



WARRANTY BULLETIN

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

NO: D-18-17

DATE: January 27, 2021

SUBJECT: New Hire Technical Training
Warranty Exemption Program (Rev. A)

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

*****Revisions are noted in RED*****

PURPOSE:

To reiterate the New Hire Technical Training Warranty Exemption Program and communicate **extended Level 2** eligibility.

1. Extended deadline for completing **Level 2** in each Skill Area from **18 to 24** months

TIMING:

January 15, 2015 - (Original Launch Date)

March 15, 2015 - (Returning CDJR or FIAT technician - Minimum 2 year gap eligibility)

January 5, 2018 - (Expanded Eligibility to include Alfa Romeo technicians)
- (9 months to complete Level 0)

April 18, 2018 - (Extended Level 1 Eligibility from 6 months to 9 months)

Eligible:

- Any first time CDJR/ FIAT/ Alfa Romeo technician (with position code 18 or 23)
- Active Mopar CAP Students working as a first time technician at a sponsoring dealership (with position code 18 or 23)
- Any returning technician who previously worked as a position Code 18 or 23, with a minimum of a 2 year gap since their last technician position at a CDJR/ FIAT/Alfa Romeo dealer





Eligibility Start Dates:

Eligibility starts and all required milestone dates are based on the **latest** of the following two dates:

- ✓ Date new hire technician becomes a primary position code 18 or 23
- OR
- ✓ Date the new technician completes the Level 0 Introduction "Connecting with the Customer" course in the curriculum

Technician Status	Position Start Date (position code 18/23)	"Connecting with the Customer" Course Complete	Eligibility Start Date
1 st Time Technician	3/1/2018	3/15/2018	3/15/2018
1 st Time Technician	3/1/2018	12/15/2017	3/1/2018
Returning Technician (With a two year gap since last a technician)	3/1/2018	1/15/2016	3/1/2018

ACTION:

At Day 1 of becoming a new hire technician (*position code 18 or 23*), dealerships should create a training plan and place the technician on the *Interest List* for training.

To begin and maintain eligibility for the warranty exemptions earned through technical training program, reference the eligibility requirements above and follow the steps below:

Step 1 - Within the 1st month of the new hire technician's eligibility start date:

The new hire technician **must** complete ALL Level 0 training. This will allow the new hire technician to earn Level 1 warranty exemptions in ALL Skill Areas lasting for 9 months from the technician's eligibility start date.

NOTE: If the new hire technician does not complete Level 0 within the 1st month of their eligibility start date, the technician's training warranty exemption eligibility expires.

Step 2 - Within 9 months of the new hire technician's eligibility start date:

The new hire technician **must** complete Level 1 training in one or more Skill Areas. The new hire technician will earn Level 2 exemptions only in Skill Areas where the technician completed Level 1 within the allotted 9-month timeframe.

Step 3 - At the conclusion of 9 months from the new hire technician's eligibility start date:

Only the Skill Area(s) with completed Level 1 training by the new hire technician will result in Level 2 warranty exemptions within the corresponding Skill Areas.





For example, the new hire technician only completes Level 1 training for the *A/C and Heating* and *Chassis Systems Skill Areas*. Level 2 in the corresponding Skill Areas – *A/C and Heating* and *Chassis Systems* are technical training warranty exemption eligible for 24 months from the new hire technician's eligibility start date.

*NOTE: For each Skill Area the new hire technician **does not** complete Level 1 within this 9-month timeframe, they will lose the corresponding Level 2 training warranty exemption eligibility.*

Step 4 - Within 24 months of the new hire technician's eligibility start date:

The new hire technician **must** complete Level 2 in all Skill Areas they wish to perform warranty repairs, as their Level 2 exemptions will expire.

Note: Mopar CAP students who successfully graduate from their CAP school will receive an additional 18 months to complete any remaining Skill Levels needed to complete the curriculum.

ADDITIONAL INFORMATION:

"Frequently Asked Questions" have been added to this bulletin.

The GCS message codes NT5 and NT6 will display as a "pay" message code on claims where the exemption criteria outlined above applies.

The new hire technician will not receive course credit for exempted levels and will still need to take the courses or complete assessments.

No Warranty Exemptions are made for Level 0 or Level 3.

In addition to the New Hire Technical Training Warranty Exemption program, the following current GCS Tech Training Exemption will continue.

TASC Exemption Program (BASE Level Dealers ONLY) - For Level 0 technicians, the TASC exemption does not apply. If the technician is Level 1, performing a Level 2 or Level 3 repair, and the dealer has an active trained Level 2 or Level 3 technician in the store, plus their most recent TASC score is equal to or less than the 10% of the prior month's score, the exemption will apply. Refer to Warranty Bulletin D-15-06 for additional information.

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.





Frequently Asked Questions

Eligibility:

Q: Is there a maximum amount of years (gap) for a returning technician at a CDJR/FIAT/Alfa Romeo dealer?

A: No. There is a minimum requirement of a 2 year gap since their last technician position at a CDJR/FIAT/Alfa Romeo dealer.

Q: Is the technician we hired from another OEM eligible for the Warranty Training Exemption program? It has been five years since the technician last worked at an FCA dealership.

A: In this case, yes. Eligibility for Warranty Training Exemption program for returning technicians requires there be at least a gap of 2 years since previously working as a technician at a CDJR/FIAT/Alfa Romeo dealership.

Q: Is the technician we hired from another OEM eligible for the Warranty Training Exemption program? It has been one year since the technician last worked at an FCA dealership.

A: In this case, no. Eligibility for Warranty Training Exemption program is only available to new technicians that have never worked as a technician previously at a CDJR/FIAT/Alfa Romeo dealership or has at least a gap of 2 years since previously working as a technician at a CDJR/FIAT/Alfa Romeo dealership.

Q: Technician Kevin has recently been hired from another FCA dealer where he was a service Technician and has been assigned position code 23. Does he qualify for the Tech exemption program?

A: No, Kevin has already been a service Technician (23) at another CDJR/FIAT/Alfa Romeo dealership, so he does not qualify.

Q: James was a Service Advisor since he started with FCA and has recently been assigned position code 18. Does he qualify for the Tech exemption program?

A: Yes, James was never assigned an 18 or 23 position code in the past so he qualifies.

Q: I've recently hired a lube technician. Is he/she eligible for the Warranty Training Exemption?

A: No. Eligibility for the Warranty Training Exemption program is available to positions 18 - Shop Foreman and 23 - Service Technician only. If a Lube Specialist becomes a first time Technician in the future, they will be eligible for Warranty Training Exemptions at that time.

Q: I just hired **James, a technician from the local independent repair shop. **Is he** eligible?**

A: Yes, if **he is** a first time technician at a CDJR/FIAT/Alfa Romeo dealership.





Q: What happens if Level 0 was done on time and Level 1 - Area 3 was not completed on time?

A: James will lose the Area 3 Level 2 – exemption but if any other Area had been completed on time, James will still be able to retain the Level 2 exemption for those Skill Areas.

Reporting:

Q: Is there a report that Service Managers can run that shows which of his technicians is eligible for Warranty exemptions, and their progress towards completing their curriculum levels?

A: Dealership Managers can generate a New Hire Exemption Report found on the Reports menu within the Performance Institute Learning Center. This report provides the Warranty exemption status across all Skill Categories for each eligible technician at the dealership.

Q: Does a Warranty claim paid under a Training Warranty Exemption for my technician count against my Dealership's TASC score?

A: Yes, a claim paid under a Training Warranty Exemption does result in a 'NT' message code that is counted against the Dealership's TASC score

Training Verification:

Q: How do I verify in the Warranty system, what Warranty Training Exemption my technician(s) have been granted?

A: In *DealerCONNECT>Service>Warranty Administration>Dealer Service Profile>Technicians*, active warranty exemptions appear as a Level '1E' or '2E' Category completion record. The 'E' suffix on the Category designates that it is an exemption record. The date of the Warranty claim must fall within the Effective and Expiration Dates of the exemption record or the actual Category Level completion record for the Skill Area and Level required by the Labor Op.

Q: What should I do if a TT Message Code sets on my claim?

A: Follow the steps below to verify the technician training effective date is prior to the repair date

- Go to *DealerCONNECT>Service>Warranty Administration>Dealer Service Profile*
- Select the Technicians Tab
- Select the repairing Technician;
- Compare the skill level effective date with your claim repair date; the repair date must be with the skill level effective and expiration date

Misc:

Q: Who can I call with questions?

A: Questions related to technician training dates for category/level exemptions and curriculum training exemptions can be addressed by contacting the Performance Institute Hotline at 1-888-321-4321. For claim processing issues, contact the Warranty Hotline at 1-888-255-2616.

