



UPDATE FROM WARRANTY OPERATIONS

Hello Team,

In our collective pursuit to reach 100% FFV, in this month's message we're going to pass along some findings we've discovered from some of you, our highest FFV Dealerships. These are consistent across all sizes of dealerships.

*One metric where we see a marked improvement in FFV scores is **Days to Wait**, which is the time between when a customer requests an appointment and when they actually bring their vehicle in the shop. **The lower the Days to Wait, the higher the FFV scores**, as customers appreciate being able to have their issue addressed quickly. A best practice we've seen is monitoring your Service Capacity to make sure that you are able to accommodate your customers in a timely fashion.*

*Another area that shows noticeable improvement is the count of ROs per Service Advisor. **As the number of ROs per Service Advisor is reduced, the higher the FFV results.** As you know, the role of the Service Advisor is critical to FFV and CSI, and making sure that you have proper staffing levels is of key importance to those interactions. Service Smarts is available for you to review your Service Capacity. Best practices show a ratio of 10 to 15 ROs per Service Advisor is optimum for FFV and CSI.*

*Two final topics to share that seem simple, but can go a long way to improve FFV and CSI: **Greet the customer within 2 minutes**, and make sure customers are **aware of your safety protocols**. These two actions will inform your customers that they are a priority and that you are concerned about their safety and well-being.*

Thank you,

Jim Sassorossi

Director – Dealer Support & Warranty Operations

FIXED FIRST VISIT IMPROVEMENT

AVERAGES for U.S. DEALERS:

FFV – Year to Date: 91.6%		
December	January	February (as of 2/19)
91.5%	91.7%	91.4%



Pre-Authorization and Appeals Status

Pre-Authorization and Appeals are reviewed and responded to in the order they are received. When a dealer “updates” their request asking for the status of the file, the date of the file is

changed to the most recent entry. Asking for a status update will cause delays in the response time.

PRAS+ Part Request Tips

With the launch of PRAS+, dealers now have the ability to ask for a Part Return Request to be removed to prevent a part not returned charge back (PR1). This process requires the dealer to submit details explaining why the requested part cannot be returned. The requests are reviewed to determine if the part return decline request will be approved or rejected. While we are trying

to respond to all request in the allowed five days, if the review is not completed by FCA, the return request is automatically declined with no return response.

To assist with understanding when to submit a request and what type of support to provide, please review the sample return requests below.

Sample Return Request	Type of Outcome to Expect
Parts billed out on the wrong RO	Dealers need to charge back the incorrectly billed part. Once the claim system sees the part has been charged back, the return request will be automatically removed.
Part was scrapped by Technician or Body Shop or Part was sent to core my mistake	Dealers are to hold parts until the warranty claim is paid. Once claim is paid, the dealer will be notified of the part disposition. Parts paid for by FCA, are the property of FCA and are required to be returned to support the claim. Parts not returned are subject to chargeback.
Part return using FasTrack request	If the part was returned to satisfy a FasTrack request, please provide the FasTrack ID. This will allow the FasTrack file to be reviewed. Once the information is confirmed, the request can be approved. If the FasTrack request is not complete, the request will be declined.
One time use part (rivets, fluids, screws, tape)	These part return requests are being approved and are being removed from future return requests.

Missing parts – Shortage and Error	Dealers have 60 days from when a vehicle is originally delivered from the factory to process a shortage and error claim. Claims within that time allowance that were not processed with the SE failure code will be reviewed for part return removal. Part requests outside the time allowance will be reviewed to determine why the issue was missed on New Vehicle Prep, to determine if the vehicle was dealer traded, or how long the customer has had the vehicle. Since these claims are beyond the SE timeline, the request will depend on the support and could be approved or rejected. Some cases may lead to a proactive claim chargeback to let the dealer know the request was declined.
Missing part – fell off vehicle	At times parts could not be available for return due to the nature of the concern (i.e. – the wheel flare fell off when driving or the trim panel was broken into several pieces from being shut in the door). These concerns will be reviewed and an outcome will be made based on the information provided by the dealer.
Missing parts – Transportation claims	Some missing items are not included in the SE process; for example, the “bag” that mats come in, antennas or license plate holder. These items need to be correctly filed as Transportation claims, not Warranty claims. When the dealer charges back the claim to correctly process it, the part return request will be removed.

Top WIC Contact Topics - February 2021

To help reduce dealer wait time when submitting a request to WIC, the most popular WIC contact topics will be provided in the Warranty Newsletters each month in 2021. The goal is to help with reducing the number of time you have to contact someone for help, and help you know

where to go to find the most talked about topics. The majority of the time WIC cases are provided a WIC article that answer the question the dealer is looking for. By reviewing this information before a contact is started, you should be able to find the answer you are looking for.

Information Requested	Location
Audio & Electronics / Exchange Inquiries	Process Information: DealerCONNECT>News and Information>Audio & Electronic Products Exchange Process Order Tracking: DealerCONNECT > Parts > Parts / Order Inquiries > Order Status>Exchange Order CORE Status
Battery Warranty	Mopar.com Mopar Part Warranty Statement
Request to Return Claim for Dealer	The WCC averages 400 requests a month from dealers to return claims that were entered into RA in error. Dealers have asked for the WCC to return claims that are missing attachments, have incomplete narratives, or missing authorization. These claim returns cause delays in claim processing and have a negative effect on the dealer's paid first submission results. To help reduce the number of times claims have to be returned, please make sure the complete claim and the required support is reviewed before sending the claim to RA.

Claim Narrative - 3C's (Concern, Cause, Correction)

For several years, warranty has talked to dealers about the importance of high quality, accurate and detailed claim narratives. These narratives are referred to as the 3C's. The focus has been on how FCA's Quality Group relies on this information to help make product improvements, confirm service information, and improve claim processing. This is especially true when the issue is related to a concern the Technician was

not able to duplicate. To help show the importance of claim narratives, below are some claim narratives with comments from the Quality Group. Although the examples are related to radios, the need for better 3C's is related to all repairs such as engines, transmissions, and other electrical components on all claim types (Warranty, Mopar, MVP, or Recall).

Poor Narrative	
Example A) Concern : radio screen quality Cause : defect in radio Corrective action : replaced radio	Example B) Concern : radio concern, check and advise Cause : Radio working fine at this time Corrective action : Radio working fine at this time
Questions asked by Quality	
What type of issue is the screen experiencing? Is it frozen or blank? How did the Technician confirm a defect, what was found?	Is the concern related to radio sound, Apps, Bluetooth, clock settings, navigation, or something else? What did the tech do to confirm the radio was working? Which radio features were tested?
Better Narrative	
Example A) Concern : USB won't work Cause : no updates, no SOL, techline said to replace Corrective action : replaced radio	Example B) Concern : loud hum noise through speakers when connect to bluetooth Cause : sounds fine Corrective action : not able to duplicate issue
Questions asked by Quality	
Was the concern duplicated? Is the USB not charging or not connecting to radio?	Did the Tech connect a phone to the radio using bluetooth? Is the concern present when all Bluetooth sources are connected or is it a specific brand / item? Does this occur at all times, or select times (idle or driving)
Best Narrative	
Example A) Concern : c/s the radio will randomly shut off Cause : verified concern inspected and found radio is frozen tried to reset and battery disconnect internal failure Corrective action : replaced radio checks ok	Example B) Concern : customer states 1/3 of the radio display screen is blank please check and advise Cause : Confirmed only the bottom of the radio graphic do not load. Radio at current software level. Opened STAR case, confirmed internal failure, STAR released approval for radio. Corrective action : removed old radio, installed new radio and set presets, screen is loading and is responsive at this time
Comments by Quality	
Dealer tells us what is happening. We know the tech tried to do a reset by disconnecting the battery, but that it did not resolve the issue in one case. In the second case we know what the customer was experiencing and that STAR was involved. In both cases, we know that replacing the unit addressed the customer's concern.	

8 Speed Transmission Output Speed Sensor Damage

We are receiving transmission replacements after a valve body replacement that are the result of an improperly installed Output Speed Sensor. The sensor has a small magnet on the end and an alignment pin for locating the sensor in the correct orientation to the tone wheel by

inserting in the alignment hole. Should the speed sensor get installed improperly, P1D90-00 Clutch 2 and P0734 4th Gear error will set as soon as the transmission is put into gear and the vehicle is moved.

Alignment Pin Hole



Alignment Pin



Typically, the damage looks like the below left picture, compared to an undamaged sensor.

Damaged Sensor



Undamaged Sensor



If the sensor is damaged in this way, it typically can be removed and reinstalled properly. The tone ring is not damaged by contact with the sensor and transmission replacement IS NOT REQUIRED. Reassemble the transmission, clear the codes and engage the transmission in gear and move the vehicle. If the same two codes return, the valve body will need to be replaced

again. (This is not considered a defect in material or workmanship and is a dealership expense). If the codes do not return, the reinsertion was successful and the repair is now complete.

Transmissions or valve bodies returned with a damaged Output Speed Sensor may be charged back as non-warrantable damage.

Key FOB Does Not Start the Vehicle

If you are presented with a vehicle that only one key will start the unit and the other key will not, first try to program the inactive Key FOB. If it will not program, that means it has already been programmed to another unit that may still reside at the dealership. Of course this means there will be another vehicle with the same issue as the keys have become mixed up.

Recently the Material Return Center has received Key FOBs that have been identified by the key serial number as being programmed to another vehicle at the same dealership. If this occurs at your dealership do not file a warranty claim for a new Key FOB, as mixing up keys is not a defect in material or workmanship. Any keys returned that are coded to another vehicle other than the vehicle on the warranty claim will be charged back to the dealership.

Key FOB Battery Replacement

Items to look for before replacing a Key FOB battery: (Note: Key FOB range related issues have been noted on some customer vehicles in the field. It has been found that this problem can be related to a remote start antenna wiring issue. If the vehicle is equipped with the remote start feature, the remote start antenna should be

checked for damage, and/or for a poor crimp on the wires. This should be done prior to checking the items below)

1. If the antenna is checked to be OK, check the vehicle cluster for the low battery message. (See screen shot below)



2. Check the vehicle for the “RKE FOB Battery Low” fault ACTIVE. Please see fault DTC’s below for the related Key FOB positions in the RF-hub.
 - a. B1A10-00: FOB 1
 - b. B1A11-00: FOB 2
 - c. B1A12-00: FOB 3 if equipped
 - d. B1A13-00: FOB 4 if equipped
 - e. B1A14-00: FOB 5 if equipped
 - f. B1A15-00: FOB 6 if equipped
 - g. B1A16-00: FOB 7 if equipped
 - h. B1A17-00: FOB 8 if equipped
3. Check the Key FOB to ensure it has a battery installed and it is properly seated in the slot. See examples below. If the battery is properly placed, continue to line item #4.



- a. Proper way the battery should be placed into the FOB.



b. Improper way the battery could be placed into the FOB (battery upside down)

c. In the event that the battery is improperly inserted, remove the battery and place it into the FOB correctly. Check for functionality.

4. For Key FOBs that have indicator lights on them (Pacifica (RU), Ram 1500 (DT), Jeep Wrangler/Gladiator (JL/JT)), please press lock or unlock button to see if the indicator flashes. (See image to the right). If indicator does not flash, please see line item #5. (Note: Please check the LED light functionality indoors; an outdoor environment may make it hard to see the light flash)



5. In the event that none of the above resolves the customers' issue, please replace the Key FOB, and return the Key FOB in its entirety (battery and FOB) as required. The return of incorrect batteries or Key FOBs that were not registered to the vehicle will be charged back.

Battery size for key FOBs:

- 2032 coin batteries go into all key FOBs except for the following:
 - Ram 1500 (DT) - (2450 Panasonic coin battery)
 - Wrangler (JL) - (2450 Panasonic coin battery)
 - Jeep Gladiator (JT) - (2450 Panasonic coin battery)

All Models - Wheel Cleaning

All wheels and wheel trim, especially aluminum and chrome plated wheels, should be cleaned regularly using mild (neutral Ph) soap and water to maintain their luster and to prevent corrosion. Wash wheels with the same soap solution recommended for the body of the vehicle. The wheels are susceptible to deterioration caused by salt, sodium chloride, magnesium chloride, calcium chloride, etc., and other road chemicals used to melt ice or control dust on dirt roads. Use a soft cloth or sponge and mild soap to wipe away promptly. Do not use harsh chemicals or a

stiff brush. They can damage the wheel's protective coating that helps keep them from corroding and tarnishing.

CAUTION: Avoid products or automatic car washes that use acidic solutions or strong alkaline additives or harsh brushes. These products and automatic car washes may damage the wheel's protective finish. Such damage is not covered by the New Vehicle Limited Warranty. Only car wash soap, MOPAR Wheel Cleaner or equivalent is recommended.

NOTE: Many aftermarket wheel cleaners contain strong acids or strong alkaline additives that can harm the wheel surface. **Wheel staining from chemical contamination is not a defect in material or workmanship and is NOT a warrantable condition.** (see example to the right of "MAG" wheel cleaner damage)



When cleaning extremely dirty wheels including excessive brake dust, care must be taken in the selection of tire and wheel cleaning chemicals and equipment to prevent damage to the wheels.

Mopar Wheel Treatment or Mopar Chrome Cleaner or their equivalent is recommended or select a non-abrasive, non-acidic cleaner for aluminum or chrome wheels.

CAUTION: Do not use any products that may contain any form of the following chemicals:

- Hydrochloric Acid
- Sulfuric Acid
- Chlorine Bleach
- Sodium Hydroxide

Any such damage is not covered by the New Vehicle Basic Warranty.



Do not use any products on Dark Vapor or Black Satin Chrome Wheels. They will permanently damage this finish and such damage is not covered by the New Vehicle Limited Warranty.

CAUTION: Do not use scouring pads, steel wool, a bristle brush, metal polishes or oven cleaner. These products may damage the wheel's protective finish. **Such damage is not covered by the New Vehicle Limited Warranty.**

Only car wash soap, MOPAR Wheel Cleaner or equivalent is recommended. The following aftermarket products have been tested and are approved for use.

Safe aftermarket wheel cleaners:

- Maguire's All Wheel Cleaner
- Mothers All Wheel Cleaner
- SONAX Wheel Cleaner

NOTE: You should always follow manufactures recommendations for application and removal of wheel cleaners.

NOTE: If you intend parking or storing your vehicle for an extended period after cleaning the wheels with wheel cleaner, drive your vehicle for a few minutes before doing so. Driving the vehicle and applying the brakes when stopping will reduce the risk of brake rotor corrosion.

Dark Vapor or Black Satin Chrome Wheels

CAUTION: If your vehicle is equipped with Dark Vapor or Black Satin Chrome wheels DO NOT USE wheel cleaners, abrasives or polishing compounds. They will permanently damage this finish and such damage is not covered by the New Vehicle Limited Warranty. USE ONLY MILD

SOAP AND WATER WITH A SOFT CLOTH. Used on a regular basis this is all that is required to maintain this finish. **Use of any wheel cleaning product will stain the surface and is not considered a warrantable condition.**

Tail Lamp Replacement for Emblem - 2020-2021 Durango (WD)

We have seen a number of tail lamp assemblies replaced for the "DODGE" letters in the emblem. For WD the letter kits are part number 68526269AA (Satin Black) and 68081675AB (Chrome) and can be ordered for use to replace

any missing or damaged letters. It is not necessary to replace the complete tail lamp assemblies. Replacing a tail lamp assembly for only the lettering is considered an over repair and will be charged back accordingly.





SPOTLIGHT ON MVP

MVP Claims Update

Mopar Vehicle Protection (MVP) will send a monthly update regarding MVP Claims the first Wednesday of the month. This update will provide the most relevant overview of MVP Claims processes and enhancements. A direct

link to the monthly update will be posted under the MVP Claims Administration section of the DealerCONNECT Service tab. A copy of this bulletin can also be found in the Warranty Information Center (WIC).

MVP February Claims Update (Page 1 of 2)	
Attention: All CJDR Dealers, FIAT Studio Owners, and Alfa Romeo Dealers, Service and Parts Managers	
From: Mopar Vehicle Protection Team	
February 3, 2021	<p>Beginning this month Mopar Vehicle Protection (MVP) will begin sending a monthly update regarding MVP Claims. This update will provide the most relevant overview of MVP Claims processes and enhancements. A direct link to the monthly update will be posted under the MVP Claims Administration section of the DealerCONNECT Service tab. A copy of this bulletin can also be found in the Warranty Information Center (WIC). Our goal is to make this information more easily accessible to you.</p> <p>Pre-Authorization Reminders:</p> <ul style="list-style-type: none">• Verify pre-authorization requirements, dollar limits (after deductible), and coverage on VIP for ALL MVP claims:<ul style="list-style-type: none">• All MVP Lifetime contracts must be submitted for pre-authorization regardless of dealerships authorization level and follow the current guidelines below:<ul style="list-style-type: none">• Claims under \$200 do not require pre-authorization.• For claims between \$200 and \$500, submit for pre-authorization via e-mail worksheet to: MVPClaimAuth@fcagroup.com. The "MVP Claims Pre-Authorization Worksheet" can be found on the service tab, Under the MVP Claims Administration portlet.• All claims over \$500 require pre-authorization.• When calling in for Pre-Authorization, please be prepared with the following:<ul style="list-style-type: none">• Customer/Ownership Verification and Vehicle details• Dealer Code• Reason for Repair/Failure; Customer Concern/Cause• SCAN reports with DTC's, if applicable• Date Vehicle Received at Dealership for Repair• Parts' Numbers and Costs Itemized and Totaled• Labor Operation Codes (LOPs)• Warranty Labor Rate• Tax Rate (if applicable)• Other Expenses (car rental, sublet)• Complete itemized repair estimate• In some cases, a Pre-Authorized claim will need to be submitted in RA for review with supporting documentation.• The RA submitted claim must have all supporting documentation for review, such as:<ul style="list-style-type: none">• Time punches for Actual Time and Diagnostic Time are required on all MVP claims.• All dealers are to follow the time punching policy outlined in the WAM for Base level dealers. MVP does not follow Premium or Plus guidelines.• A copy of the vehicle's current registration will be required for all Lifetime mechanical repairs. The copy is required to be attached to the repair order.• Ownership verification will be required for all pre-authorizations, MVP Digital Imaging requests and claims sent to WCC for review in RA. If the service customer is different than the contract owner, an explanation of their relationship with the owner is required.• MVP will reimburse valid claims that are submitted within 60 Days of the "Date Completed" field on the claim.
BULLETIN: 2021-006	



2021 Warranty Bulletin Highlights

Bulletin #	Subject	Release Date	DCMail ID#
D-21-01	Fast Feedback Program - Transmission, Front and Rear Axles/Prop Shafts, Front-End Accessory Drive (FEAD), Catalytic Converters and Exhaust Components, Cooling, Fuel and EVAP System Components and Electrical and EPT System Components - 2021 Jeep Wrangler 4xe (JL)	1/27/2021	72026
D-21-02	Automatic Labor Rate Increase (ALRI) 2021	1/28/2021	72062