not meet Federal Requirements, which makes the vehicle out-of-compliance!



T-20 Bulb Characteristics for bulbs shown above:

Part #	Filament	Volt	Amps	Watts	MSCP	Lm	Lm/W	Life (hrs.)	Actual Life (hrs.)
7442NALL	Major	12.8	2.23	28.5	24	300	10.5	4000	4073
	Minor	14.0	0.59	8.3	2.8	35	5.9	10000	18180
7444NA	Major	12.8	2.23	28.5	30	377	13.2	800	950
	Minor	14.0	0.59	8.3	2.2	28	3.37	10000	18560

MSCP- Mean Spherical Candle Output
a.k.a - Light Output

SPOTLIGHT ON MVP

MVP - MR1 Message Code Claim Support

As MVP continues to align with Warranty processes, please make sure claims with MR1 message code have claim narrative details of why the rental is excessive. A typical warranty response is providing details related to the back order part(s) detail that caused the delay. An MVP response needs to also explain why the customer was in the

rental longer than the expected based on the repair, such as there was need for an inspection.

Sample MVP narrative to support MR1: Dealer submitted DI request on 11-3, inspection completed on 11-9, approval provided on 11-13, repair completed 11-18. 17 days of rental approved by MVP.

MVP - Engine Repair Primary and Related LOPs

FCA is now providing LOPs for specific engine mechanical diagnostic steps in place of 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.

will allow for Technician efficiency in the engine repair area. The LOPs are to be used on Warranty, Mopar, and MVP claims.

These related LOPs are to be used in place of diagnostic time for most common processes and

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

MVP - POPPS Report

In 2021, MVP is planning on aligning dealer self-authorization closer to dealer's performance. One tool MVP will be looking at to determine dealer performance is the MVP POPPS Report. To help dealers understand their current MVP performance, it is recommended that dealers start reviewing their MVP POPPS Report found in DealerCONNECT.

Dealers should start reviewing potential out of line areas to identify causes and start developing corrective action plans.

Path to Report: *DealerCONNECT> Service> Warranty Administration> DWIN - POPPS Report> claim type "Service Contract"*



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 (Rev. A)	03/04/2020	63206
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 (Rev. A)	08/19/2020	67738
D-20-09	Activation of Operations at QEC Part Return Center	05/13/2020	65252
D-20-10	(X88) Active Head Restraint – Select 2012 – 2018 Dodge Durango (WD) and Select 2012 – 2018 Jeep Grand Cherokee (WK) (Rev. C)	11/25/2020	70325
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
D-20-16	(X84) Active Head Restraint – Select 2012 – 2018 Dodge Journey (JC) and 2012 – 2014 Dodge Avenger/Chrysler 200 (JS) (Rev. A)	11/25/2020	70316
D-20-17	(X85) Active Head Restraint – Select 2012 – 2013 Jeep Liberty (KK) and 2012 Dodge Nitro (KA) (Rev. A)	11/25/2020	70322





2020 Warranty Bulletin Highlights Cont'd.

Bulletin #	Subject	Release Date	DCMail ID#
D-20-18	(X86) Active Head Restraint - Select 2012 - 2017 Jeep Compass/Jeep Patriot (MK) and 2012 Dodge Caliber (PM) (Rev. A)	11/25/2020	70305
D-20-19	(X87) Active Head Restraint - Select 2012 - 2017 Dodge Grand Caravan (RT) (Rev. A)	11/25/2020	70324
D-20-20	Dealer Select Pre-Authorization Program	11/18/2020	70118

