



UPDATE FROM WARRANTY OPERATIONS

Hello Team,

For our final Newsletter of the year, we want to recognize the amazing work you have put in to overcome the challenges we faced in 2020. None of us could have predicted the many ways that we would be required to change and grow, but through all of this year's difficulties you have continued to keep the focus on the customer and it is greatly appreciated.

We hope you have the opportunity to reflect on these accomplishments and realize how important your leadership is during these difficult times. Please stay safe and healthy and we look forward to a brighter and more prosperous New Year.

Thank you,

Jim Sassorossi

Director – Dealer Support & Warranty Operations

FIXED FIRST VISIT IMPROVEMENT

AVERAGES for U.S. DEALERS:

FFV – Year to Date: 91.5%		
October	November	December (as of 12/21)
91.0%	91.4%	91.4%

Message Code LT1 - Requires BC Authorization

Claims with message code LT1 - (Lifetime Powertrain Inspection LOP used outside the five-year in-service date anniversary) will no longer be eligible for RA or review by the Warranty Contact Center. A claim with this message code will require review by your local BC Warranty Manager. Before contacting the AM,

please review the VIN history to ensure the inspection is supported with the correct owner, correct coverage, and correct timing. If the claim is supported, send the VIN, claim number, and supporting documents to your AM for review with the BC Warranty Manager.

Jeep Hinge Repair Guidelines

To assist with correct claim processing for concerns related to corrosion of Jeep hinges, please make sure each door is processed in its own condition. If more than one door needs to be repaired, follow the guide provided here for

claim preparation and billing guidelines. Dealers will need to review LOP options to ensure correct billing. A sample of the possible repair LOPs claimed as a sublet repair is provided below.

One Door	
Claim Structure - 1 Condition	Claim Allowance
<u>Parts</u> Material .01 as failed part Any additional parts (nameplates, hinges)	Hinge paint LOP 0.6 with Material allowance + Hinge paint LOP 0.6 with Material allowance + Door paint LOP 1.9 with Material allowance + Detrim / retrim 1.1 (which include hinge removal and installation) + Door removal 0.2 + Metal repair A/T
<u>Labor</u> Hinge paint N/C (failed LOP) + Hinge paint N/C + Door paint LOP N/C + Detrim / retrim N/C (which include hinge removal and installation) + Door removal N/C + Metal repair N/C + Sublet allowance 0.3	
<u>Sublet</u> Repair allowance based on repair if completed in house	
	Material allowance total + Markup + <u>Labor hours total X labor rate</u> Claim allowance

Two Doors Same Side	
Claim Structure - 2 Conditions, same details in each condition	Claim Allowance
Follow claim structure outlined above	One side complete LOP Labor and Material allowance + Detrim / retrim (for each door) 1.1 (which include hinge removal and installation) + Door removal (for each door) 0.2 + Metal repair A/T Material allowance total + Markup + Labor hours total X labor rate Claim allowance Divide claim allowance between each conditions. Sublet allowance can only be collected once per a repair visit. <i>Reminder: If multiple panels require paint, use the complete vehicle side or complete vehicle LOP in place of each panel LOP. This reduces the overlapping caused by painting side-by-side panels.</i>



Four Doors or Four Doors and Tailgate	
Claim Structure - 4 or 5 Conditions, based on repair	Claim Allowance
Follow claim structure outlined above	Vehicle complete LOP Labor and Material allowance + Detrim / retrim (for each door) 1.1 (which include hinge removal and installation) + Door removal (for each door) 0.2 + Metal repair A/T Material allowance total + Markup + Labor hours total X labor rate Claim allowance Divide claim allowance between each conditions. Sublet allowance can only be collected once per a repair visit. <i>Reminder: If multiple panels require paint, use the complete vehicle side or complete vehicle LOP in place of each panel LOP. This reduces the overlapping caused by painting side-by-side panels.</i>

- Note: Above is for sublet repairs. If the repair is completed in house, follow the same process for conditions LOP structure. Rather than entering a sublet allowance in each condition, the dealer

will bill out the LOPs and make the adjustment for the overlapping LOPs using the adjustment field on the Totals tab in Claim Entry.

Sample LOPs

No Time punches required:

(sample of variety of LOPs to use on Jeep Hinge related claims)

LOP	Description	Skill Category	Failure Codes	Material Allowance (USD)	Type	Hours
23703701	Panel, tailgate - Refinish One side-Complete-Monotone		AR ACID RAIN-RETAILED VEHICLES ▾	63.39	Primary	2
23705302	Panel, front door - Refinish Complete-Right-Monotone		AR ACID RAIN-RETAILED VEHICLES ▾	62.56	Primary	1.9
23701402	Vehicle, one side complete - Refinish Right-Monotone		AR ACID RAIN-RETAILED VEHICLES ▾	161.44	Primary	4.9
23701306	Vehicle complete - Refinish Car complete		P8 NEW PART ▾	361.36	Primary	9.6
23706302	Hinge - Refinish Door/Liftgate-one-front or rear-Right		AR ACID RAIN-RETAILED VEHICLES ▾	10.09	Primary	0.6
23675301	Panel, Front Side Door - De-Trim One Door		▾	0.00	Primary	1.1
23675350	Panel, Front Side Door Remove and install		▾	0.00	R-Related	0.2

Time punches required:

23750900	Cover, door hinge - Repair Metal finishing repair		C2 PANEL INTERFERENCE ▾	0.00	Primary	A / T
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RRT 20-094 - 3.6L Pentastar Upgrade Spark Plug Internal Crack

There was an issue with Rapid Response Transmittal (RRT) 20-094 upon launch on December 12, 2020 where the RRT still shows as open in VIP and on the dealer's Inventory Service Actions list after the warranty claim has been paid. The issue was corrected for claims submitted after December 15, 2020, and FCA's

Quality group is working to close out the RRTs on vehicles with paid warranty claims between December 12 and 15. Due to this issue, RRT 20-094 will be excluded from the New Vehicle Prep chargeback process as described in Section 1.5 of the WAM. No action is required on the part of the dealership to correct this issue.

2020 All Models - Tail Lamp Lenses

We are seeing an increasing number of tail lamp lenses returned with Micro cracks from badge removal. Acrylic Tail Lamp lenses can be easily damaged by harsh, undiluted cleaners containing the following solvents to list a few:

- Acetic Acid
- Acetone
- Aromatic Solvents
- Benzene
- Butyl Alcohol
- Ethyl Alcohol
- Isopropyl Alcohol
- Chlorinated Solvents
- Lacquer Thinner
- Sulfuric Acid
- Toluene
- Turpentine
- Xylene
- Isopropyl Alcohol
- Naphtha
- Gasoline

Ensure all cleaners used, including commercially available soaps, are well diluted and applied using a non-abrasive lint free microfiber cloth, being careful to gently clean to avoid any resulting scratches.

After cleaning, all residual solvents need to be thoroughly rinsed off the lens and blotted dry to reduce and prevent water spotting.

Failure to ensure the above instructions are followed, the acrylic lenses will gradually break down, resulting in micro cracks forming within minutes to days. Over time these micro cracks will deepen and elongate, resulting in the lens looking "frosted", or the cracks will form the appearance of pits and multiple thin spider webs.

Damage of this kind cannot be claimed as a warranty issue and is a customer's responsibility. Lenses returned for this issue will result in a charge back of the complete repair.

All Vehicles – Tire Pressure Sensors – Reprogramming

We have seen a number of warranty claims for reprogramming for the Tire Pressure Sensors not reading. You should NOT reprogram the TPM Sensor IDs in the Radio Frequency Hub Module (RFHM) or the Tire Pressure Monitor Sensor (TPMS) module.

Reprogramming the TPMS Module should only be used for the following conditions:

- A faulty sensor is removed or a new sensor is installed on the wheel
- The sensor ID(s) logged by the TPMS Analyzer Tool do not match the sensor IDs recorded in the RFHM or TPMS Module

- Sensor ID(s) is missing in the RFHM or TPMS Module – DTC C151C

If the sensor IDs match those in the RFHM or TPMS Module, reprogramming will NOT Correct the following conditions:

- For a mechanical or a no signal sensor failure DTC (C1501-xx, C1502-xx, C1503-xx and/or C1504-xx)
- A sensor location undetermined condition DTC (C151D)

JL/JT Flip Key Service Note

- 1) Verify if the FOB is a JL or JT flip key fob: the only kind of key fob supplied with these vehicles is shown in Figure 1 and 2. If the fob is of a different shape, it is not a JL or JT fob.
- 2) Check if the physical metal key is integrated into the key fob and operates the door lock cylinder; if not, this key fob belongs to a different vehicle.
- 3) The only way to know whether the coin-battery is good or bad is by visual inspection. Do not measure the coin

battery. Please look for below items before you decide to service the key fob coin battery or service the key fob for the low coin battery issue.

- (i) Check to make sure that the LED indicator blinks whenever you press any button. If it does not, service the key fob coin battery. After replacing the coin battery, verify that the LED light blinks. If it doesn't blink after replacing coin battery, service key fob.

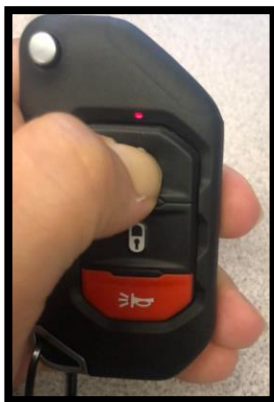


Figure 1



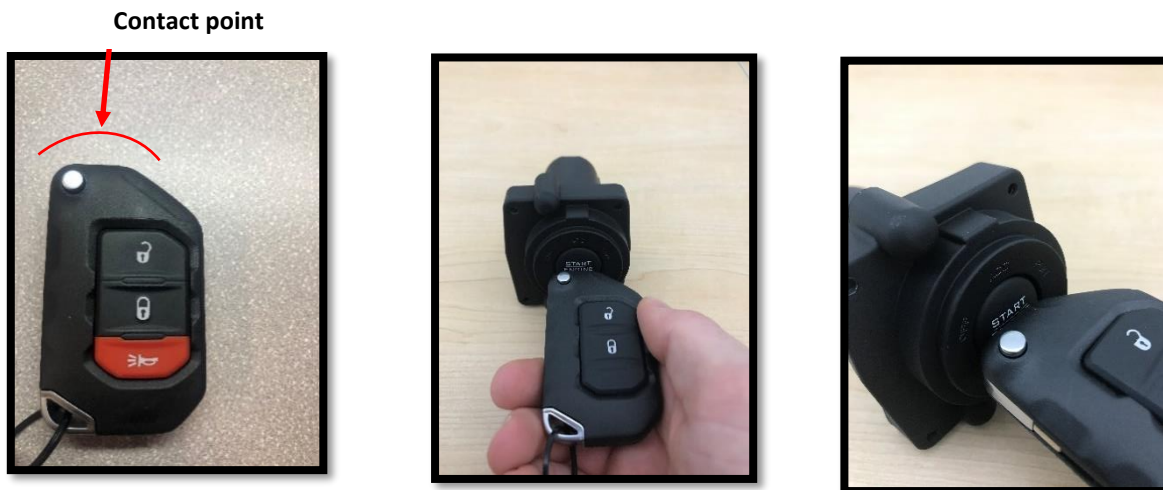
Figure 2

- (ii) Also, check for any key fob/ coin battery low voltage message on the cluster. If you see such message on the cluster, then service the coin battery. After replacing the coin battery, verify that the message on cluster has gone and LED light blinks. If it doesn't blink or message still exists on cluster even after replacing coin battery, then service key fob.
- 4) When starting the vehicle with the ignition switch push button (KIN), verify that the key fob LED blinks. This verifies key fob belongs to the vehicle and is in good condition.
- 5) If key fob is still not operating, follow vehicle level diagnostics procedure.

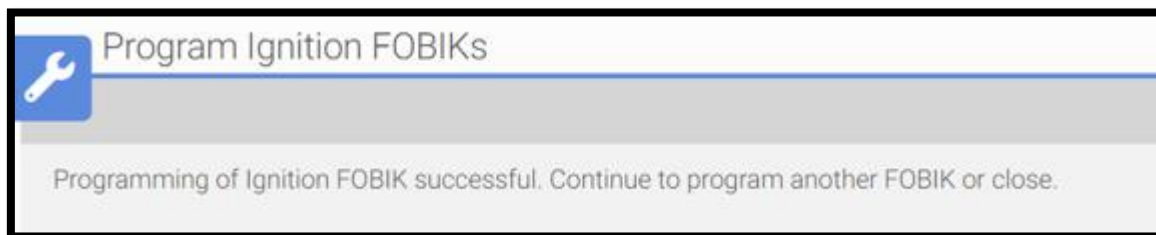
Please ensure key fob is away from any RF interference caused by aftermarket devices like any other key fob, mobile, navigation units, etc.

How to program a new MOPAR Key fob (Note: Do not attempt to re-program an existing customer key fob):

- Place the key fob (as shown below) on the Start/Stop button. Refer to the below pictures. This correct orientation creates the best possible communication between the flip key fob and the Start/Stop button. If the flip key fob is not oriented properly, communication may be intermittent, which will cause programming to fail.



- Don't let the fob go away from the KIN until the WiTECH routine says the "Programming of Ignition FOBK successful" (See below picture)



DT Key Fob Service Note

Verify the FOB is a DT key fob: the only kind of key fob supplied with these vehicles is shown below. If the fob is of a different shape, it is not a DT fob.

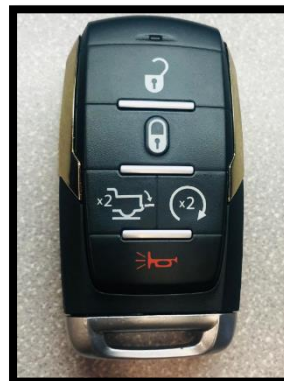


Figure: DT Key fob

- Check if the physical metal key is integrated into the key fob and operates the door lock cylinder; if not, this key fob belongs to a different vehicle.
- The only way to know whether the coin-battery is good or bad is by visual inspection. Do not measure the coin battery. Please look for below items before you decide to

service the key fob coin battery or service the key fob for the low coin battery issue.

- (i) Check to make sure that the LED indicator blinks whenever you press any button. If it does not, service the key fob coin battery. After replacing the coin battery, verify that the LED light blinks. If it doesn't blink after replacing coin battery, replace the key fob.



(ii) Also, check for any key fob/coin battery low voltage message on the cluster. If you see such message on the cluster, then service the coin battery. After replacing the coin battery verify that the message on cluster has gone and LED light blinks. If it doesn't blink or message still exists on cluster even after replacing coin battery, then service key fob.

- When starting the vehicle with the ignition switch push button(KIN),

verify that the key fob LED blinks. This verifies key fob belongs to the vehicle and is in good condition.

- If key fob is still not operating, follow vehicle level diagnostics procedure. Please ensure key fob is away from any RF interference caused by aftermarket devices like any other key fob, mobile, navigation units etc.

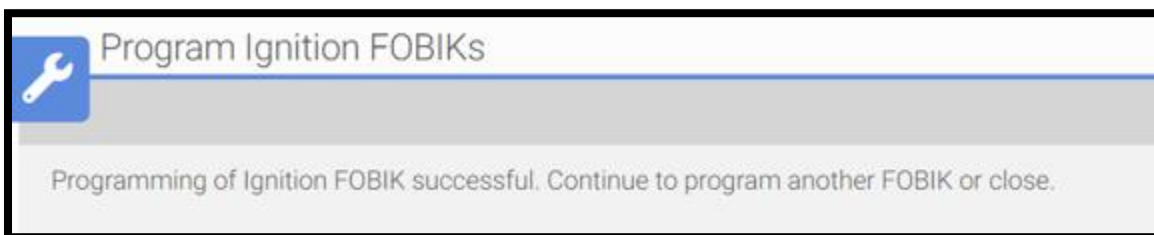
How to program a new MOPAR Key fob (Note: Do not attempt to re-program an existing customer key fob):

- Place the key fob (as shown below) on the Start/Stop button. Refer to below pictures. This correct

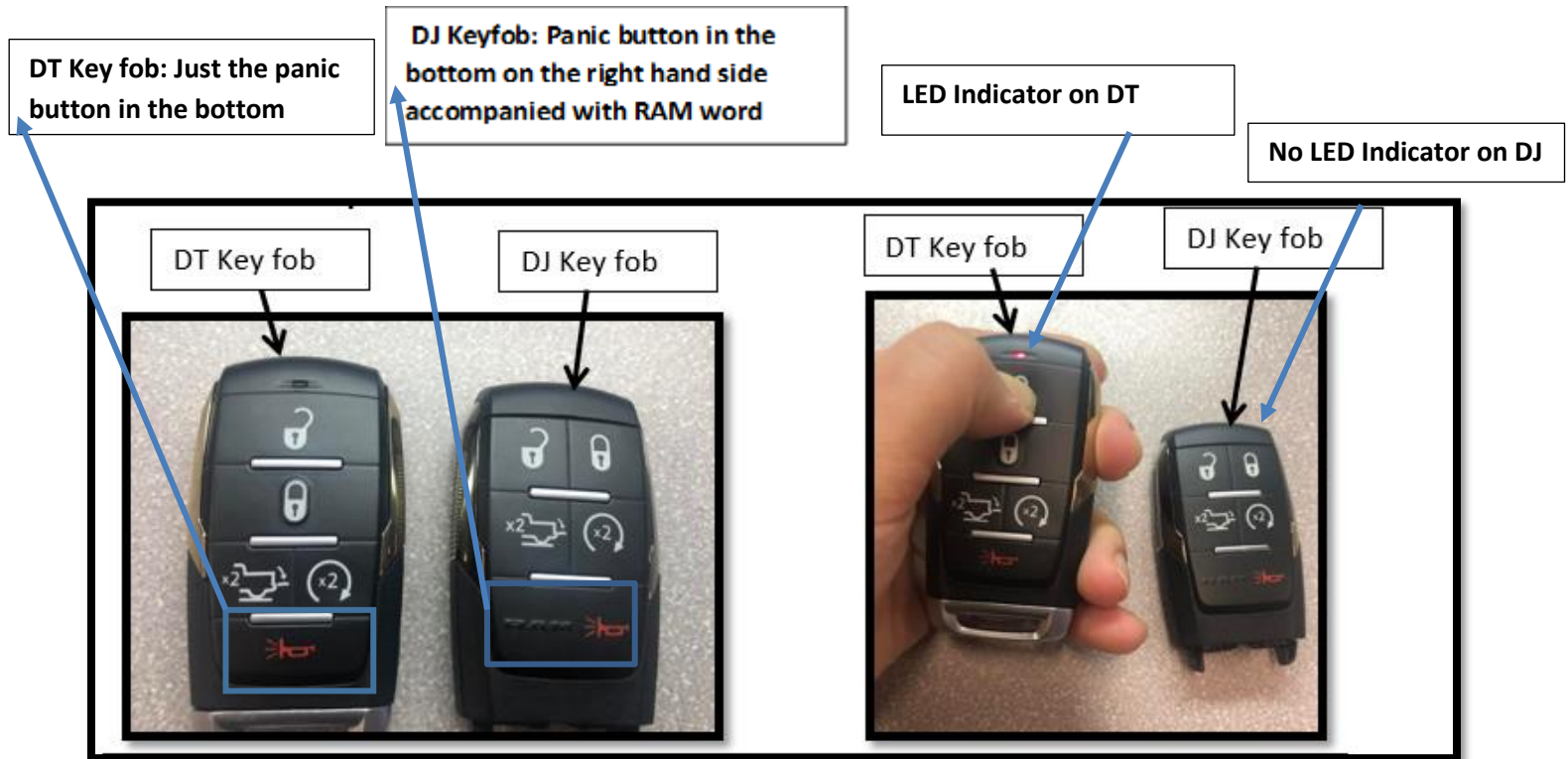
orientation creates the best possible communication between the key fob and the Start/Stop button. If the key fob is not oriented properly, communication may be intermittent, which will cause programming to fail.



- Don't let the fob go away from the KIN until the WiTECH routine says the "Programming of Ignition FOBK successful" (See below picture)



- Note: Be careful with the similar looking DJ Key fob. Look carefully for the below details to identify whether the correct DT Key fob is in the vehicle.



PRAS+ (All Model Years And All Models Project Announcement)

PRAS+ (Part Return Analysis System) provides dealers with direction on which warranty parts to return to FCA. All parts returned are reviewed by FCA and supplier engineering teams to improve vehicle quality. PRAS+ will replace the existing RMU (Return Material Utility)

application on DealerCONNECT located under Parts>Returns, with expected launch on **January 7, 2021**. No parts will be requested after RMU is shut down on 12/18/2020 until the new system launches.

What's In It For Me?

FCA is excited to provide improvements requested by dealers to make the warranty part return process easier.

- All part return requests are visible on one page
- UPS freight automatic document generations – dealer no longer

required to call UPS and manually schedule a pickup

- Ability for the dealer to decline part return request in the case of damaged or missing parts

Training and Information

1. Web-based training course code **PAR201WB** is now available and located in the DealerCONNECT training section.
2. The last day part requests will be generated in RMU is 12/18/2020.
3. Please ship all parts from RMU by 12/23/2020.
4. RMU will remain active for viewing historical data until 2/25/2021.
5. Questions? Contact the DealerCONNECT Help Desk @ 833-768-2754.

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. D)	12/17/2020	71062
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. B)	12/17/2020	71055
D-20-17	(X85) Active Head Restraint – Select 2012 – 2013 Jeep Liberty (KK) and 2012 Dodge Nitro (KA) (Rev. B)	12/17/2020	71056

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. B)	12/17/2020	71058
D-20-19	(X87) Active Head Restraint – Select 2012 – 2017 Dodge Grand Caravan/Chrysler Town & Country (RT) (Rev. B)	12/17/2020	71060
D-20-20	Dealer Select Pre-Authorization Program	11/18/2020	70118
D-20-21	(X91) Active Head Restraint – Select 2010 Dodge Journey (JC), Dodge Avenger/Chrysler Sebring (JS), Dodge Nitro (KA), Jeep Liberty (KK), Jeep Compass/Jeep Patriot (MK), Dodge Caliber (PM), Dodge Caravan/Chrysler Town & Country (RT) (Rev. A)	12/17/2020	71063
D-20-22	(X92) Active Head Restraint – Select 2011 Dodge Journey (JC), Dodge Avenger/Chrysler 200 (JS), Dodge Nitro (KA), Jeep Liberty (KK), Jeep Compass /Jeep Patriot (MK), Dodge Caliber (PM), Dodge Caravan/Chrysler Town & Country (RT), Dodge Durango (WD), Jeep Grand Cherokee (WK) (Rev. A)	12/17/2020	71064
D-20-23	Part Order Restriction Program – 48V Power Pack Unit (PPU) – Select 2018 – 2020 Jeep Wrangler (JL) and 2019 – 2021 RAM (DT)	12/9/2020	70801