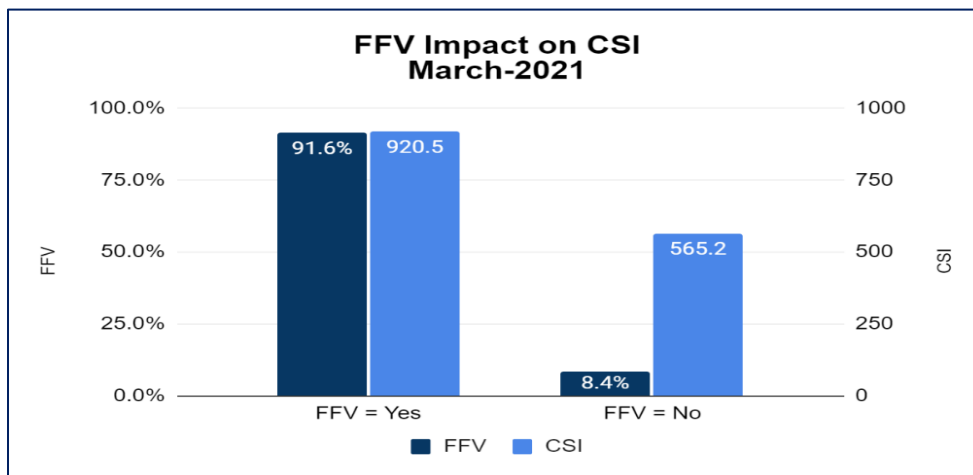


UPDATE FROM WARRANTY OPERATIONS

Hello Team,

As we all know, taking care of our customers is the most important part of the job of a Service Department. When the customers' concerns are taken care of and the vehicle is Fixed Right the First Time, as you might expect, customer satisfaction is higher than when the vehicle is not Fixed Right the First Time. This one aspect of the Service experience has the biggest impact on Customer Satisfaction.

The chart below shows that when the vehicle is Fixed Right the First Time, total CSI is over 920 points, which is 355 points better than when the vehicle is not Fixed Right the First Time.



Please keep in mind these best practices for the Service Quality Process when working with Customers:

- **Greeting**; Greet the customer within 2 minutes
- **Write-Up**; Thorough write up of the Customer Concern
- **Walk Around**; Perform a walk around inspection of the vehicle
- **Status Update**; Keep the customer informed of the status of the vehicle
- **Active Delivery**; Upon delivery provide a complete explanation of services and repairs
- **Follow Up**; Contact the customer after the repair to ensure work was completed to the customer's satisfaction.

Thank you,

Jim Sassorossi

Director – Dealer Support & Warranty Operations



FIXED FIRST VISIT IMPROVEMENT

AVERAGES for U.S. DEALERS:

FFV – Year to Date: 91.6%		
January	February	March (as of 3/29)
91.7%	91.5%	91.6%



Claim Corrections (Rather Than Chargebacks)

Many dealers unnecessarily chargeback a claim to make a correction. To help reduce the number of complete claim chargebacks that a dealership processes, a review of how to correct a majority of warranty or Mopar claims is being provided. Using these claim corrections will not only reduce the number of claims the

dealership has to reprocess, this will also help with reducing duplicate part return requests. These correction steps often do not apply to MVP claims due to sales tax calculations that need to be completed when a claim is processed. The best way to correct an MVP is to charge back the claim and process a corrected claim.

Claim Issue	How to correct
Forgot dealership adjustment (customer paid or other parts at cost)	Dealers can submit a request to WIC for a flat chargeback. Please include in the request the amount you would like charged back and the reason the chargeback is being requested.
Forgot a part, LOP, Rental, or other Special Service	Continuation and Prior Claim Number fields must both be completed: Continuation Field: N – NO - The system will default to “No” and will apply to a majority of the claims processed P – Parts - Used when a repair requires more parts than the system allows on one claim R – Repair - Used when a RO has more conditions than the system allows on one claim - Used when a repair requires more labor and parts than the system allows on one claim ➤ <i>Claim Processing Tip: When more labor and parts are necessary for the same condition, make sure the FAILED LOP is the same on both claims.</i> O – Other - Used when a Special Service needs to be added after the original claim has been paid, you must use the Prior Claim Number. ➤ <i>Claim Processing Tip: For best results, the original claim should be approved before the continuation claim is submitted.</i>

Overbilled a part, LOP, Rental, or other Special Service	Dealer have the ability to: <u>Chargeback by Condition</u> • Find an eligible claim • Select the Condition checkbox for each condition you want to charge back in the Claim Summary table. Verify the amount that appears in the Chargeback Amount textbox. • Click the Save button. The chargeback is saved. • Click the Submit Claim button. The New Chargeback Preview page appears. • Choose a reason for the chargeback from the Reason for Chargeback dropdown box. • To complete the chargeback, click the Submit button. A confirmation message appears at the top of the page, and the claim chargeback is submitted. <u>Chargeback by Part</u> (this allows by individual part line) • <i>Start the chargeback as outlined in Condition directions.</i> • Click the Part tab. The Part page appears with the Part Summary table. • Choose the condition for the part you want to charge back from the Condition dropdown box. • Select the Part checkbox in the table for the part you want to charge back. • Change the quantity in the Chargeback Quantity textbox if necessary. • <i>Complete the chargeback following the steps in Condition steps.</i>
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	<u>Chargeback by Labor</u> • <i>Start the chargeback as outlined in Condition directions.</i> • Click the Labor tab. The Labor page appears with the Labor Summary table. • Choose a condition for the labor you want to charge back from the Condition dropdown box. • Select the LOP Number checkbox in the table for the labor you want to charge back. Note: If a chargeback by labor claim has been saved but not submitted, checkboxes for each applicable labor charge are selected. Note: LOP numbers ending in <i>00</i> can be partially charged back. If a LOP paid 0.5 hours, and 0.2 hours need to be charged back, enter <i>0.2</i> in the Chargeback Hour textbox. • <i>Complete the chargeback following the steps in Condition steps.</i> <u>Chargeback by Special Service</u> • <i>Start the chargeback as outlined in Condition directions.</i> • Click the Special Service tab. The Special Service page appears with the Special Service Summary table. • Choose a condition for the special service you want to charge back from the Condition dropdown box. • Select the Special Service checkbox in the table for the special service you want to charge back. Note: If a chargeback by special service claim has been saved but not submitted, checkboxes for each applicable special service are selected. • Change the amount in the Chargeback Amount textbox for partial special service chargeback if necessary. Note: You may charge back the entire amount or a portion of the special service amount. • <i>Complete the chargeback following the steps in Condition steps.</i>
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WIC Folder Reorganization

In the last few months, Warranty Operations has been working to reorganize WIC to allow dealers to find articles by topic. When the project started, there were about 50 folders in WIC. Now there are only 10 folders. The folders are now broken

into subcategories. These subcategories are there to help you narrow your search to the topic you are looking for. If you haven't tried to search by topic, please give it a try. We will continue to look for way to make additional improvements.



Exchange No Claim Input Charge (Function 11 Chargeback)

Warranty Operation has been made aware of a potential system issue that could have caused some No Claim Input charges in error, while we are working to determine the impact of this issue, please make sure you are reviewing your parts invoices for the first couple of weeks March for charges related to claims processed the first couple of weeks of January. Claims were

correctly processed by the dealers, but the system did not match the exchange claim to the exchange order correctly, which caused the charge back. Please enter an appeal with a copy of the Mopar Invoice showing the "No Claim Input" charge (Function 11 charge) and a copy of the paid claim.



Top WIC Contact Topics - March 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 times you have to contact someone for help, and to 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. Please see the examples below:

Warranty / Mopar Claim Parts Price Different than Purchase Price:	WIC article KB0023346
The warranty system reimburses dealers for part pricing based on the part price Mopar has listed on the date the repair was completed. This process allows the dealers to increase the value of their inventory on some parts. This policy also means that on a limited number of occasions the part price may have devalued and the dealer will not be reimbursed for the difference by the warranty system. If the Parts department request additional information related to parts pricing, the Parts department can request a price review by completing an MRA.	

Battery Warranty Coverage and Claim Processing:	WIC article KB0032699
When entering a claim related to a battery, it may be necessary to go to the Parts department and look at the top of the Battery to confirm coverage. Many rejected claims are related to entered the wrong battery coverage in the claim. It may also be necessary to check WB D-21-03 for details related to the software update the GR8 requires to provide an accurate battery tester code.	



Dealer Requesting Claim Be Returned Before It Is Reviewed

On average the Warranty Contact Center receives 18 requests a day from dealers to return a claim that was “accidentally” submitted into RA. Dealers will request claims be returned because rental support was not attached, the RO was not attached, a sublet or NPN support was not attached, or another reason the dealer needs to make a change before the claim is reviewed. To help reduce the number of claims that need to be returned before they are reviewed, **please make sure you are not entering RA in the authorization on the first submission.** Requesting a claim be returned will negatively impact the dealerships Claims Paid First Submission.

2019/ 2020/ 2021 Wrangler/Gladiator (JL/JT) – Hood Switch

Diagnostic trouble code P152F - "Engine Hood Switch 2 / Engine Hood Switch 1 Correlation" from the Powertrain Control Module (PCM) is being set in JL/JT for all model years leading to a "START/STOP disable message" when hood latch

is not fully secured. Please ensure the hood latch is checked and secured and a key cycle is executed before changing the under hood switch for this Diagnostic Trouble Code.

Hood Repair LOP Information

To assist dealers with processing paint repairs related to corrosion repair on minivan hoods, the information provided below should be followed. Typical hood repairs require “Removing and de-trimming” the hood panel to allow the panel to be repaired. The corrosion repair process, sanding and repairing the corroded areas, is detailed in Service Bulletin 31-002-20.

Once the panel is refinished and reinstalled, the repair is complete.

Below is a list of the typical LOPs needed for hood repairs on a minivan. As a reminder, at this time only the 2375 hood repair LOP requires time punches to support the A/T. As shown in the LOP table, there are no training requirements for LOPs related to these paint repairs.

Summary							
Select	LOP	Description	Skill Category	Failure Codes	Material Allowance (USD)	Type	Hours
☐	23700101	Basic paint preparation paint preparation		▼	18.00	Primary	0.6
☐	23702101	Panel, hood - Refinish Complete - Monotone		AR ACID RAIN-RETAILED VEHICLES ▼	110.45	Primary	2
☐	23752101	Panel, hood Aluminum		41 FOREIGN MATERIAL ▼	0.00	Primary	A / T
☐	23672101	Panel, Hood - De-Trim		▼	0.00	Primary	0.2
☐	23672150	Panel, Hood Remove and install		▼	0.00	R-Related	0.1

If a hood replacement is required to address the customer's concern, the LOPs will follow the example provided below for hood replacement. Hood replacement claims will only require the

paint and prep LOP, replacement LOP, and refinish LOP. The replacement LOP includes time for removal and installation as well as de-trimming re-trim.

Summary							
Select	LOP	Description	Skill Category	Failure Codes	Material Allowance (USD)	Type	Hours
☐	23850101	Basic paint preparation - Test		P1 RUST PERFORATION ▼	14.00	Primary	0.6
☐	23852101	Panel, hood - Replace		C2 PANEL INTERFERENCE ▼	0.00	Primary	0.6
☐	23852151	Panel, hood Hood panel-Refinish-Monotone		▼	112.31	R-Related	2.2

In some cases, depending on the location of the concern, the repair may require blending into an adjacent panel. All paint LOPs include time to blend into1 adjacent panel, in these cases the detrim LOP for the blended panel can be added to the claim. If blending of a secondary panel is

needed, a 2360 LOP can be claimed at 50% of its given time for the process, as well as the additional de-trimming LOP for the additional panel. Any blend time above this allowance must be supported with time punches per WB D-19-27.

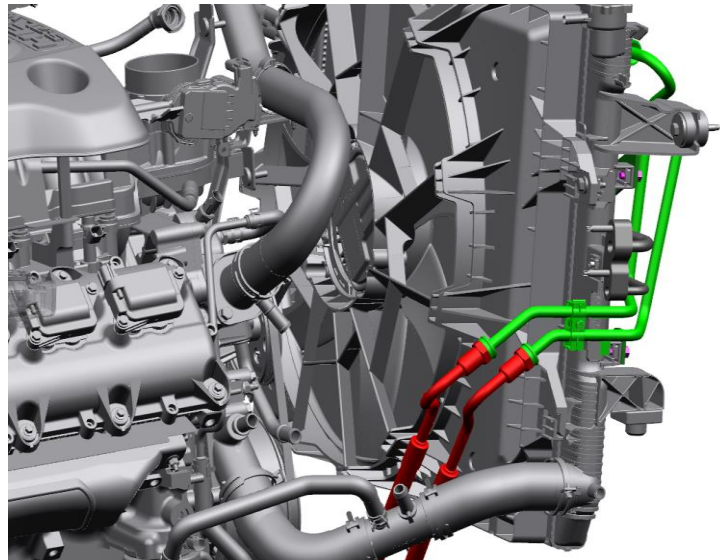
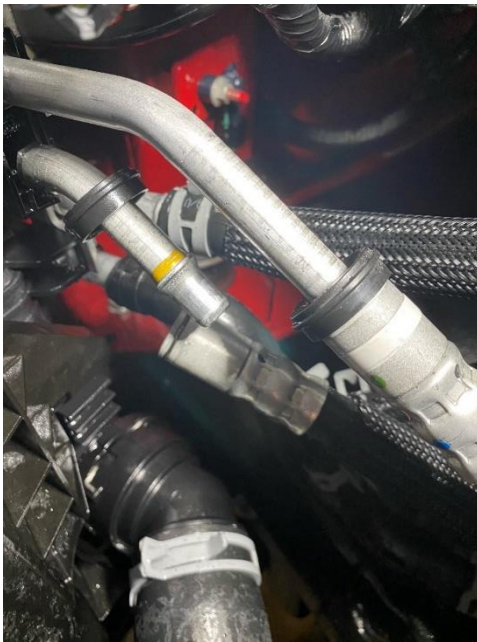
Summary							
Select	LOP	Description	Skill Category	Failure Codes	Material Allowance (USD)	Type	Hours
☐	23605102	Panel, fender - Color Coat Complete-Right-Monotone		AR ACID RAIN-RETAILED VEHICLES ▼	76.35	Primary	1.3
☐	23675101	Panel, Fender - De-Trim One Fender		▼	0.00	Primary	0.3
☐	23675101	Panel, Fender - De-Trim One Fender		▼	0.00	Primary	0.3

2020/2021 RAM 1500 (DT) - Transmission Cooling Leaks

We have seen a recent increase in transmission fluid leaks on 2020 and 2021 RAM 1500 (DT) vehicles with low mileage. We have determined the cause can be related to a loose, not fully inserted, or disconnected quick connector at the joint of the transmission lines to the lines of the Transmission Oil Cooler (TOC).

If a customer complains of transmission leaks and/or other transmission performance issues,

please inspect the TOC line connections near the cooling module and ensure they are fully connected. If found to be loose or not connected, reconnect the lines and ensure they are secure by completing a push-pull-push. Refill or top-off the transmission fluid, as needed. If no issue is found, proceed with regular diagnostic procedures.



2020 - 2021 RAM 1500 Pick-Up (DT) Start Stop Button Would Not Illuminate

A customer may complain that "Stop/start button LED does not illuminate when pressed". Verify Start/stop is applicable to the vehicle by checking if the option XBZ and EZL is present in the vehicle sales code list. Verify the engine will not auto stop unless ALL conditions in Table 1 are true. A vehicle may be equipped with the eTorque system consisting of a heavy duty Motor Generator Unit (MGU) and a hybrid electric Battery Power Pack Unit (PPU) however the eTorque system may not operate during specific times that are considered normal operation of the system. Specific inputs and driving conditions must be met for the eTorque system to operate in ESS mode.

When the customer presses the stop/start button, the signal is received by the Central Body Controller (CBC) which sends it to Powertrain Control Module (PCM). The PCM then checks if all requirements are met to Turn Off the stop/start system. If all requirements are met, PCM Turns off the stop/start system and sends the signal to Turn On the stop/start yellow LED to the CBC which sends it to Transfer Case Switch Module (TCSM).

Do not replace the rotary E-shifter for this issue. E-Shifters received that are deemed to be fully functional will be charged back.

eTorque ESS Allow Conditions for Autostop	
Condition	Operating Range
Outside Ambient temperature	Greater than -10°F (-23°C) or less than 110°F (43°C)
Driver seatbelt	Buckled
Driver door	Closed
Driver seat pad Driver Presence Detection Module (if equipped)	Occupied – when equipped (on vehicles with removable doors)
Hood	Fully closed (2 Hood Ajar Switch Inputs)
Accelerator pedal	Released
Grade –too steep of an incline/decline	Lesser than +7% OR greater than -10%
Engine operating temperature	Minimum acceptable range: Coolant temperature greater than a calibrated threshold (Function of ambient temp) Engine Oil temperature is greater than a calibrated threshold (Function of ambient temp) Catalyst temperature is greater than a calibrated threshold (Function of ambient temp) Maximum acceptable range: Coolant temperature below a calibrated threshold 239°F (115°C) Engine Oil temperature below a calibrated threshold 239°F (115°C) Catalyst temperature below a calibrated threshold 1742°F (950°C)

2018 - 2021 Jeep Wrangler (JL), 2020 -2021 Jeep Gladiator (JT) Steering Damper

The new JL/JT steering damper (68251580AF) has a counter bore in the lower bushing at the damper to tie rod connection. With the new square shoulder fastener (06513445AA), the assembly must only be assembled with the larger diameter at the 12 o'clock position in the vehicle. This change is to further error proof the assembly orientation of the side intake on the

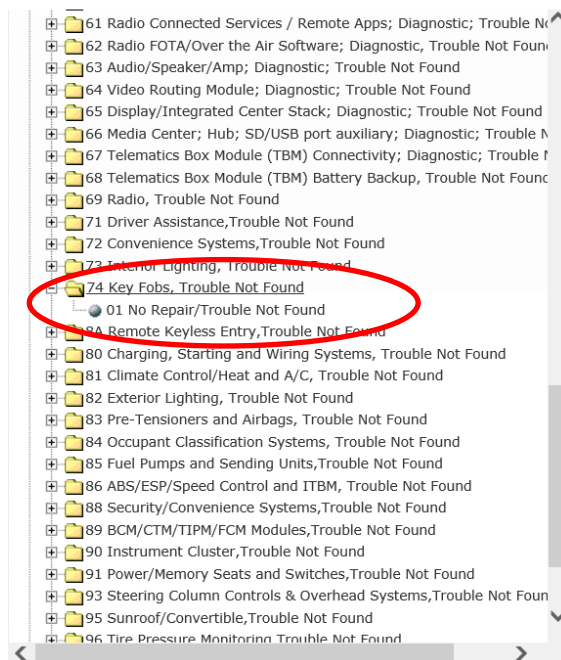
steering damper. The new target torque spec for this joint is 52 Lb. Ft.

NOTE: New fasteners must be used on every new damper installation. Failure to use the new fastener could cause the damper to be installed in the incorrect orientation.



Important Announcement: New “Key Fob” Labor Operation for Trouble Not Found

- In order to assist in identifying quality issues and improving our products, a new Labor Operation has been created to better distinguish when a customer has a concern with a Key Fob
- Be sure to utilize the new 85-41-74-01 LOP for issues such as short range or unable to remote start, or any other issues of the Key Fob that has caused a customer concern and verification has determined normal performance.



2020, 2021 LD (Dodge Charger) – Tire Pressure Monitor

Some After Market Devices may cause harmful interference with the TPM System and create undesired operation. This Article was created to advise Technicians to be aware of the potential issue. Examples of those After Market devices that generated or blocked radio frequency energy are:

- After Market Interior and Exterior LED Lighting
- Toll Road Transponder (i.e.; Speed Pass)
- After Market LED bulbs (Headlamps, Marker, CHMSL, Interior, etc.)
- Sub Woofers/Sound Systems
- Wheels
- Phone Chargers
- Inverters
- Dash Cameras
- GPS Systems
- Insurance or Other Wireless OBD-Data Loggers
- Other non OEM equipment

Note: These issues have been seen on L family vehicles, but similar issues have been seen on all other vehicles as well.

Example: Diode Dynamics LED Side markers



LED Sidemarkers Clear Set For 15-20 Dodge Charger Diode Dynamics





SPOTLIGHT ON MVP

VIP MVP Pre-Authorization Messages

We ask that dealer personnel keep an eye out for VIP messages requiring information for pre-authorization. Ignoring these messages will result in improper claim

processing and delay payment to the dealership. For more information, please reference MVP Bulletin: 2021-013 VIP MVP Pre-Authorization Message Codes.



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
D-21-03	GR8 Battery Tester Latest Software Level Requirement	3/17/2021	73283
D-21-04	(X90) Driver and Passenger Front Seat Belt Assembly – 2014- 2015 Dodge Durango (WD) and 2014 – 2015 Jeep Grand Cherokee (WK)	3/24/2021	73454
D-21-05	New Vehicle Preparation Enhancements – Introduction of the wiTECH NVP Process	3/31/2021	73582