

WARRANTY BULLETIN



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

NO: D-19-27
DATE: June 16, 2021

SUBJECT: Paint and Body Claim
Processing (Rev. A)

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

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

PURPOSE:

To announce enhancements to body and paint claim submission and processing. Please review the video at the URL below for an introduction and explanation of these changes.

Based on dealer feedback, we have updated the Actual Time support process for Repair Metal Finishing (LOP Group 23-75) to better align with industry practices.

<https://fca.fyi/Mopar-Warranty-Body-Shop-Claim-Process-Changes>

TIMING:

Effective for vehicles received for repair on or after January 1, 2020

The updated Actual Time support process for Repair Metal Finishing (LOP Group 23-75) can be used by dealers immediately, and will be required beginning July 1, 2021.

ACTION:

The body and paint claims process is being simplified and enhanced to lead to greater quality repairs and reduced complexity for claim submission and payment.

The highlights of these changes include the following:

- Implement structured labor reimbursement times for select repairs currently classified as Actual Time
- Implement structured labor reimbursement times for de-trim and re-trim of select components
- Introduce a 70% repair vs. replacement process for sheet metal repairs
- Pre-approval process change. Pre-Authorization (PA) dollar amounts will no longer be provided. (applies to 23-60, 23-70, 23-75 and 23-85 paint and body repairs only)
- To clarify material billing, LOP details, part billing, accurate failed part identification, technician ID entry, sublet repair process, accurate Failure Code assignment and more



Body Shop Claim Processing Guide

Paint Operations Time Allowance

Time allowances are based on the use of catalyzed air-dry color coats and or clear coats applied in accordance with the paint manufacturer's instructions.

Time and parts allowance is included for removing, replacing, or reinstalling ornaments, emblems, letters, or nameplates is included in the paint LOP. No additional LOPs for these items should be added to the claim. Also included in paint LOPs is the application of under coats, required number of top coats, blend into one (1) adjacent panel or within a panel, minor buffing and polishing when required. If blending into a second adjacent panel is required, 50% of the material and labor allowance based on the 23-60 LOP for the complete third panel (second adjacent) is allowed to be added to the cost of the repair using the additional 23-60 panel LOP, as AT. Blending requests as described above will not require AT time punches. Time requests above 50% the blend LOP allowance will require time punches.

For additional details on FCA recommendations for how to correctly blend panels, please refer to Collision Bulletin **31-001-20**, found in Service Library.

When A/T is found in the hour's field in the Labor Operations Detail table, use the ACTUAL TIME required to perform the repair operation. Time punches are required to support an Actual Time (A/T) request, **with the exception of the 23-75 photo and measurement actual time support as described in that section.**

Material Allowance (MATL)

Allowances in the "Material Allowances" column are based on a dealer's average cost of quality materials currently in effect, and are periodically adjusted to reflect changes in material costs.

Material examples include but are not limited to:

- o Masking paper
- o Tape
- o Sandpaper
- o Cleaning solvent
- o Metal conditioners
- o Thinners, reducers, primers and paint.
- o A throwaway allowance of mixed paint is included in the paint allowance.

When A/C is found in the Material Allowance position, use the ACTUAL COST of paint materials required to perform the repair operation.



Claim Processing Requirements:

Parts provided to a sublet body shop are to be billed to FCA using the parts tab with applicable markup applied to the claim.

Material allowance is to be billed on the parts tab using "MATL". "MATL" is to be the failed part when entering a claim for a paint repair.

Claim Processing Tip:

If the repair is a sublet repair with parts other than MATL, MATL is still used as the failed part, with a cost of .01, with the remaining parts billed as outlined in this section.

See WIC KB0023460 for additional details specific to Fail Coding MATL.

Labor Operation Descriptions

Repair Clay, finesse sand, buff, polish, moisture removal (LOP Group 23-65).

Finesse Sand, Buff, and Polish-Repair

Minor imperfections in the color coat can be satisfactorily repaired by finesse sanding and buffing, and polishing procedure. Sections or panels should not be repainted when the condition can be corrected using this procedure. It is recommended for conditions such as minor surface scratches, orange peel, foreign material and / or moisture in the clear coat, in the outer surface, and overspray.

Repair Tip:

See Service Bulletin 23-25-00 for additional details related to moisture removal.

Time Punch Exemptions

(Dealer Policy Manual > Warranty Reimbursement)

Body shop technicians are exempted when flat rate repairs are performed using the following labor operation numbers:

23-01-XX-XX	23-02-75-XX	23-6X-XX-XX
23-85-XX-XX	23-02-37-XX	23-7X-XX-XX

NOTE: Body shop technicians are required to document time on any other labor operation and all actual time ("00") repairs, **with the exception of the 23-75 photo and measurement actual time support as described in that section.**

De-trim / Re-trim LOP (LOP Group 23-67)

Components such as exterior door handle(s), mirror(s), latches, and light assemblies are included in the De-trim / Re-trim LOP. Time to remove and reinstall these items is reimbursed



to a technician to ensure a quality repair is achieved. De-trim and Re-trim LOPs do not require time punching or training above Level 0 as support.

Adhesive type moldings, surround moldings, and tape stripes supported with specific sales codes are to be added to the claim, using the replacement LOP. Removal and replacement of these items when related to a panel repainting repair do not require time punches or training above Level 0.

De-trim / Re-trim LOP application:

- De-trim / Re-trim LOPs (23-67-XX-XX) are available for 23-60 and 23-70 level repairs.
- De-trim / Re-trim LOPs are not available for 23-85 level repair, the time to transfer related items is included in the sheet metal replacement LOP.
- Front and Rear fascia replacement LOPs include time to transfer related items

Full details on which components are included in the De-trim / Re-trim LOP can be found in the tables located in Warranty Information Center Knowledgebase Article KB0023366.

Paintless Dent Repair (LOP Group 23-77)

The use of paintless dent repair is approved for warranty and transportation damage repair and should be used whenever possible providing the repair restores the metal to a like new condition without any damage to the painted surface.

Although most small to medium dents can be repaired using the paintless repair method, there are some exceptions. For example, tight access (behind braces) as no drilling of access holes is allowed. Also, the size or nature of the dent may stretch the metal beyond the point of being able to repair using the paintless repair method.

Note: This cannot be used with refinish or sand, buff, polish operations.

Color-Coat (LOP Group 23-60)

These operations are to be used when the repair does not extend beyond the prime coat.

Color-coat operations are to be used for conditions such as excessive orange peel, sags, runs, off color conditions, thin or no paint and paint discoloration. Preparation of the surface should only require cleaning, scuff sanding and masking.

For repairs involving primer, see Paint-Refinish.

Paint decision tip:

23-60 repairs are similar to giving the walls in your house a fresh coat of paint because they are starting to show wear.



Paint-Refinish (LOP Group 23-70)

These operations are to be used only when the repair requires applying primer or primer surfacer to base metal. Refinishing operations may be used when repairing conditions such as deep scratches, minor peeling or blistering extended below prime coat into base metal, pitting of seam joints, deep embedded dirt and exposed base metal.

These operations do not include repair time for stripping or metal finishing such as bumping or filling, see partial LOP 23-75 or 23-70-02

Paint decision tip:

23-70 repairs are similar painting walls a new color and applying primer. This step may require additional prep. The previous old paint or wallpaper must be removed (23-70-02) and holes repaired (23-75).

Repair Metal finishing (LOP Group 23-75)

This LOP group is to be used for metal finishing repairs such as dings, dents, etc. This operation is specifically for bumping, filling, and resurfacing, up to but not including prime coat. A written description is required and actual time (A/T) will be specified. This operation must always be used with the appropriate refinish labor operations.

Request for 23-75 Actual Time LOPs related to sheet metal corrosion requires photo(s) support of the affected area, in place of time punches. The photo(s) must show the size and location of the area to be repaired and must be attached to the claim to support the A/T request.

To determine the time allowance:

- 1) Dealer will need to measure the area and provide photos showing the measurements
 - a. A clear gridded ruler is recommended for this process (see photo for example)
- 2) Time allowance will be 0.1 per square inch supported by the photo(s)
- 3) An additional **one time per repair** prep / cleaning allowance of 0.1 is to be added to the 23-75 time allowance



An estimate of the labor time to repair the sheet metal is required to be compared to the cost to replace the sheet metal. Apply the 70% rule for decision making when determining if the sheet metal should be repaired or replaced.

Claim details:

Primary LOP

Requires **photo and measurement support for actual time as described in this section**

Example of claim:

23-75-53-00

- 0.4 hrs. supported with **photos and measurements for actual time as described in this section**
- Failed LOP

23-70-53-02

- Related LOP with time allowance

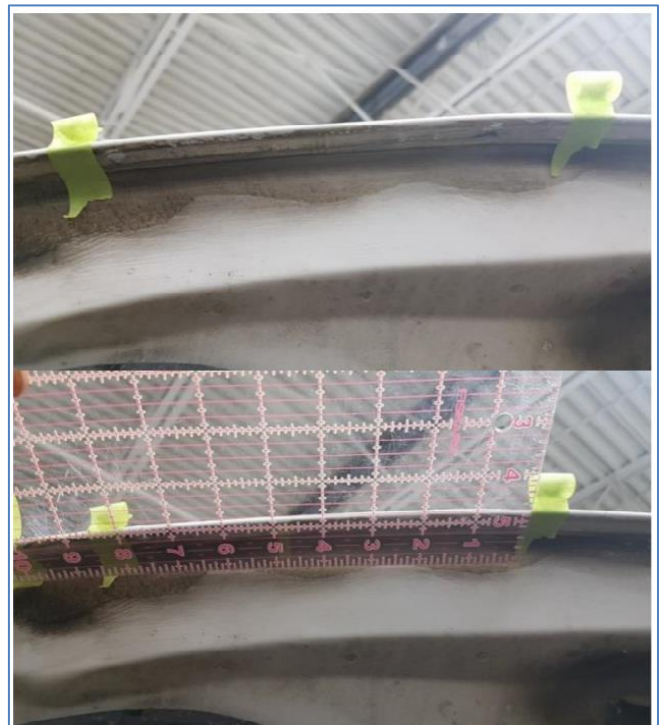
Additional reference: Warranty Bulletin D-18-15 Rev. A

Paint decision tip:

23-75 repairs are similar to fixing holes, nail pops, or repairing the damage from items hitting the walls in your home when you are preparing to paint. Remember, 23-70 is used to give the walls a fresh coat of paint and is not included in LOP group 23-75.

How to prepare a 70% repair vs replace estimate:

1. Determine level of repair
 - a. Level 1 - Blister (0.1 hr per sq inch)
 - i. **In addition to the allowance based on the size of the affected area, dealer can add an additional 0.1 hr for prepping and cleaning the area to sand per repair, not per panel**
 - b. **Level 2 - Hole in sheet metal (replace)**
2. Determine size of affected area
 - a. Use a ruler to show the affected area size, photo will need to include height and width of affected area.



A recommendation is to use a gridded craft ruler to lay over the area, this will allow the concern to be seen through the ruler. *The sample photo provided above shows the concern and the measurement of the affected area.*

3. Build the estimate to determine repair vs replacement and submit for Vehicle Digital Imaging Pre-Authorization (*if required*)
 - a. Sample A
 - i. Repair allowance: Hood is \$350.00; 70% is \$245.00
 - ii. Proposed repair: 5 sq. inches of blister = 0.5 hrs
(supported with photo)
 - iii. Prep time for sanding = 0.1 hrs
 - iv. Total repair time = 0.6 hrs
 - v. Estimate = 0.6 hrs X \$100.00 (labor rate) = \$60.00
 - vi. Hood to be repaired, with the 0.6 supported with **photos and measurements for actual time as described in this section**
 - b. Sample B
 - i. Repair allowance: Hood is \$350.00; 70% is \$245.00
 - ii. Proposed repair: **25** sq. inches of blister = **2.5** hrs
(supported with photo)
 - iii. Prep time for sanding = 0.1 hrs
 - iv. Total repair time = **2.6** hrs
 - v. Estimate = **2.6** X \$100.00 (labor rate) = **\$260.00**
 - vi. Hood to be replaced
4. If pitting is found once the initial paint repair is started, the repair may need to change from **repair to replace**. In cases when sheet metal repair is changed to sheet metal replacement, a second set of photos will be needed to support the replacement of the panel. The second set of photos must include:
 - 1) Photo of area that has been sanded, showing size of area sanded and pitting
 - 2) Dealership will need to use the same measurement process to determine the amount of 23-75 AT that is supported with the panel replacement
 - 3) Dealer will claim the 23-85 replacement LOP, with the related paint LOPs, and the 23-75 photo support for the amount of time used before the pitting was found.
 - 4) All photos will need to be attached to the claim to support the 23-75 LOP request.

Sheet Metal Replacement (LOP Group 23-85)

The 23-85 LOP group is for the replacement of sheet metal panels for rust perforation. The replacement of sheet metal includes transfer of all related parts. (Door handles, mirrors, ornaments, etc.)



Paint decision tip:

23-85 repairs are similar replacing the drywall that was damaged from a water leak, then prepping the walls for painting.

Paint Stripping (LOP Group 23-70-02)

This operation should be used only when the defect is such that the complete panel must be stripped (care should be taken to avoid stripping surface to base metal). The paint stripping operation should be used in addition to the appropriate 23-70 refinish operation for the panel being repaired.

23-70-02 Stripping LOPs are Actual Time allowance LOPs and must be supported with time punches if the time requested is more than 50% of the 23-70 paint LOP related to the repair. 23-70-02 stripping LOPs that request 50% or less of the related 23-70 paint LOP do not require time punching.

Paint decision tip:

23-70-02 repairs are similar to stripping off old wallpaper.

Basic Paint Preparation Time (LOP Group 23-60-01-01, 23-70-01-01, and 23-85-01-01 for each corresponding repair)

Paint time allowances list the total time to complete a paint operation, less paint preparation time allowance. Paint preparation time includes time to mix paint, spray two test panels and clean paint equipment.

Claim Processing Tip

Paint preparation time must be added using labor operation numbers 23-60-01-01, 23-70-01-01, and 23-85-01-01 BASIC PAINT PREPARATION for each respective group. The preparation operation time and material is to be listed on the claim in addition to the total paint time and material.

Test Panels (included in Paint prep)

Test panel preparation is included in the BASIC PAINT PREPARATION allowance. Accurate information should be recorded on the back of each panel such as air pressure, type of material, solvent, gun distance etc. These panels can then be used for future reference when necessary. Color variance information is also available through your respective paint manufacturers.

Monotone Paint

These operations provide time and material for spraying one color.



Two Tone Paint

These operations provide time and material for spraying both the primary and secondary colors for two tone paint applications.

Tri-coat Paint

These operations provide time and material for spraying both the primary and a secondary pearlescent or metallic coat. Tri-coat finishes are identifiable by a unique tri-coat Sales Code. **Tri-coat, pearlescent, or metallic colors can also be confirmed using the Sales Code Guide to confirm the paint option had an additional cost added to the vehicle's cost.**

Pre-Authorization Requests

A Pre-Authorization request, providing details of the quality issue and vehicle details, will be required for paint repairs included in the Digital Imaging Pre-Authorization program. The request will be submitted using the DealerCONNECT "Digital Imaging" Pre-Authorization Link before proceeding with the repair.

When submitting a Vehicle Digital Imaging (VDI) Pre-Authorization request for paint repair, enter the required data in all required fields, using \$0.00 in the Actual Cost field. A Detailed Repair Estimate for these select body and paint repairs is not a requirement to receive repair pre-authorization as an authorization dollar amount will not be provided as part of the revised process.

When the Digital Imaging request for a paint or body repair is approved by VDI, you can proceed with the repair. The claim must then be entered in *DealerCONNECT >Service> CLAIM ADMINISTRATION> Claim Entry*. When any dealer correctable items are corrected, submit the claim with "RA" in the Authorization Number field in Claim Entry for claim processing by the Warranty Contact Center with all required supporting documentation.

Please see the "**How to prepare a 70% repair vs replace estimate:**" section above for specific instructions related to the 70% repair vs replace process.

Warranty Goodwill repairs pre-approved by an Area Manager/District Manager or Customer Care Center are required to follow all appropriate Digital Imaging Pre-Authorization Processes.

Technician ID

To ensure correct claim support select the body shop technician from the technician drop down in Claim Entry. In-house technicians must complete level 0 training to be eligible for warranty repairs.



For dealer owned body shops that do not share technicians with the mechanical service department, please use "None" as the Technician ID.

For sublet repairs, please select "Sublet" as the Technician ID.

Sublet Vendor Repairs

Sublet Vendor repair costs must not exceed the cost of the repair if the Dealer had performed the same repair.

In multi-franchise dealerships that include a FCA US dealership, or where repairs are made at a facility owned by an FCA US dealer, repairs are not considered sublets and will be treated as vehicle repairs performed at the dealership. (In-house) When entering a claim, the dealership will enter "None" as the Technician ID, then bill parts and labor on the claim as if completed at the FCA US dealership. These repairs are not entitled to the sublet processing allowance.

Dealerships not having a body shop, as described above, may sublet all paint repairs to an outside body shop. They must follow the 'Sublet Vendor Repairs' example in this section. For clarification, if the outside body shop is a separate business, having no formal connection to the servicing dealership, the repair may be considered a Sublet. In these instances, the dealership is entitled to a 0.3 Sublet Processing Allowance reimbursement. (add LOP 85-33-33-33).

In those rare instances when actual time is required to complete a paint repair, it must be time punched separately by the technician. Refer to DealerCONNECT >Labor Operation for full detail.

Sublet/Estimate Tip: When compared to IRF body shop rates, FCA rate per a panel will be less than the Collision industry pays, however when comparing hourly rates, FCA typically pays double the Collision industry rate. For example: Insurance pays 4.0 hours at \$50/hour to paint a hood, or \$200. FCA pays 2.0 hours at \$100/hour to paint a hood, or \$200. The difference in billing and hourly rates work out to the same total, just different approaches to get to the total.

Claim Processing Tip:

To help achieve a quality repair, dealers that do not have in-house body shops are encouraged to use IRF Body Shops enrolled in the FCA Certified Body Shop program or I-CAR.

Claim Processing Tip:

When working with an IRF Body Shop, always talk cost of repair, not billable hours. Typically, IRFs charge more hours at a lower hourly rate. The only true comparison between an IRF estimate and FCA repair allowance is total cost.



Claim Processing Tip:

If three (3) or more panels require paint, review the complete vehicle side or complete vehicle LOP rather than using each panel. This reduces the overlapping caused by painting side-by-side panels, for example; If a dealer charged for all panels on the side of the vehicle (fender, front door, rear door, and quarter panel) the total is 5.3 hours, there is a LOP for the complete side which pays 4.3. The reduced time is because each individual panel has time to blend into the next panel. Asking for each means, you are requesting to be paid to paint the front door and blend into the rear, then be paid to paint the rear door and blend into the front, which causes complete overlap. (Each panel being blended into is also being painted)

Failure Codes Description (FC)

When repair of a panel is required, care should be taken in classifying the defect. An extra moment at this point can be very beneficial in eliminating the defect in future vehicles being manufactured.

Repair Type				
23-65 Finesse sand, buff, and polish	23-60 Color coat	23-70 Refinish	Failure code	Meaning of code
		x	29 Die marks, wrinkles, dimples	Used when the defect was created by a stamping malfunction. Metal wrinkled, has a fold, overlapped itself or had double character lines. Dimples and pimples, which are caused by dirt or minute foreign material particles in die during press operations appear as a pin-point surface defects. Usually eliminated by metal finish in care building processes
x	x		41 Foreign material on surface	Airborne particles of dust, lint or dirt that adhere in the surface, and cannot be removed by finesse sand, buff and polish procedure.



		x	47 Grin marks	Circular scratches in the sheet metal from grinding. Usually found at metal finish joints.
		x	5x Wavy surface	A smooth inward and outward transition of the sheet metal that usually covers the entire panel, having a washboard effect when sighted. When the weld causes metal distortion of the outer skin. Usually found around wheel openings
	x	x	69 Discolored	Discolored results from a slight change in finish appearance usually due to chemicals that adhere to paint finish above undercoat after manufacture.
x			75 Overspray	Paint mist on adjacent panels. Finish may be slightly hazy or rough to the touch. The result of incomplete masking of adjacent panels related to in-factory repairs. It could be a different color overspray from separate in-factory operations (blackout or underbody).
x	x		76 Orange Peel	Paint film surface is not smooth and resembles the skin of an orange.
		x	78 Split in metal or pin hole	Metal is torn, split and requires solder or weld for correction. Usually occurs in corners and radii from road vibration at a weakened point.
For 23-85 LOP Group Only			87 Rusted	Perforation through exterior surface. This failure code is not to be used for cosmetic rust conditions. For imperfections in painted surface to bare metal causing rust, whenever possible, actual causal failure should be used.
x	x		88 Sags, runs	Excessive thickness or downward flow of clearcoat applied in a small area creating a wavy appearance. Usually found on vertical surface.



		x	89 Scored or scratched	Scratches found mainly around molding areas due to damage during molding installation or other small scratches that are not considered transportation damage.
		x	99 Solder joint, poor seam	Used when metal is poorly jointed or finished and has appearance of wavy, rough, pitted wrinkle in area or joint. (rocker panels, roof to quarter, deck lid upper / lower).
x			A1 Dry spray	The finish is grainy and lacks gloss.
x	x	x	AR Acid rain	Damage caused to retail vehicles by airborne contaminants. The defect may also take the form of discolored spots, rings, or blotches of areas with lower gloss.
		x	C2 Panel interference	Paint surface damage caused by the mechanical interference of vehicle panels such as door -to - pillar, hood -to-fender, or deck lid -to-quarter panel
		x	CJ Off color	Variations of color coat appearance due to mottling / blotchiness
		x	P2 Wet mar	A wet mar is a result of touching the paint surface while wet or before fully cured
		x	P3 Checking or cracking	Fractures in paint surface caused by excessive film build
		x	P4 Sealer under paint	Body sealer / filler present under paint
		x	P5 Peeling	Peeling is a result of color coat not adhering to undercoat or undercoat not adhering to base surface and peeling away.



x			PL Polish marks	Fine, circular scratches on the surface of paint film.
	x		X7 Thin, no paint	Insufficient color coat applied, undercoat visible.
	x		CJ Off color	Variation of color coat appearance due to mottling/blotchiness.
x		x	P7 Atmospheric fallout	In transit damage to the paint surface caused by industrial fallout, acid rain, rail dust, or other airborne contaminants. The defect may also take the form of discolored spots, rings, or blotches of areas with lower gloss
			X7 Thin, no paint	Insufficient color coat applied, undercoat visible.



De-Trim / Re-trim LOP Number	Book		Year	Year To	6 Digit Description	Action Code	8 Digit Description
23-67-21-01	F	R	2015	2030	Panel, Hood	0004 De-Trim	
23-67-28-01	F		2015	2030	Panel, Sliding Door	0004 De-Trim	One Door
23-67-31-01	F	R	2015	2030	Panel, Decklid	0004 De-Trim	
23-67-37-01		R	2015	2030	Panel, Tailgate	0004 De-Trim	
23-67-37-02		R	2020	2030	Panel, Tailgate	0004 De-Trim	JT Only
23-67-37-03		R	2019	2030	Panel, Tailgate	0004 De-Trim	Multi-function 60/40-Left
23-67-37-04		R	2019	2030	Panel, Tailgate	0004 De-Trim	Multi-function 60/40-Right
23-67-42-01	F	R	2015	2030	Panel, Liftgate	0004 De-Trim	
23-67-43-01		R	2015	2030	Panel, Rambox	0004 De-Trim	One Rambox panel
23-67-51-01	F	R	2015	2030	Panel, Fender	0004 De-Trim	One Fender
23-67-53-01	F	R	2015	2030	Panel, Front Side Door	0004 De-Trim	One Door
23-67-54-01	F	R	2015	2030	Panel, Rear Side Door	0004 De-Trim	One Door
23-67-29-03	F		2015	2030	Panel, Dual Rear Doors	0004 De-Trim	One Door - Left
23-67-29-04	F		2015	2030	Panel, Dual Rear Doors	0004 De-Trim	One Door - Right



Related LOP codes							
LOP Number	Book		Year	Year To	6 Digit Description	Action Code	8 Digit Description
23-67-21-50		R	2015	2030	Panel, Hood	0007 Remove and Install	Hood
23-67-37-50		R	2015	2030	Panel, Tailgate	0007 Remove and Install	Tailgate
23-67-37-51		R	2020	2030	Panel, Tailgate	0007 Remove and Install	Tailgate (JT Only)
23-67-51-50		R	2015	2030	Panel, Fender	0007 Remove and Install	Fender
23-67-51-51		R	2015	2030	Panel, Fender	0007 Remove and Install	Fender - JK Hard Top Only
23-67-51-52		R	2015	2030	Panel, Fender	0007 Remove and Install	Fender - JK Soft Top Only
23-67-53-50		R	2015	2030	Panel, Front Side Door	0007 Remove and Install	Front Door
23-67-54-50		R	2015	2030	Panel, Rear Side Door	0007 Remove and Install	Rear Door



Optional LOP codes							
LOP Number	Book		Year	Year To	6 Digit Description	Action Code	8 Digit Description
23-67-21-61		R	2015	2030	Panel, Hood	0007 Remove and Install	Rubicon Equipped
23-67-21-62		R	2015	2030	Panel, Hood	0007 Remove and Install	Power Dome Hood Equipped (Sales code MMV)
23-67-21-63		R	2015	2030	Panel, Hood	0007 Remove and Install	Rebel Equipped
23-67-21-64		R	2015	2030	Panel, Hood	0007 Remove and Install	Sport Hood Equipped
23-67-21-65		R	2015	2030	Panel, Hood	0007 Remove and Install	SRT Single port hood equipped
23-67-21-66		R	2018	2030	Panel, Hood	0007 Remove and Install	SRT Multi port hood equipped
23-67-51-60		R	2015	2030	Panel, Fender	0007 Remove and Install	Flare
23-67-53-60	F	R	2015	2030	Panel, Front Side Door	0007 Remove and Install	Molding/Cladding, Body side
23-67-54-60	F	R	2015	2030	Panel, Rear Side Door	0007 Remove and Install	Molding/Cladding, Body side





ADDITIONAL INFORMATION:

Warranty Goodwill repairs pre-approved by an Area Manager/District Manager or Customer Care Center are required to follow all applicable Digital Imaging Pre-Authorization Processes.

Please refer to the Digital Imaging Help Guide 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.

