



WARRANTY BULLETIN

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

NO: D-21-14

DATE: November 3, 2021

SUBJECT: New Vehicle Preparation
Enhancements – wiTECH NVP Process
Requirement

FOR: U.S. Chrysler, Jeep, Dodge, RAM,
and FIAT Dealers

PURPOSE:

FCA has transitioned from New Vehicle Preparation (NVP) paper checklists to performing the NVP via wiTECH. This is a quality-focused change intended to improve our overall Delivery Process for new vehicle customers.

The wiTECH NVP process uses a more efficient checklist flow to ensure vehicles are delivered to customers as defect and error free as possible. It also separates the Prep Checklist from the Final Service Inspection (formerly all one document).

The Final Service Inspection (FSI) contains several important steps including the following examples: completing any open Recalls and RRT, checking the battery voltage, and setting the tire pressures to door placard specifications. These examples and others performed during the FSI will ensure the best customer experience at delivery. Please see the screenshot below which shows an example of the steps required for FSI.

Final Service Inspection

1 - Delivery Readiness

To improve customer satisfaction, please perform these non-reimbursable actions just prior to new vehicle delivery.

Perform all Incomplete Recalls and RRTs ☐ OK ☐ Not OK ☐ Skipped	Remove protective film and coverings prior to delivery ☐ OK ☐ Not OK ☐ Skipped
Wash and clean the vehicle exterior including tires ☐ OK ☐ Not OK ☐ Skipped	Inspect body and paint for damage, fit and finish ☐ OK ☐ Not OK ☐ Skipped
Confirm brake rotors do not have corrosion ☐ OK ☐ Not OK ☐ Skipped	Clean vehicle interior ☐ OK ☐ Not OK ☐ Skipped
Adjust tire pressures (including spare) to specification on Door Placard ☐ OK ☐ Not OK ☐ Skipped	Procedure Log tire pressures after adjustment
Procedure Log the 12V battery state-of-charge (70% or below requires charge)	Procedure Place vehicle in customer mode





ACTION / TIMING:

- **December 1, 2021:** wiTECH NVP is **required** for all Chrysler, Dodge, Jeep, RAM, and FIAT vehicles.
- The NVP claim will be automatically paid with 2 LOPs on the KZX date, which is the same timing as the previous process.
 - The base NVP LOP no longer reimburses for Road Test time during NVP (85-90-00-40)
 - The Road Test is now represented as a separate LOP (85-90-00-5R)
- **February 1, 2022:** Enforcement will begin for the chargebacks listed below
- Failing to complete the NVP Prep checklist (including the Road Test) and Final Service Inspection checklist will result in a full or partial NVP chargeback as defined below:
 - A completed wiTECH NVP Preparation Checklist has not been submitted within 10 days of delivery (KZX) or the vehicle was sold or leased without a completed and submitted wiTECH NVP Preparation Checklist - **full chargeback**
 - A completed Final Service Inspection Checklist has not been completed and submitted within 2 days (48 hours or less) prior to the date the customer takes physical delivery of the vehicle (Delivery Date / In Service Date) - **full chargeback**
 - The wiTECH NVP Preparation Checklist was completed and submitted within 10 days of delivery, but the Road Test was not completed (4 miles or more required) - **partial chargeback**

NOTE: Dealer compliance concerns with the wiTECH NVP process are to be reviewed with the appropriate Business Center personnel.

ADDITIONAL INFORMATION:

- For NVP checklists submitted through wiTECH, a paper copy is not required to be locally stored.
- Selling a vehicle to another dealer (dealer trade) – If your dealership received payment for NVP and **you do not perform the Prep checklist, you will be charged back** the full amount paid for NVP on that vehicle. If selling the vehicle without Prep completed, take this chargeback into account.
- Buying a vehicle from another dealer (dealer trade) – Always look up the Prep record on *DealerCONNECT > Service tab > New Vehicle Prep & Final Service Inspection* when buying a vehicle from another dealer. This can help determine whether Prep is still required.





- Final Service Inspection can be submitted multiple times. For example, if FSI was completed but the sale is canceled, the vehicle may be sold at a later date. FSI may need to be performed again to comply with the criteria of 2 days or less prior to customer delivery.

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

Q: Why are we changing the way we are conducting New Vehicle Prep?

A: To ensure vehicles are delivered to customers as defect and error free as possible. This electronic method automates certain functions, standardizes the checklist completion method, and ensures the Final Service Inspection is completed. This ultimately improves customer satisfaction at time of new vehicle delivery and gives a direct feedback link to Plant Quality.

Q: What is different with the New Vehicle Prep process?

A: The checklists can now be completed electronically using wiTECH.

A: The checklist layout is based on vehicle location (front left door, rear left door, etc.). This format is a more efficient process of performing New Vehicle Preparation and ensures that steps won't be missed. However, when printing, this new format will appear to be longer than the previous checklist format of New Vehicle Preparation.

A: wiTECH can automate certain checks, such as battery state of charge and tire pressure checks.

A: Feedback you provide when you find an issue will be fed directly to our Engineering & Quality teams to help improve overall vehicle quality.

Q: What vehicles are supported?

A: All 2021 MY and forward

Q: When do I need to use a Mopar Diagnostic Pod (MDP) instead of the microPod?

A: Vehicles with the new Atlantis High electrical architecture require the MDP. Currently, only the all-new 2021 Grand Cherokee (WL) and the 2022 Wagoneer (WS) are equipped with Atlantis High.

Q: How do I sign the new NVP form? There doesn't appear to be a place to sign the form anymore.

A: When using the wiTECH scan tool to process new vehicle preparation, the technician must acknowledge and certify that all operations on the form have been completed and that the vehicle has been inspected, road tested & adjustments were performed in accordance with FCA US LLC procedures. This is done prior to submitting the completed checklist and requires the technician to simply check the radio button located at the end of the checklist.





Q: When does enforcement truly start?

A: The enforcement criteria is applied starting with VINs that arrive (KZx) on February 1st and forward. For example, VINs that arrive on February 1st must have Prep performed within 10 days (on or before February 11th). The Road Test and Final Service Inspection criteria also apply to those VINs.

Q: What is the Final Service Inspection checklist?

A: It is a smaller checklist that must be performed just before delivering a new vehicle to the customer -- it is your final inspection. These steps were previously covered in a section called the "Final Detail and Inspection" in the paper NVP checklist. Don't forget to perform all Recalls and RRTs.

Q: Can I have someone other than a technician complete the Final Service Inspection checklist?

A: Yes, but their SID must have access to TechCONNECT and New Vehicle Prep in DealerCONNECT (can be assigned by Dealer administrator in My Personnel). To log into wiTECH, the Dealer administrator must also assign their SID to the diagnostic device they will be using (microPod or Mopar Diagnostic Pod) in the wiTECH Technical Service Portal.

Q: The previous NVP checklist had me check battery voltage. There doesn't appear to be a place to check battery voltage anymore. Do I still need to check battery voltage?

A: wiTECH automates the battery state of charge check. Battery state of charge replaced the battery voltage check and is a better way to verify the condition of the battery. The technician needs to press the "log the 12-volt battery state-of-charge" button to record the battery state-of-charge.

Note: Even though the battery state of charge may indicate the battery is fully charged, the wiTECH NVP process requires that a battery charger is connected during Prep to ensure the battery state of charge remains good during the entire NVP process.

Q: The previous NVP checklist had me record odometer mileage before and after the road test. There doesn't appear to be a place to write in odometer mileage anymore. Do I still need to record the vehicle odometer mileage?

A: wiTECH automates odometer check. The technician needs to press the "Document Odometer" button to record the initial odometer mileage. The initial odometer value is recorded while the technician is completing the Initial Checks. Once the road test is completed, the technician will need to press the "End of Road Test" button.





Q: How do I conduct a road test if I don't have a Wi-Fi hotspot?

A: It's okay to disconnect / log off from wiTECH during the road test. wiTECH automatically saves your progress and when you return, you can continue from that same point.

Q: How do I access my completed prep and delivery forms?

A: The PDF of forms completed through wiTECH are available in DealerCONNECT. Navigate to DealerCONNECT > Service tab > New Vehicle Prep & Final Service Inspection (under Repair Information section). Enter the VIN and the application will display the wiTECH completed checklist.

Note: Only completed checklists submitted using wiTECH will be displayed.

Q: Where can I find instructions on performing the new NVP process?

A: The following communications have been sent to dealers:

- April 15, 2021 MasterTECH
- Master Service and Parts – Second quarter 2021
- wiTECH New Vehicle Prep YouTube video: <https://www.youtube.com/watch?v=fXklmClnTcQ>

Q: With the new wiTECH NVP process, is an RO still required from the DMS to show the Service Manager approved the repair?

A: The requirement to have an RO to support the prep has not changed, dealers will still be required to provide an RO with Service Manager approval, completion date, and time documentation (if required based on SmartWarranty Level).

