



UPDATE FROM WARRANTY OPERATIONS

Hello Team,

As of this week, the all-new Jeep Grand Cherokee L is on its way to your dealerships and will be arriving soon! This highly anticipated vehicle is loaded with new features and technology, including the state-of-the-art Atlantis High electrical architecture.

This new vehicle has the potential to bring new customers into your service lane. It is critical to make sure these customers have a great initial service experience so they will return to you for all their future service needs. Now is the time to make sure that your staff and operations are ready to exceed the needs of your customers.

As with all new vehicle launches, your dealership may encounter new situations unfamiliar to you, or you may have questions about how to service the Grand Cherokee L. Please have confidence that the Mopar STAR Center Team is ready to support you along the way. Don't hesitate to reach out by creating a STAR ticket to get in touch with a member of our technical support team. We are here, we are trained, and we are ready to assist you.

Our goal is to work together with your team to get your customers back on the road as fast as possible. As always, thank you for your continued support with this important launch.

Thank you,

Jim Sassorossi

Director – Dealer Support & Warranty Operations



CE5 Message Code Update

Updated Message Code Description:

Vehicle 'date received' must be within 30 days of 'date completed'. International claims vehicle 'date received' must be within 20 days of the 'date completed'.

Why was this change made?:

The goal is to work with dealers to reduce open ROs. In the US and International markets, FCA struggles with dealers leaving ROs open. This leads to unhappy customers, extended rental (often unsupported), and expensive buy backs. Tracking and identifying dealers that leave ROs open has been difficult. With the edit change FCA will be able to track, identify, and work with dealers who are leaving ROs open over 30 days.

How does this impact you?

Claims that are open over 30 days will now require RA review by the Warranty Contact Center.

How to support an authorization request?

Like all message codes, the dealer will need to explain why the message code should be authorized. In the case of CE5, the dealership will need to explain why the RO was open for over 30 days.

Details to have to support a request to approve the CE5:

- Was the vehicle actually at the dealership for the entire time or was the vehicle returned to the customer and the RO was left open? Dealer can review WB D-19-06 Diagnostic Clarification for suggestions on how to close ROs related to part orders.
- Did a part delay cause the RO to be open?
- Are the dates on the claim accurate (RO Open and Repair Completed), not RO closed?

Goal:

Reduce the number of ROs open over 30 days. As a reminder, if the dealership does not have possession of the vehicle, the RO must be closed.

PRAS+ Updates

PRAS+ was launched in January 2021, replacing RMU. To learn more about the new part return system, dealers can complete web-based training course code PAR201WB; which is available and located in the DealerCONNECT training section.

The RMU is no longer available to ship parts and was discontinued for historical access on 5/27/21.

If you have questions related to the new part return system, please contact the DealerCONNECT help desk at 800-374-4040.

wiTECH New Vehicle Prep

With the launch of the wiTECH New Vehicle Prep process, we have received a few dealer questions that may help all dealers. The team is adding an additional link in DealerCONNECT near the current "New Vehicle Prep & Delivery Readiness" that will contain a Frequently Asked

Questions (FAQ) document. It is currently scheduled to be added on July 8, 2021.

As a reminder, the April MasterTech provides details on the new wiTECH New Vehicle Prep process.

Part Return Request for Oil Filters

An increase in warranty claims related to oil filters leaking, with narratives referring to oil leaking from the filter, has been identified by FCA's Quality Group. This increase in claims has prompted an investigation into the issue, which requires the leaking oil filters to be returned. To help investigate this issue, dealers may see a PRAS+ part return request for an oil filter. The requests are targeted at engine oil filters from both 5.7L and 6.4L SRT engines.

The Quality Group understands these parts are typically not saved by the Technician (nor does Quality typically ask for this item to be returned); however, we would appreciate your assistance in determining the root cause of this issue, which we can only do if the leaking oil filters are returned.

When returning a leaking oil filter, please drain the oil, then place the oil filter in a bag. Make sure the bag is sealed to avoid leaking during shipment, and return the part to QEC as requested.

LC8 Message Code

The WCC has returned many claims with LC8 Message Code because dealers or Area Managers have attempted to bypass MVP. As a reminder, FCA's goodwill cannot be offered to cover a repair that is *already covered by an active contract*.

For example, if a part is ordered prior to warranty expiration, and comes in after the

warranty expires, the claim must be processed as an MVP. Dealers can contact MVP to request a deductible waived if needed.

By correctly processing claims as MVP, rather than creating a rejected warranty claim, dealers can improve their Claims Paid First Submission, receive quicker payment, and reduce frustration caused by rejected claims.

Repeat Repair Message Code

Dealers began seeing new HR1 and HR2 Flex and HR3 and HR4 Flex C message codes in January, 2021. The HR1 and HR2 Flex message codes use HB4, HB6, and HB7 to determine a dealers Repeat Repair performance. HR3 and HR4 will allow FCA to apply Flex C restrictions on message codes, rather than the traditional LOP that Flex C has traditionally allowed.

To learn more on how reducing Repeat Repair can assist with improving customer satisfaction and provide improved shop efficiency, please make sure to watch Master Service and Parts, Warranty Focus. After the pilots are completed and final adjustments are made to the new program, a warranty bulletin with full details will be published.

Mileage Corrections

The Warranty Contact Center is seeing an increase in the number of claims with mileage corrections requiring authorization for all claim types. Please make sure to remind Service Advisors and Technicians the importance of recording accurate mileage on repair orders. If a "typo" has been made in the past, the current claim will require authorization from the WCC.

Please DO NOT charge back the claim. The mileage will not be removed from the VIN history if the claim is charged back. It will only cause more work for the dealer and the WCC to correctly process the new claim and the chargeback.

For more details on claims with mileage related message codes, please see WIC article KB0023430.

SmartWarranty Minimum Training Requirements

(DC Mail ID# 74785)

During the past several months, Technical Training has been working diligently to ensure that courses are available to dealerships. As a result, MTR, which was suspended in April, 2020, will be reinstated within the SmartWarranty program in September, 2021.

To achieve PLUS level for Q4 with effective date of November 1st through January 31st, dealerships must achieve the FFV target for the quarter, as well as MTR according to the Technician Training guidelines by September 30, 2021.

This change will take effect for the metrics to set Q4 levels:

- FFV (July 1st through September 30th)
- MTR (Must achieve MTR by September, 2021)

To view your MTR requirements and status, visit the Performance Institute Learning Center > Reports > Minimum Technical Training Requirements

TASC Reporting

Technical Training and Warranty Operations have been working on a correction to the TASC reporting that was caused by the system not recognizing Level 4 trained technicians. Until the

issue is resolved, Level 4 trained technicians will show as Level 0, untrained Technicians causing the dealer's TASC to be above the target 10%.

Satellite Radio Subscription Change

Starting with model year 2021, vehicles will have a six-month satellite radio subscription, rather than a one-year subscription offered in the past.

Please do not attempt repairs or replacements to extend the subscription. If customers ask about extending their subscription beyond the provided six-month plan, they will need to subscribe to the satellite service as customer pay.

Chargeback Avoidance Course (SS21ACWB)

Performance Institute has launched a new course to help improve dealership profitability by avoiding costly chargebacks.

Chargeback Avoidance was developed to help avoid common errors in Sales (related to incentives) and Service (related to warranty claims) by locating current information.

Course Topics:

- Common Sales Incentives Errors (e.g., selling in-transit vehicles)
- Common Service Warranty Claim Errors (e.g., claims missing the 3Cs or correct authorization)

- Policy and Procedure Resources available in DealerCONNECT and elsewhere

To access the course, go to: *DealerCONNECT* > *TRAINING* > *Performance Institute Learning Center* > *MY LEARNING* > *COURSES* > *SEARCH COURSES*. Search for course code SS21ACWB.

- ✓ Sales Managers and Service Managers must complete this course by September 30, 2021 to meet their Q3 Training Requirements.

2015 - 2021 LA/LD (Challenger/Charger) - Plastic Splitter Guards

Starting with 2015 model year, Dodge added a piece of plastic on each corner of the low-hanging front fascias on Charger and Challenger SRT models to help protect them during the shipping process. These plastic pieces, commonly referred to as *splitter guards*, have become a polarizing topic in the enthusiast community.



These splitter guards are designed to be removed by the dealership during the pre-delivery preparation process. The guard says **"TO BE REMOVED AT DEALERSHIP"** on the disposable part. The guards may not be left on the vehicle and must be removed.



Paint scratches can occur if the splitter guards are left on the fascia after some period of time, that are not considered to be a warrantable repair.



SCRATCHED PAINT FROM LEAVING SPLITTER GUARD ON. | HEY PAL, YOU FORGOT TO TAKE YOUR SPLITTER GUARDS OFF

To avoid unnecessary paint / scratch damages at the lower fascia areas, please follow the PDI

process and remove the splitter guards prior to delivering the vehicles to the final retail customer.

Catalyst Failure Can Cause an Engine Failure - All Models and Model Years

Engine failure can occur within a few months after a catalyst failure.

Catalyst material (ceramic and precious metal) can be ingested through the EGR (if equipped) due to the Intake/Exhaust valve overlap. Once catalyst material enters the cylinders, it becomes abrasive and can result in scored cylinder bores.

Also, the engine oil can become contaminated with metallic material with additional micro fine wear occurring throughout the engine. The engine will lose compression, oil pressure, set P-codes and begin making internal noises.

Example:

A vehicle with 59,000 miles has an original equipment engine replaced under a New Vehicle Warranty. A technician found there was high leak down, misfiring, setting P-codes and scored bores. This condition is most likely caused from a catalyst failure. A short time later at 59,600 miles, the catalysts were replaced under New

Vehicle Warranty. A short time after that at 61,000 miles, the replacement Mopar service engine fails and is replaced a second time by the Vehicle/Part Warranty. The engine failure mode is the same as the OE engine failure due to the failed catalysts.

Recommendations:

Catalysts must be inspected during an engine replacement.

Include the Catalyst part with the engine parts in the claim and mark the Catalyst as the failed part.

If a Mopar service engine fails due to catalyst ingestion and the catalyst warranty has expired, the Mopar service engine will not be covered under warranty due to, as has been documented in a prior Warranty Newsletter article, "if a non-covered component fails and causes a covered component to fail, the covered component is not covered."

If a catalyst fails and the engine seems fine, Mopar recommends replacing the engine at that time following the instruction above. This will avoid a customer visit with a failed engine in the future and assure the vehicle is actually Fixed on the First Visit. This recommendation also includes any customer pay Cat failures.

If a Mopar service engine fails due to catalyst ingestion and the catalyst warranty has not expired, use the Engine Long Block replacement LOP as the causal LOP for the engine, with failure code 41 - Foreign material, and the Catalyst LOP for N/C in the same condition.

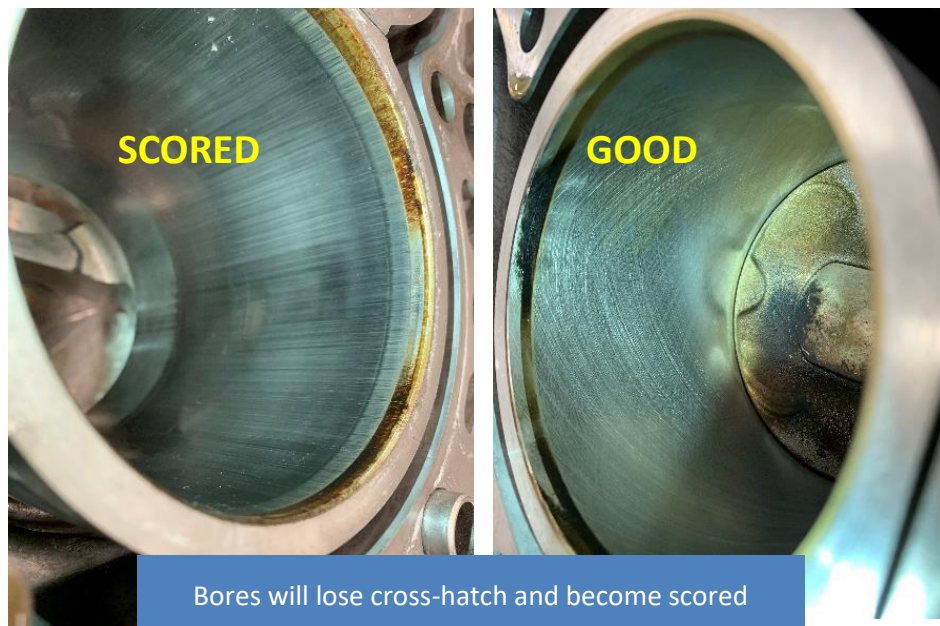
If a damaged catalyst is not replaced during a Mopar engine replacement and the engine fails at a later date, the Mopar service engine will be reviewed. If it is determined that it was due to a Catalyst failure, the engine repair may be charged back.

Piston skirts become scored from catalyst debris.



Eroded and broken Catalyst





2021 MY JL/JT - Steering Wander or Lead/ Pull

For a 2021 MY Wrangler or Gladiator, DO NOT replace the steering gear for a wander or for a lead/pull customer complaint. The 2021 MY vehicles already are equipped with the latest level steering gear and EHPS software. An unnecessary repair will not improve the vehicle.

Service Bulletin 08-003-21 (2018-2020 JL and 2020 JT), DOES NOT apply to 2021 MY. Steering Gear replacements on 2021 MY subject vehicles may be charged back in full by Corporate Warranty Operations.

All MY/ All Models - Monthly Battery Testing and Record Retention

All vehicles in dealership storage must have a battery check monthly and the test results must be maintained in the vehicle file. This was explained in Warranty Bulletin D-17-16 (Rev. A) released in August, 2018. In addition, a check must be made of the battery State of Charge at delivery to ensure that an 80% State of Charge is in the battery for the new retail customer. The result of that test must also be retained in the vehicle file to support any future audit of battery maintenance records.

This is also to advise that the code number on the test/charge receipt identifies the software level of the tester at the time of the test. Your battery tester should be at level "R" to include the 2022 MY vehicles and the different battery types. Charge receipts or codes that indicate an out of date software level may be charged back for inaccurate diagnosis and/or replacement of the battery. Refer to Warranty Bulletin D-21-03 for more details on GR-8 Battery Tester software level requirements.

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