



UPDATE FROM WARRANTY OPERATIONS

Hello Team,

As we enter 2021, we hope that you and your families are safe and healthy. We realize that some of the challenges of 2020 are still with us as we start this new year, but we are confident that the changes that you made in your operations will continue to help you succeed with the lingering challenges presented by COVID-19.

Again this year our focus is improving the Customer Experience, which as you know, is positively impacted by increasing FFV. Identifying and anticipating the needs of your customers is critical in our shared success. One area that can make a big difference to FFV, Customer Satisfaction, service capacity, and retention of service customers is reducing repeat repairs. By tracking those repairs which return to your service drive for the same issue, you can identify the trends and processes that can be improved to reduce these repeat repairs.

Our goal is to help you identify these improvements in your process to reduce repeat repairs, and we will be working on the best ways to do so throughout 2021. Please continue to utilize tools such as wiADVISOR, Service Library, Tech2Tech and the Customer Experience Dashboard to help improve your FFV performance. We look forward to working together in providing our customers an improved service experience.

Thank you,

Jim Sassorossi

Director – Dealer Support & Warranty Operations

FIXED FIRST VISIT IMPROVEMENT

AVERAGES for U.S. DEALERS:

FFV – Year to Date: 91.6%		
November	December	January (as of 1/25)
91.4%	91.5%	91.6%

Altered Claim Information / Typo

While we can understand selecting the wrong Technician ID happens, the right way to correct the **AH5 (Claim Alteration - Tech ID Changed - Requires Corporate Authorization) message code** on the claim is to update the Technician ID and submit the claim to RA for review, as outlined in WIC article KB0023262.

Warranty Operations has begun charging back claims that should have been submitted for AH5 review, but were processed without the correct support. Remember, making a claim entry error is something we have all done, but how the error is corrected could be the difference between a paid claim and a charge back.

Claim Narratives

Please make sure you are reviewing the narrative information on a returned claim before submitting the claim into RA for a second review. Many claims are being returned without the requested corrections or attachments.

Claim narratives can be found either on the **Claim Acknowledgment** or the **Narrative tab** in Claim Entry (*An example of both is provided below*).

The Claim Acknowledgment shows all the narratives together, and can be hard to read at

times. The advantage of this version is that the narrative can be printed. The Claim Entry Narrative tab allows you to review the narrative by narrative type: Authorization, Condition, or 3C's. The Claim Entry Narrative does not have a print feature, but does allow you to see the narratives better organized and by application.

Please review the narrative to ensure the claim is supported before it is returned to RA for additional review. This will improve claim processing time and reduce the workload for everyone.



WARRANTY OPERATIONS NEWSLETTER

VOLUME 7, ISSUE 1

Jan 25, 2021 FCA US LLC Global Claim Acknowledgement 8:31 AM

Currency: USD Dealer: 26215 Status: Reported

Claim Number: 831120 Odometer: 24233 In Service Date: May 7, 2018

Warranty Coverage Code: 980

VIN: 3C4JCB9H7342046 Service Address: 520803 Process Date: Jan 22, 2021

Claim Type: Warranty Prior Claim: NO Lot Number: 2021014

Submission Type: R-Resubmission Authorization Number: 5237015

Date Received: Dec 4, 2020

Date Completed: Jan 8, 2021 Owner's Name:

Vehicle Description: 2018 JEEP COMPASS LATITUDE 4X4

Condition: 1 of 2 Technician Identification: 548543405 Name: Art Glasson

Line LOP Description Failure Code Hours Amount

L1 8541001 Engine Mechanical, Trouble Not Found UC 2.5 277.94

Uncolable Narrative: DIAG AND SEND TO HEAVY TECH

Condition: 2 of 2 Technician Identification: 548577058 Name: Gary Thomas

Line Part Number Description Failed Part Quantity Extended Amount Work up Amount

P1 66252474B ENGINE X 1 2,100.00 100.00

P2 9506185AA BOLT 6 10.00 0.00

P3 0504749AA GASKET 4 2.00 0.00

P4 0402723AD GASKET 4 2.00 0.00

P5 66103484B ANCHOR 1 10.00 0.00

Line LOP Description Failure Code Hours Amount

L1 9507103 Long block UC 10.0 100.00

Uncolable Narrative: CYLINDER A LEAKING SEVERE WALL DAMAGE

L2 8541005 Operation diagnostic - 80% repair 1.0 10.00

Total Parts Total Labor Total Special Service Pre Tax Total

3,007.28 2,380.00 0.00 5,387.28

Claim Narrative:

PROVIDE A RO HARD COPY SHOWING SERVICE MANAGERS APPROVAL FOR THE 60 TIME.....

ADD TO THE NARRATIVE AS TO WHAT THE 60 TIME WAS FOR

ONCE CONNECTED SEND ME AN EMAIL WITH TH

ELAST 6 OF THE VIN IN THE SUBJECT LINE AND I WILL PROCESS AT THAT TIME, THANK

YOU. BE

TON IN CUSTOMER STATES NEW CRANKS BUT WILL NOT

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POSSIBLE ENGINE CONCERN

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GASOLINE, REMOVED ENGINE COVER AND UNHOOKED

FUEL SUPPLY LINE TO PERFORM BOT

H A FUEL PRESSURE TEST IS OK ALONG WITH A SAMPLE OF THE FUEL PERFORMED QUALITY TEST FUEL IS OK. REMOVED ALL COIL AND PLUGS TO INSPECT AND CAN SEE A COUP LE OF FOULED SPARK PLUGS IN CYLINDERS 3 AND 4) PERFORMED BOTH A COMPRESSION TEST ALONG WITH AIR LEAK TEST TO CONCLUDE HAS INTERNAL ENGINE ISSUES. PUSHED BACK OUTSIDE FOR HEAVY ENGINE REPAIR 2.0 HRS PER TECH. SEND TO HEAVY ENGINE FOR NO COMPRESSION IN 2 CYLINDERS LEAKING CYLINDERS, DAMAGED CYLINDER WALL NO START CHECK FLUID LEVELS, OIL, INSPECT SPARK PLUGS, HEAVY OIL ASH ON PLUG S PERFORM LEAK DOWN TESTS, CYL 1 LEAKING 60% CRANKCASE, CYL 2 LEAKING 80% CRANKCASE, CYL 3 LEAKING 80% CRANKCASE, CYL 4 LEAKING 60% CRANKCASE. INSPECT CYL 8 WITH BORE SCOPE, FOUND SEVERE CYL WALL DAMAGE SENT PICTURES TO CHRYSLER FOR CHRYSLER WANT TO REMOVE CYL HEAD FOR INSPECTION OF CYL 8 ORES DISASSEMBLE ENGINE & REMOVE CYL HEAD FOUND SEVERE CYL WALL DAMAGE, NEE DS LONG BLOCK REPLACED CHRYSLER AUTH LONG BLOCK REPLACEMENT REPLACED ENGINE LONG BLOCK & GASKETS RUN VEH OK 2.4 LITER ALL WHEEL DRIVE NEED TIME FO R TEAR DOWN OF ENGINE & REMOVAL OF CYL HEAD, INSPECT CYL BORES, DANG PER CHRYSLER 5.0

VIN: 3C4JCB9H7342046 - 2018 JEEP COMPASS LATITUDE 4X4

Claim Number 031120 Date Received December 4, 2020 Date Completed January 8, 2021 Odometer 24,233 Miles Currency USD

Claim	Condition	Part	Labor	Special Service	Total	Narrative	Message Code Summary	Attachment
031120	UC	UC	2.5	0.00	277.94	548543405	5237015	

Authorization Narrative

Login Id	Source	Time Stamp	Description
548543405	Dealer	2021-01-12 14:19:56 92147	PLEASE SEE ATTACHED AREA MANAGER APPROVED RENTAL DAYS
548543405	Dealer	2021-01-12 14:26:24 047885	PLEASE SEE ATTACHED
548543405	Corporate	2021-01-13 05:43:20 807891	PLEASE REVIEW AND CORRECT THE FOLLOWING CONCERN: 1) NO AUTHORIZATION FOUND FOR EXCESSIVE DIAGNOSTIC TIME. PLEASE REDUCE. THANK YOU FROM THE FCA WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE JECI TEAM LEAD FOR ADDITIONAL REVIEW - CHRYSLER.COM
548543405	Dealer	2021-01-13 12:42:03 776214	PLEASE SEE PAGE 1 FOR APPROVAL FROM SERVICE MANAGERS. THANK YOU!
548543405	Corporate	2021-01-22 08:09:49 95338	PROVIDE A RO HARD COPY SHOWING SERVICE MANAGERS APPROVAL FOR THE 60 TIME. ADD TO THE NARRATIVE AS TO WHAT THE 60 TIME WAS FOR. ONCE CORRECTED SEND ME AN EMAIL WITH THE LAST 6 OF

Claim Support

As a reminder, dealers must ensure repair orders are closed either at the time of the last time punch on the repair order (RO) or when the customer's vehicle is ready to be returned to the customer and that information is noted on the repair order. This includes when a special order part is ordered for a vehicle and the vehicle is being returned to the customer; close the repair order.

When a claim is submitted, a copy of the closed RO may be requested to support the repair,

ownership of the vehicle, time punches, sublet, rental, or other repair details. When a copy of the RO is requested, dealers will need to submit the complete RO. A section of the RO or screenshots of the RO are not acceptable to support a request for payment. Dealers who use electronic ROs, are required to have a system that prohibits changes to the document after it has been imaged. Submitting screenshots that allow dealers to potentially edit the information prior to submission is not acceptable.



Top WIC Contact Topics - January, 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 help you

understand where to find help for the most talked about topics. The majority of the time WIC cases are resolved by providing a WIC article that answers the question asked by the dealer. By reviewing this information before a contact is started, you should be able to find the answer you are looking for.

Information Requested	Location	Article number	Phone Number
800 Number Help Desk Phone Directory	DealerCONNECT> Support> Help Center	KB0021601	
MVP			1-800-782-2668 (Main PA) 1-833-844-1718 (Lifetime MVP)
Message code assistance: LG4	Warranty Information Center	KB0023163	
Message code assistance: LH4	Warranty Information Center	KB0023239	
Message code assistance: LH1	Warranty Information Center	KB0023412	
Message code assistance: PK2	Warranty Information Center	KB0023257	
Access to Claim Entry	DealerCONNECT>Training> Performance Institute Learning Center > Course WADFUNWB	KB0023158	
Transportation (In-Transit repairs, claim payment and chargeback questions)		KB0023313 KB0023310 KB0023190	

2021 Dodge Durango - Hyper Black Wheels

If a customer/dealer complains that all of the wheels are the wrong color on their 2021 Model Year Dodge Durango, do not replace the wheels if the unit is equipped with **sales code WHW (Hyper Black wheels)**.

The **WHW** wheel is mostly silver with hints of black, but the wheels are named **Hyper Black**. This is by design at the discretion of Dodge Brand.

How wheels physically appear on the vehicle (Part Number: 68522998A\$)



Please note that the appearance changes with lighting, so the pictures are not always accurate.

Long Term Storage of Vehicles

It is important that new vehicles are delivered “*factory fresh*” at the time of customer delivery to prevent customer complaints for such issues as brake vibration, highway speed vibration from tire flat spots, battery failure, A/C compressor failure, engine / transmission failures, rust, and

exterior paint defects. The actions and frequencies in the following chart should be performed to minimize part / vehicle degradation from new unsold vehicles stored on-site or at off-site locations.

Required Long-Term Storage Maintenance Chart

Action	Frequency
Tire Inflation Pressure Check	Monthly
Rust Inspection	Monthly
Run A/C Compressor	Monthly
Test/Charge Battery to 12.6V	Monthly
Engine Starting and Vehicle Moved	Monthly
Disc Brake Rotor Surface Rust Removal (min 10 stops)	Every other Month
Exterior Body Film Removal	After up to 180 Days
Wheel Film Removal	Just Prior to Customer Delivery

2021 Pacifica – Tire Inflator Kits

2021 Pacifica models equipped with Puncture Sealant & Portable Compressor (**Sales Code XAH**), also known as Tire Inflator Kit, **comes in the vehicle in a kit and is not installed on the vehicle.** The installation of this kit is identified on the New Vehicle Preparation form under the “Interior” section titled

“Install Tire Inflator Kit” and is included in the time allowance to perform New Vehicle Preparation. Please make sure that your New Vehicle Preparation technicians are properly installing the Tire Inflator Kit during the New Vehicle Preparation process on vehicles so equipped.

SPOTLIGHT ON MVP

MVP Digital Imaging Application

On January 14, 2021, a dedicated MVP Digital Imaging Application launched on DealerCONNECT. This application is to be used when directed by an agent to do so. This is an effort to reduce the need for inspection and ability to service a customer's vehicle faster. Please monitor submitted requests and all communications from

MVP related to your case should more information be required. Any additional information needs to be submitted in a timely manner to avoid the request being closed. (For more information, see **MVP Bulletin 2021-002 MVP Digital Imaging Application**)

A direct link to submit an MVP Digital Imaging request can be located using the following path:

DealerCONNECT>Service>MVP Claims Administration>Mopar Vehicle Protection Digital Imaging.





2020 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

