



UPDATE FROM WARRANTY OPERATIONS

Hello Team,

Our shared goal is to ensure that customers receive vehicles that are at the highest quality at delivery. High quality of the vehicle at delivery leads to higher customer satisfaction and the potential for the customer to return to your dealership for all future vehicle needs, including Service, Parts, and Sales.

To support this, we launched a new wiTECH NVP (New Vehicle Prep) and Final Delivery Inspection process in April for select vehicles. We recently launched the process for all of our new vehicles except VF and WK. This means that the improved NVP checklists and Final Delivery Inspection can be used for almost all of your preps.

The wiTECH NVP has a new guided format which moves in a logical sense around and through the vehicle to make sure all features and components are inspected for fit and finish as well as functionality. The bonus is the feedback provided during NVP is captured in wiTECH and fed back to our Quality and Engineering teams for assessment and investigation to make vehicle improvements.

The Final Delivery Inspection must be performed within 2 days prior to customer delivery. This will ensure the customer receives a clean, defect-free vehicle with proper battery charge and tire pressure. These final steps are important to the customer to show that the proper care was put into inspecting their vehicle before they received it and will reflect well on your dealership and service department.

Thank you,

Jim Sassorossi

Director – Dealer Support & Warranty Operations



Reman vs New Part

Remanufactured part(s) are required for Warranty (W), Mopar (M) and Mopar Vehicle Protection (F) claims (including repairs on Cummins Diesel Engine equipped vehicles).

Claim the part number used for the repair. Do not change the part number to a part not used to help get a claim paid. Failure to use authorized parts, or to identify non-Mopar parts, will result in a non-payment or chargeback of both parts and labor for the applicable portion of the claim.

- **When is it appropriate to use new parts rather than reman parts?**
 - 1) If a remanufactured part is on back order and an OE part is in stock and available, that part should be ordered to reduce the time a customer is without their vehicle and in a rental vehicle. Any excessive rental time charged when the OE part was available will not be reimbursed.
 - 2) Dealers may also find that the reman part has superseded to a new part number. If this occurs, dealers are able to use the new part number. Dealers can check superseded information in *DealerCONNECT> Parts/Order Inquiries> Part Inquiries*.

- **Should part price be used to determine which part to use?**

Pricing can be used to help determine which part to use, for example if the new part is \$500, but the reman part is \$600, the new part would be the preferred part to use. The dealership will need to provide notes as to why the part selection was made. This type of pricing difference could also cause the Warranty Contact Center to ask for the claim to be adjusted, since the dealer selected a part that cost more than another available option.

- **What support is needed when a reman part is not available?**

Dealers will need to capture screen shots of the reman part not being available. This is similar to the Technician notes that Technicians are required to provide to support a request for diagnostic time. Since neither the dealer nor the Warranty Contact Center can retrieve past parts data, the Parts department should capture the details on why the correct version of the part was not ordered.

For more details, refer to Warranty Bulletin D-16-21.

Superseded Part Details

The Supersedence page allows dealers to determine which part has superseded (backward and/or forward supersedence), the date of the supersedence, and any associated narratives.

The following terms describe some of the information found on the Supersedence tab:

Supersedence Inquiry

Supersedence Forward: Shows parts that have replaced the designated part number.

Supersedence Backward: Shows parts that the designated part number has replaced.

Ruling

Three-position code assigned to a part that has been, or will be, taken out of service. The ruling

code indicates whether the part is superseded to another part, superseded to multiple parts, or cancelled. It also indicates when the ruling takes effect. See the Ruling Codes Help topic for code descriptions.

Quantity

Number of parts that are required to replace a Kit part that can no longer be ordered through Mopar.

Interchangeable

Code identifying whether the parts are interchangeable.

Sample Supersedence screens below:

Part Inquiry Part Status Order Status Backorder Cancellation Tracking Promotion Status Code Reference			
Part Inquiry Pipeline Parts Locator Supersedence Price Change Inquiry 5300 Part Inquiry			
Part Number:	68144176AE	Part Noun:	TRANS KIT
		Part Description:	WITH TORQUE CONVERTER
		Dual ID:	
* - Required Field			
Supersedence Information:		RL144176AD (Not Interchangeable) => 68144176AE => RL144176AE (Effective Date : Jul 11, 2013)	
Pricing Information		Part Attributes	
List Price:	4,530.00 USD	Model Year In/Model Year Out:	2013 / 2018
Dealer Net (Includes Core/Deposit):	3,395.00 USD	DIMS(Size/L/W/H):	Small / 0.00 / 0.00 / 0.00 inches
Core/Deposit:	0.00 USD	Weight:	0.0 pounds
WholeSale Compensation:	0.00 USD	Product Line Major/Minor:	6 - DRIVE LINE & CLUTCH PARTS / L - TRANS - RWD AUTOMATIC
Price Symbol:	B	Part Type Code:	21-002-005
Merchandise Class:	1	Mopar Total Avg Wkly Dmd:	0
Est. Premium Transportation:	13.70 USD	Facing PDC Avg Wkly Dmd:	0
(Order Type "S" with Delivery Option "A")		Return Eligibility:	Yes

Shows (Not Interchangeable) Part Sample

HOME	SALES	SERVICE CONTRACTS	SERVICE	PARTS	CUSTOMER EXPERIENCE	NETWORK	TRAINING
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DealerCONNECT > Parts > Parts / Order Inquiries > Part Inquiries

Part Inquiry	Part Status	Order Status	Backorder	Cancellation Tracking	Promotion	Status Code Reference
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Part Inquiry	Pipeline	Parts Locator	Supersede	Price Change Inquiry	5300 Part Inquiry
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Part Number:* Supersede Inquiry:*

* - Required Field

Part Description: TRANS KIT Model Year In: 2014	Effective Date: May 14, 2020 Model Year Out: 2018	Ruling: WRSP776
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Supersede Narrative:
THIS ORIGINAL EQUIPMENT PART IS NO LONGER AVAILABLE. PLEASE CONSIDER REMANUFACTURED R8144176AE AS AN ALTERNATIVE REPLACEMENT.

Supersede Narrative

2021 Warranty Key Points Course

The annual Warranty Key Points course returns in 2021. This one-hour course contains more than a dozen topics designed to help you submit Warranty and MVP claims that can be quickly processed and paid, as well as improve customer satisfaction and shop efficiency.

What You'll Learn:

- Changes, revisions and updates to policies or procedures
- Areas that often cause problems
- Tips for making successful claims

To access the course, go to: DealerCONNECT > TRAINING > Stellantis Performance Institute Learning Center > MY LEARNING > CERTIFICATION > QUARTERLY REQUIREMENTS > COURSE CODE: [WAR211WB](#).

- Warranty Administrators must complete this course by September 30, 2021 to meet Level 2 Q3 Certification Training Requirements.

For additional information see DCMail communication ID #76857.

Scheduled Maintenance On Company-Owned Vehicles (062 Coverage Code)

FCA US maintains a fleet of vehicles that require scheduled maintenance services. These vehicles are identified by the Warranty Coverage Code of '062'. When an 062 vehicle is presented to the dealer for service, dealers are to perform maintenance per the guidelines published in the vehicle's 'Scheduled Maintenance Chart' found in the Owner's Manual. Dealers are reimbursed for these services by entering a Warranty claim.

Be sure to consider the following before entering your claim:

- Perform services that are requested by the FCA US employee after verifying eligibility by VIN, mileage and the '062' Warranty Coverage Code.
- Approved maintenance intervals vary by vehicle and usage. Refer to the vehicle's

Owner's Manual for a description of the various maintenance schedules.

- Refer to Section 26 located in *DealerCONNECT>Service>Claim Administration>Labor Operations* for the LOP which corresponds to the service performed.
- All scheduled maintenance repairs to corporate vehicles are covered.

NOTE: Body repairs for damage are insurance claims, not warranty.

Dealers will be charged back for repairs completed on an 062 vehicles that is no longer owned by the FCA company fleet program. If dealers find a VIN with the wrong coverage code, please contact the Warranty Contact Center, using the Ask A Question link, and the correct coverage will be applied to the vehicle.

July 2021 Special Handling Surcharge Invoicing Error

What happened?

- Dealers were assessed the Special Handling Surcharge using 10% in the Allowance calculation.
- The Special Handling report on DealerCONNECT does reflect the CORRECT calculation using 15%, as well as the correct corresponding surcharge that should have been used in the invoice.

- On the weekend of August 14th during the normal invoicing process, all incorrect Special Handling Surcharges were reversed with a credit transaction.
- A new surcharge amount reflecting the correct 15% allowance in the calculation will be processed. (If the correct surcharge should have been \$0, only the credit transaction will be processed)

How will this be corrected?

For more details, see DCMail communication ID #76775.

Mopar Vehicle Protection Extended (MVPX)

Mopar Vehicle Protection Extended (MVPX) is a unique vehicle service contract powered by MVPX. This affordable plan is available to vehicle owners whose factory warranty or Mopar Vehicle Protection (MVP) service contract has expired. Customers can choose to continue their same protection through this unique product only available through Direct Marketing. MVP protection is administered by a 3rd party

insurance carrier for up to a 3-year term. Dealers can learn more about plan coverage, marketing, and authorization in the detailed guide and training for MVPX, available in DealerCONNECT's Service Contract tab.

Vehicles with these plans have a VIP warning message, informing dealers that all claims require pre-authorization, to please call 800-235-0413.

Service Contract(s) (2 of 2)	
Warnings	
MVP Extended Warranty- All claims MUST be pre-authorized. Please call 800-235-0413.	
Contract Number:	Name:
Option Code: XARCA	Secondary Name:
	Description: CSP MAXIMUM CARE
Effective Date/Odometer: August 1, 2020 @ 26,960 miles	Option Sale Date: June 22, 2020
Expiration Date/Odometer: July 31, 2021 @ 160,000 miles	State/Province:
Contract Selling Dealer:	
Maximum Rental Amount per Day: 35.00	First Day Rental: Yes
Maximum Rental Allowance per Visit: 175.00	Deductible: 100.00
	Towing Allowance: 0.00
	Roadside Assistance: Yes
	Road Hazard: No
	Trip Interruption: Yes
Reduce Warranty Deductible: No	

2019-Current 6.7L Engine Oil Supply Information

STAR Online Case Number: S2109000009 was released in July 2021 to address a concern on the 2019-Current 6.7L Engine Oil Supply.

Due to supply constraints at Shell, some dealers have reported that they are unable to obtain Shell Rotella T5 10w30 oil to service 2019 and newer model year 6.7L vehicles. Current service information, and TSB 09-011-20 states that 10w30 oil meeting API CK-4, MS-10902, and Cummins CES-20081 can be used in vehicles that

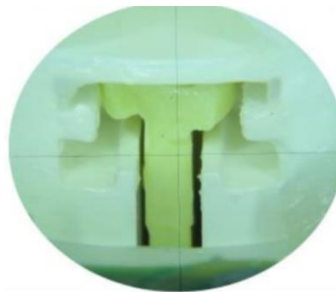
are located in areas where temperatures do not routinely fall below 0°F (-18°C).

However, if 10w30 oil meeting the above standards is not available, you can use 5w40 meeting API CJ-4, MS-10902 such as Rotella T6 as a substitute. Although this oil is required to be used in vehicles located in areas that routinely fall below 0°F (-18°C), it is safe to use continually throughout the year, in all climates.

Rotary Shift Module - All MYs/ All Models

Recently we have seen a number of Rotary Shift Modules returned for broken Brake Lock Plungers. This is caused by trying to shift the transmission out of Park without pressing the brake pedal. When that happens, the lock plunger becomes broken resulting in interior damage to the Rotary Shift module. **Damage caused by the vehicle owner is not a warrantable condition and will be charged back.**

This condition could be considered for Consumer Goodwill if pre-authorized by an FCA Representative and the related LOP 85-85-CG-09 is added to the claim; after the owner is instructed that the brake pedal must be pushed first in order to shift the vehicle out of Park. Typical damage is illustrated below.



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
D-21-07	(X89) Power Transfer Unit – 2014 – 2017 Jeep Cherokee (KL)	5/12/2021	74595
D-21-08	Fast Feedback Program – Transfer Case, Prop Shaft and Front & Rear Axle Components – 2022 Wagoneer and Grand Wagoneer (WS)	6/30/2021	75780
D-21-09	Part Order Restriction Program – Certain Atlantis-High Components – Central ADAS Decision Module (CADM Lo), Radio Frequency Hub (RFHM), Security Gateway Module (SGW), Telematics Box Module (TBM2H) and Transmission Control Module (TCM) (Sales Code DFT – 850RE) – 2021 Jeep Grand Cherokee (WL)	7/28/2021	76429
D-21-10	(X94) 3.0L Diesel Crankshaft Tone Wheel – 2014 – 2018 RAM 1500 Pickup (DS)	8/19/2021	76964
D-21-11	(X95) 3.0L Diesel Crankshaft Tone Wheel – 2014 – 2018 Jeep Grand Cherokee (WK)	8/19/2021	76971