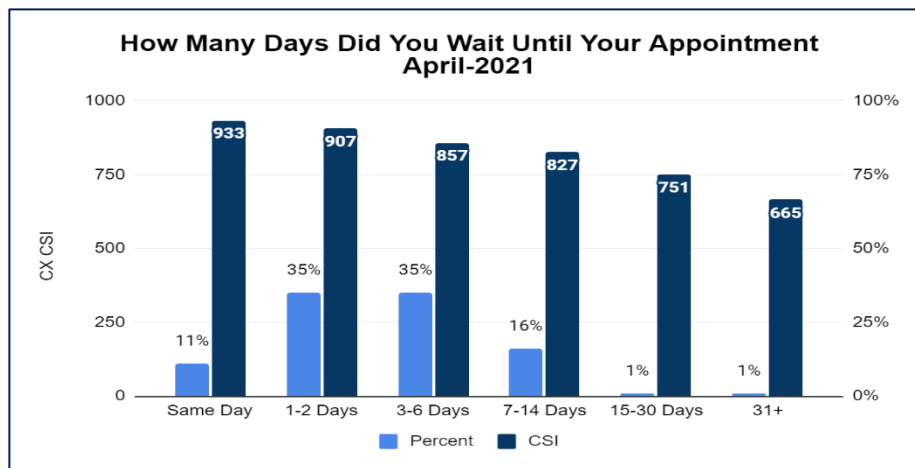


## UPDATE FROM WARRANTY OPERATIONS

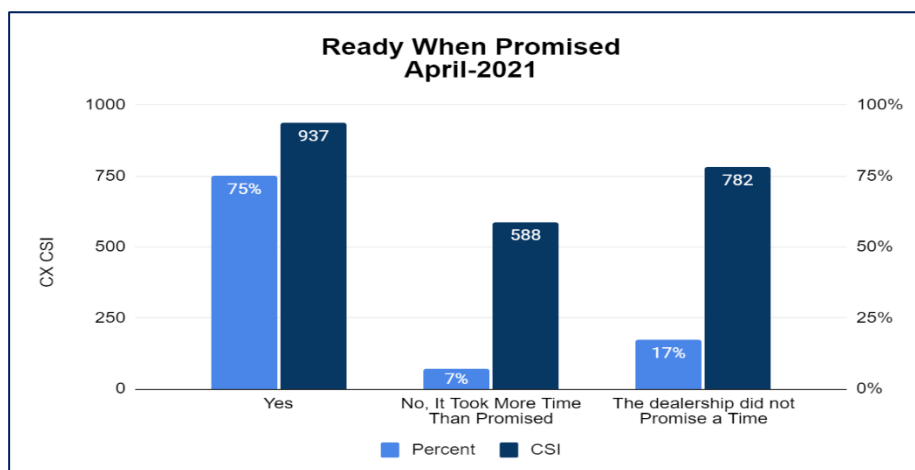
Hello Team,

### Service Capacity Management and CSI

Customer Satisfaction in the Service Lane is highly dependent on how well Service Capacity is managed. Dealerships that schedule appointments within their available labor hours can get customers in to the store, make the repair and return them to their vehicles more effectively. When dealerships have a low service capacity it affects Customer Satisfaction. The chart below displays that the sooner a customer can get into the store for a service appointment the higher the degree of customer satisfaction. Customers that are able to schedule an appointment within 2 days are much more satisfied than those that have to wait 3 days or longer.



Furthermore, once the customer is at the dealership for service, is the repair performed in the time that was communicated to them. When dealerships can meet that Delivery Promise, customers are much more satisfied than when a delivery promise is made and not met – Customer satisfaction is over 155 points higher.





*Review your Service Capacity.*

- *Is the shop meeting its productivity and proficiency objectives?*
- *Are there enough Service Advisors to handle the customer volume?*
- *Are there enough Main Shop Technicians and Express Lane Technicians to handle overall throughput?*
- *Are the Service Advisors and Technicians aware of the shop capacity and the dealership's objectives?*
- *Are customers waiting longer to get in for an appointment?*
- *Are there more or less carry-over repairs? This can affect customer satisfaction and reduce revenue and gross profit.*

*The Capacity Planning tab in ServiceSmarts in DealerCONNECT is a great way to review your capacity. By meeting the shop's capacity objectives, dispatching of work becomes easier and the right technician is assigned to the job.*

*Thanks for taking care of our collective customers and for all that you do.*

*Thank you,*

**Jim Sassorossi**

**Director – Dealer Support & Warranty Operations**



## Warranty vs Transportation

There has been an increase in the number of Transportation claims incorrectly filed as Warranty claims. These claims are leading to higher chargebacks, which then cause potential delays or unsupported appeal claims to the Transportation department. One of the issues that has been identified is **incorrectly noted missing items**. Please remember that all missing shipped loose items need to be documented on the delivery sheet. This includes items that will be processed as a transportation or warranty claim type. For example, if there is a missing key,

that information needs to be documented on the delivery sheet. The note also needs to say if the tie strap was intact or if it was broken. This information will be used to determine and support the claim type.

Additional examples of items incorrectly filed as warranty claims are:

- Missing Bluetooth speaker
- Missing accessory bag
- Missing antenna
- Ship Loose items

## FFV Negatively Impacted by Quality of New Vehicle Prep

The launch of the PRAS+'s "Decline Return" feature has helped FCA identify an increasing trend in customers returning within 60 days of a new vehicle purchase to have quality issues addressed that should have been caught during New Vehicle Prep. To help reduce the number of customer returns, please make sure your Technicians are spending the needed time to correctly inspect the vehicle and make sure any misbuilt quality items are addressed before the vehicle is delivered to the customer.

Sample of items missed during New Vehicle Prep that are causing customers to return are:

- Trim bezel missing at right front door handle area

- Driver side Grand Cherokee decal is missing
- Delivered with wrong hood
- Vehicle is a Laramie and has a "Big Horn" badge
- Drivers side "Grand Cherokee" is missing on the driver's front door
- Rear wheel house liners do not match on the passenger side and driver side
- Right rear fender flare is missing
- Nameplate on upside down

Please remember, the purpose of New Vehicle Prep is to identify new vehicle equipment errors and correct *prior* to delivery. The goal is to deliver a vehicle that is defect free at time of delivery.

## Finding the Right Resources to Assist You

Over the past few months, the Warranty Chat and Warranty Hotline have started seeing an increase of inquiries not related to warranty, which we are not able to assist with, and have led to unhappy dealers. After reviewing several examples of inquiries that we could not help with, we found our issue is similar to a customer calling your dealership, selecting the Parts Department from the phone prompt, then asking for pricing and financing options for the shiny blue truck parked in front of the dealership. The Parts Department will not be able to provide those details, and will have to transfer the customer to the correct department.

To help get you to the correct contact the first time, which will lead to quick and accurate responses, Warranty Operations wanted to remind dealers there is a full range of resources available to help you find what you need.

To help make sure you are contacting the correct location, a review of contact points and who you are reaching out to is provided below.



Notice in the above contact point example, if the Warranty Hotline is asked a question about Labor Operations, which the agent is not able to assist with, you will be directed to submit to LOP Related Inquiry. The Warranty Contact Center agents do not have access to help you with a Transportation claim. Only agents in the Logistic

Department have access to review TCR cases and Delivery Receipts.

Don't forget about other resources on DealerCONNECT such as Recall Central, the DealerCONNECT Help documents, the DealerCONNECT Support Help Center, and Performance Institute Hotline.

## Did You Notice the NEW “New Vehicle Prep” Link?

The NEW link is the Prep process that will launch for all vehicles over the next few months using wiTECH to interact with the vehicle during Prep.

The old link is the print form that has been used for several years. For complete details see Warranty Bulletin D-21-05 (DCMail ID# 73582).



## GWASS@fcagroup.com Repurposed

In 2018, the email address GWASS@fcagroup.com was repurposed and is currently used for terminated dealers, Flex appeals, and some International communications. Some dealers continue to send chargeback appeal requests to this email

address, however these requests are not responded to. Please make sure all chargeback appeals are being submitted using the Warranty Information Center Appeal link. Chargeback appeals sent to the wrong address are not responded to.

## Hold Time on Chat or Hotline

At times dealers have told Warranty Hotline Agents that they are on the phone and using Live Chat at the same time (waiting to see which answers first). While we understand you want to get the fastest response, please make sure to **end** any extra contact method once you reach an agent. When dealers leave chats open or “abandoned”, that does not mean an agent does not have to respond to them. When an agent attempts to answer an abandoned chat, the system requires them they stay in that

abandoned chat for up to 8 minutes before the session can be terminated, just in case the customer returns. In the last quarter, almost 20% of our cases timed out due to abandoned cases. Agents would rather move to the next active case and be able to help you better, so please help by closing unnecessary chat sessions. Ending a chat once it is no longer needed will allow us to quickly move to the next request.

## LH1 - Parts Cost Excessive For Condition

To help with accurate claim payment, please make sure all correctable message codes have been resolved before a claim is put into RA for review. *LH1 - Parts Cost Excessive For Condition*, is a message code that is often returned to dealers for correction. To reduce the number of claims returned to you for correction, please make sure to review the following information:

- Make sure the correct parts are in the correction condition
  - Parts in incorrect condition (1-2-3)
  - Parts quantity incorrect (too many)
  - Incorrect part on the claim
- Make sure the correct LOP(s) are in the condition
  - Verify LOP(s) to make sure they match the replaced component(s)
- Ask the Parts department if there has been a part price change

- The claim system will bill out the part based on the price on the date the repair is completed. If the part price has changed recently, the LOP may not have the correct part allowance. To confirm the part allowance is correct, the dealer will need to submit a LOP Related Inquiry using the path: *DealerCONNECT > Service Tab > Claim Administration > LOP Related Inquiry*.

Ensure that these steps have been followed to correct LH1 message codes. This should result in less returned claims and faster payment. For more details on LH1, review WIC article KB0023412.

## Vehicle Sales Code 4<sup>th</sup> Character Suffix

Have you ever wondered what the 4<sup>th</sup> digit located at the end of a sales code is? These are suffix codes that are used to define the status and applicability of each sales code. We often receive emails asking if a certain TSB applies to a vehicle because these additional characters can be misleading.

For example, a TSB that involves a module update for vehicles equipped with *GXM - Remote Keyless Entry with All-Secure*, may not seem like it applies to a vehicle equipped with *GXMS*. However, using the information below we can see it does in-fact apply to this vehicle. The additional character is only a suffix to and can be ignored.

### SUFFIX LIST:

- S - Standard
- P - Included in a package and not priced
- C - Count only, used to make adjustments to plant inventory
- D - Deleted
- A - Part of a package but priced separately
- M - Mandatory
- B - Broadcast, track sheet only - usually for a SEC code

| Vehicle Option - All |                                      |      |                                    |      |
|----------------------|--------------------------------------|------|------------------------------------|------|
| Standard Equipment   |                                      |      |                                    |      |
| Code                 | Description                          | Code | Description                        | Code |
| APAS                 | Monotone Paint                       | BNBS | Electronic Stability Control       | BRTS |
| CBZS                 | Prem Vinyl Door Trim w/Map Pocket    | CB9S | 2nd Row In Floor Storage Bins      | CGDS |
| CGSS                 | Supplemental Side Air Bags           | CG3S | Advanced Multistage Front Air Bags | CJ1S |
| CKES                 | Carpet Floor Covering                | CLAS | Front Floor Mats                   | CSPS |
| CUES                 | Rear Underseat Compartment Storage   | DJGS | 215MM Front Axle                   | DRNS |
| DS7S                 | Conventional Differential Frt Axle   | GACS | Tinted Glass Windows               | GBBS |
| GXMS                 | Remote Keyless Entry with All-Secure | GXXS | Sentry Key Theft Deterrent System  | HGBS |
| HGFS                 | Floor Tunnel Insulation              | JBYS | Instr. Panel Color Keyed Bezel     | JCBS |
| JFJS                 | Temperature Compass Gauge            | JHAS | Var Intermittent Windshield Wipers | JJBS |
| JJJS                 | 12V Auxiliary Power Outlet           | JKYS | Power Accessory Delay              | JPBS |
| JP3S                 | Pwr Front Windows, 1-Touch, Up Down  | LAXS | Front Passenger Seat Belt Alert    | LAZS |
| LA6S                 | Incandescent Taillamps               | LETS | Traveler/Mini Trip Computer        | LMES |
| LMGS                 | Automatic Headlamps                  | LPES | Cargo and CHMSL Lamp               | MBFS |
| MCMS                 | Body Color Upper Fascia              | MCTS | Bright Front Bumper                | MDAS |
| MENS                 | Front Wheel Spats                    | MOAS | Ram's Head Badge                   | MHLS |
| MNES                 | Body Color/Chrome Door Handles       | MPLS | B-Pillar Black out                 | MPPS |
| MS2S                 | Ram 1500 Badge                       | MUSS | 4X4 Badge                          | MXCS |
| NFWS                 | 26 Gallon Fuel Tank                  | NHMS | Speed Control                      | QRVS |
| RCGS                 | 6 Speakers                           | SBAS | Power Rack and Pinion Steering     | SFBS |
| SGBS                 | Rear Heavy Duty Shock Absorbers      | SHAS | Front Stabilizer Bar               | SHFS |
| SUAS                 | Tilt Steering Column                 | TBMS | Tire Carrier Winch                 | W1AS |
| XA6S                 | Non Adjustable Pedals                | XBSS | Pickup Box                         | XFCS |



### 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      |
| D-21-06    | Fast Feedback Program – Transfer Case, Prop Shaft and Front & Rear Axle Components – 2021 Jeep Grand Cherokee (WL)                                                                                                                                                     | 4/14/2021    | 73966      |

