

WARRANTY BULLETIN



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

NO: D-21-02

DATE: January 28, 2021

SUBJECT: Automatic Labor Rate Increase
(ALRI) 2021

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

PURPOSE:

To communicate the Automatic Labor Rate Increase (ALRI) 2021 plan for eligible dealers.

TIMING:

The ALRI rate increase for eligible dealers will be effective for claims involving repairs completed on or after February 1, 2021.

Eligible dealers will receive a dealer communication via DCMail communicating their specific ALRI after January 31, 2021.

ACTION:

On or after February 1, 2021, to verify your new labor rate go to *DealerCONNECT > Service > Warranty Administration > Dealer Service Profile*. Follow the steps below:

- Click on the "Rates" tab
- For C-D-J-R-F dealerships scroll down and locate "LBODY - LABOR RATE – BODY" and "LMECH - LABOR RATE – MECHANICAL"
- For ALFA dealerships scroll down and locate "LBODA – ALFA BODY LABOR RATE" and "LMECA – ALFA MECHANICAL LABOR RATE"
- Scroll across and under the "From" column the date should be "February 1, 2021"
- Under the "To" column the date should be "December 31, 9999"

Please ensure your Dealership Management System (DMS) has been updated to reflect the labor rate adjustment. Update your DMS system with the new labor rate to minimize the possibility for claim calculation rejects.

Dealers who have requested or received a manual rate adjustment from February 2, 2020 through January 31, 2021 are not eligible for an ALRI benefit in 2021.

Please ensure that 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.

