



## UPDATE FROM WARRANTY OPERATIONS

*Hello Team,*

*As we continue to aim for Best In Class Customer Satisfaction, we want to highlight three key elements proven to increase CSI and FFV:*

- *Providing Alternate Transportation options - especially to customers in need*
- *Professional tablet usage with wiADVISOR at Service Advisor reception*
- *Professional tablet usage with wiADVISOR during Active Delivery back to the customer*

*Since the launch of new types of Alternate Transportation in January, we have seen dealers begin to adopt Rideshare, Shuttle Service, and Pickup and Delivery to take care of customers. Data shows customer satisfaction drops when Alternate Transportation is not offered to the customer. Please take advantage of the additional types of Alternate Transportation offered to provide the best option for your customers.*

*Using a tablet with wiADVISOR at Service Advisor reception will ensure that the Service Advisor can fully document the customer's concerns, and allows the customer to see on the tablet that you are listening to their needs and will address all items in one visit. To further facilitate this process, we've added follow up questions in wiADVISOR for specific concerns during write up.*

*Performing an Active Delivery for a customer ties together the service write-up process with the repairs performed and is a final chance to make sure everything was addressed. Using the tablet with wiADVISOR for this process allows you to show the customer exactly what was performed and provides them with the confidence that their vehicle has been fully serviced and leaves a lasting positive impression of your entire service process.*

*Thank you,*

**Jim Sassorossi**

**Head of Technical Service**

## NEW MESSAGE CODES - LD2, LD3, AND LD4

The Warranty team has developed three new message codes to make sure that extended warranty LOPs and factory warranty LOPs are used correctly: LD2, LD3, and LD4. We have seen examples where an extended warranty LOP is used for repair under factory warranty coverage, and where a factory coverage LOP is used for a repair that should be submitted with an extended warranty LOP.

These message codes will apply to Warranty (W), Mopar (M), and MVP (F) claims. For MVP claims, you may also see existing message code CR7 if the repair is covered under factory warranty. For Mopar claims, you may also see message code CH7 if the repair is covered under factory or extended warranty.

There are three new message codes: LD2, LD3, and LD4

- LD2: Repair covered under factory warranty. Incorrect LOP on claim
  - Correction: Remove the extended warranty LOP and use the factory warranty LOP.
- LD3: Repair not covered under factory warranty but is covered under extended warranty. Incorrect LOP on claim
  - Correction: Remove the factory warranty LOP and use the extended warranty LOP.
- LD4: Repair no longer covered by an extended warranty. Incorrect LOP on claim
  - Correction: Remove the extended warranty LOP and use the factory warranty LOP.
  - If the vehicle has MVP coverage for repair, follow the MVP policy for the claim
  - If the vehicle does not have MVP coverage, then the repair will need to follow the policy for Warranty Goodwill.

WARRANTY (W) CLAIM				
Scenario	LOP Used	Within Manufacturing Warranty period	Within Extended Warranty period	Outside of Both manufacturing / Extended Warranty period
1	Regular Repair LOP	✓	LD3	✓
2	Extended Warranty LOP	LD2	✓	LD4

MVP (F) CLAIM				
Scenario	LOP Used	Within Manufacturing Warranty period	Within Extended Warranty period	Outside of Both manufacturing / Extended Warranty period
1	Regular Repair LOP	CR7	CR7, LD3	✓
2	Extended Warranty LOP	CR7, LD2	CR7	LD4

MOPAR (M) CLAIM				
Scenario	LOP Used	Within Manufacturing Warranty period	Within Extended Warranty period	Outside of Both manufacturing / Extended Warranty period
1	Regular Repair LOP	CH7	CH7, LD3	✓
2	Extended Warranty LOP	CH7, LD2	CH7	LD4

## STAR Online (SOL) Uconnect Box - Proper LOP Usage

STAR Online (SOL) publications S2108000015 and S2208000035 provide guidance regarding the symptom/vehicle issue “Uconnect Box Requires Service Message”. If this STAR Online is applicable for the customer symptoms and

repairs the vehicle, use a diagnostic Trouble Not Found (TNF) LOP and do not use a Replacement LOP. Claims for this symptom will be subject to chargeback if a replacement LOP is used and no part is included in the repair order.

## Vehicle Restrictions

Customers are reporting that their vehicle warranty has been canceled because their VIN has a RESTRICTION on it. This will appear during write up in the VIP. It will also appear in Service Library where technicians can see it during repairs. Please note that a restriction DOES NOT mean a canceled warranty. A restriction means that you must contact your Area Manager and/or TA PRIOR to any repairs beginning on the vehicle with the restriction. Please include what the vehicle was brought in for, any diagnosis you may have already done, and the state of the vehicle (example is it modified, tuned, deleted, etc.). The AM and TA

can assist in figuring out why a restriction was placed on the vehicle and what to do moving forward. A restriction can be placed on a vehicle for a number of reasons, including but not limited to the following: modified vehicle, modified/deleted emissions system, salvage or totaled vehicle title, or lack of maintenance.

It is important for the Service Advisor to understand what a restriction means and how to communicate to the customer that prior approval is required before proceeding with any repairs. The removal of a warranty restriction is at the sole discretion of FCA representatives.

## New Vehicle Prep (NVP) Chargeback Appeal Process

In the summer of 2021, dealers were introduced to the tracking of New Vehicle Prep steps being completed. As defined in Warranty Bulletin D-21-12 for Alfa Romeo dealers and D-21-14 for CDJR dealers, failure to complete the required NVP steps will result in either a partial or full NVP chargeback. The steps of New Vehicle Preps have not changed and still includes : 1) Prep must be completed within 10 days of vehicle delivery (KZx date), 2) vehicle must be driven at least 4.0 miles (no rounding up allowed), and 3) Requirement of a Final Service Inspection being performed 2 days prior to delivery.

Now that the NVP chargeback process has launched, dealers may find themselves needing

to identify the cause of a NVP chargeback and update a process or possibly submit an appeal. If the dealership thinks a chargeback has been applied in error, start with reviewing the three requirements. If an error is found, an appeal can be submitted by the dealership. An appeal worksheet with review questions based on the prep requirements can be found in WIC article KB0037518. Please make sure the worksheet steps are followed and only appeals that qualify for review are submitted. Unsupported appeals will cause delays in responses of supported appeals.

See WIC article KB0037518 for worksheet and instructions on how to review NVP details.

## Battery VOR

Batteries are not exempt from the requirement to VOR backorder parts. Warranty has noticed many batteries ordered as Special Handling, not VOR. The lower order priority has led to

rejected rentals and dissatisfied customers. Please make sure all parts orders are upgraded to VOR if the part cannot be shipped from the dealer's facing PDC the next day.

## Special Handling Allowance

Dealers have asked if warranty will reimburse Special Handling charges. The charges are not reimbursable on a warranty claim. However, in June 2021 Mopar increased the Special Handling allowance for all dealers from 10% to 15%,

which means many dealers are never charged for Special Handling charges. Additional orders that are on VORs are only charged if the part ships within the first 24 hours.

Order Delivery Time and Shipment Mode				
As of: Jul 1, 2021	Special Handling "S" Order Type Dealer Pay Premium or	Special Handling "S" Order Type Non-Dealer-Pay-Premium	Daily "E" Order Type	ARO
Shipped from Facing PDC	1 Day via Regular DDS Route	1 Day via Regular DDS Route	1 Day via Regular DDS Route	1 Day via Regular DDS Route
Shipped From Source PDC	Next Day Air	Cross-Dock through Facing PDC for DDS Delivery to Dealer (5-8 Days) Except to: Portland, LA, Denver facing dealers which is UPS Ground (5 Days)	5-8 Days via Cross-Dock through Facing PDC for DDS Delivery to Dealer	5-8 Days via Cross-Dock through Facing PDC for DDS Delivery to Dealer
Shipped from	Next Day Air	5 Days via UPS	5 Days via UPS	5 Days via UPS

Order Delivery Fees				
As of: Jul 29, 2020	Special Handling "S" Order Type Dealer Pay Premium or VOR	Special Handling "S" Order Type Non-Dealer-Pay-Premium	Daily "E" Order Type	ARO
Shipped from Facing or Source or Other PDC	Dealer Pays Transportation (For VOR, dealer only pays if it ships in the first 24 hours) (For non-VORs, dealer only pays if it ships in the first 7 days)	Special Handling orders are subject to a 15% processing fee when the monthly total Special Handling order dollars exceed 15% of the monthly total gross order dollars.  (Excludes: Will Call, VOR, Dealer-Pay-Premium, Alfa-Romeo, Aged past 5 Days)	No Fees	No Fees

For more details, see the Mopar Policy and Procedure Manual, Parts Order section by following the path below.

*DealerCONNECT > Parts > News and Information > Policies & Procedures*

## Seat Belt Extenders

Seat belt extenders are an item available for purchase from Mopar by customers that request the part. The seat belt extenders are

not a shortage and error item or an item that is covered by warranty.

## Providing Parts to Customers

All warranty parts must be installed by a CDJR dealership, Alfa Romeo dealership, or sublet shop that is working with an FCA dealership. Warranty does not cover shipping parts to customers for them to install themselves. Customers are also

not to be provided parts replaced under warranty. Parts replaced under warranty must be returned to FCA for quality inspection or core when requested.

## Lithium Ion Batteries Handling of Damaged Batteries

*Beginning April 1, 2022, a \$5,000 penalty will be assessed to dealers who return any visually damaged battery to the supplier.*

This is to account for heavy Department of Transportation (DOT) fines resulting from the improper return of damaged batteries. Exemptions will not be made for any dealer who fails to follow the appropriate handling process.

The Mopar Dealer Site recently launched a new Lithium-Ion Battery Handling & Resources page within the 'Battery Advantage' Retail program page. This page contains a process flow, diagnostic guide and dealer handling instructions

to help address any questions related to the return process for these batteries. Damaged Lithium Ion batteries cannot be returned to the supplier. Please refer to the relevant PDF documents if you have questions.

The Lithium Ion Battery I-Sheets have been updated and are available on both DealerCONNECT and the Mopar Dealer Site (see screenshot below).

I-Sheets are always included within the dunnage in which the lithium ion battery is shipped and, for reference, are posted on both websites.

**RETURNS**

- ▶ MRA Return Entry/Tracking
- ▶ Global Core Returns

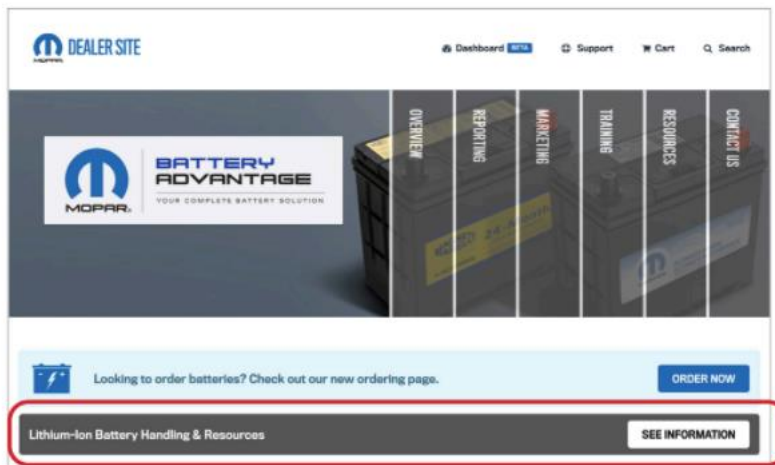
**Quality Part Return**

- ▶ Part Return Analysis System+ (PRAS+) \*NEW\*
- ▶ June 2021 PRAS+ Improvement Update
- ▶ **Lithium Ion Battery I-Sheets**
  - ▶ 500e I-Sheet
  - ▶ 48V DT PPU I-Sheet
  - ▶ 48V JL PPU I-Sheet
  - ▶ 48V WS PPU I-Sheet
  - ▶ JL PHEV Battery I-Sheet
  - ▶ FCA Global Clip Crate JL PHEV Battery I-Sheet
  - ▶ RU HV Battery I-Sheet
  - ▶ WL PHEV Battery SDI I-Sheet

**Billing & Return Administration**

- ▶ Billing Adjustment Inquiry
- ▶ Contact Global Core Returns

**DealerCONNECT** ([dealerconnect.chrysler.com](http://dealerconnect.chrysler.com)): Parts > Returns > Quality Part Return > Lithium Ion Battery I-Sheets



The screenshot shows the Mopar Dealer Site interface. At the top, there's a navigation bar with 'DEALER SITE', 'Dashboard', 'Support', 'Cart', and 'Search'. Below this is a banner for 'BATTERY ADVANTAGE YOUR COMPLETE BATTERY SOLUTION' with a grid of categories: OVERVIEW, REPORTING, MARKETING, TRAINING, RESOURCES, and CONTACT US. A blue banner below the grid says 'Looking to order batteries? Check out our new ordering page.' with an 'ORDER NOW' button. A red box highlights a dark grey banner for 'Lithium-Ion Battery Handling & Resources' with a 'SEE INFORMATION' button.

**Mopar Dealer Site** ([dealers-mopar.com](http://dealers-mopar.com)): Retail > Programs > Battery Advantage > Lithium-Ion Battery Handling & Resources

## Exchange Radio Order Details

When dealers order exchange units, the **“Order Comments”** field needs to explain what the customer’s concern is (see screenshot below). Think of the Order Comments like the 3 C’s. Just like your technicians need to know what’s wrong with a vehicle, the Exchange Center needs to understand what is happening in order to diagnose and repair the unit. If the Exchange Center does not know what’s wrong, they cannot repair the unit. In the future, there is a chance that failure to provide a valid customer

complaint could lead to an order being canceled.

### Sample descriptions of a radio issue are:

- ✓ Displays black screen during nav use
- ✓ Locks up when opening CarPlay
- ✓ Won’t turn on during vehicle start
- ✓ Skips channels when in SiriusXM mode
- ✓ Volume goes to max after receiving call



HOME	SALES	SERVICE CONTRACTS	SERVICE	<b>PARTS</b>	CUSTOMER EXPERIENCE	NETWORK	TRAINING	DCMAIL
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DealerCONNECT > Parts > Order Parts > Exchange Order Entry

**Order Header** | **Details**

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### Order Information

Order Number:   
 Order Type:   
 Promotion Code:   
 Carrier Code:   
 Alternate Ship to Code:   
 Feedback:

Process Code:   
 Flex Terms:   
 Delivery Option:

Upgrade Daily to Special  
 Cancel Referral  
 Cancel Back Order

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### Additional Information

Force Order  
 Charge Only  
 Check to Blueprint  
 Tax Code:

Parts Distribution Center:   
 Accounts Receivable Code:   
 Discount Code:

### Warehouse Comments

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### Shipment Information

Ship to Dealer:  [Retrieve Dealer Address](#)  
 Dealer Name:   
 Address:   
 Address:   
 City:  State:   
 Zip Code:  Country:

### Order Comments

*(A red arrow points to the Order Comments field)*

\* - Required Field

[Restore](#) [Save](#) [Save & Continue](#) [Retrieve Order](#) [Start New Order](#) [Cancel Order](#)

## LG4 Setting with LOP 08-08-01 and 85-41

A review of recent battery claims revealed many instances of dealers claiming diagnostic time for jump starting the vehicle and bringing it into the shop. In those instances, there is nothing diagnostic related on the claim. These claims were typically system paid claims, which allowed the incorrectly claimed diagnostic time to go uncorrected. To reduce these unsupported claims, diagnostic LOP 8541 will be overlapped with battery LOP 080801. The overlap will correctly set when dealers attempt to request diagnostic time with the 12V battery replacement LOP. As a reminder, the 12V battery replacement LOP includes time for the technician to use the GR8 to test the battery and obtain the battery

results slip which is required to support the claim. This is why the LG4 overlap will not be approved.

If dealers attempt to claim diagnostic time with the battery LOP, the claim will require review by the Warranty Contact Center.

An example of when diagnostic time would be supported with a battery replacement LOP would be if there was a concern related to an Ignition Off Draw Test. In this example, the claim will set with LG4 and will require review by the WCC for authorization.



## 2021 JL/JT (Wrangler/Gladiator) Tire Pressure Monitor Sensors

Recent supply chain challenges bring a change to the way Tire Pressure Monitoring System (TPMS) is implemented for some Jeep models. Specifically, 2021 JL Wranglers and JT Gladiators built after June 7th, 2021. The biggest change is how the tire sensors communicate with the vehicle. Previously, tire pressure data was sent to a TPMS module for processing. But because of supply chain shortages, TPM sensors for late year 2021 JL and JT models will receive all new TPM tire sensors. To support the new sensors, engineering was able to pull ahead a 2022 model year change that transfers the TPMS functionality from the TPMS module to the Radio

Frequency Hub (RFH). As a consequence, this mid-cycle action leaves the original wiring harness in place. Even though the RFH has now taken the responsibility of monitoring TPMS signals, there are still functional wires going to the TPM module connector. To address the harness issue, an empty box has been installed to plug into the harness. This was done to prevent corrosion or other damage to the wiring harness and connector pins. To help aid in identification a label has been placed on the empty TPM modules stating they are just a “Substitution” module.

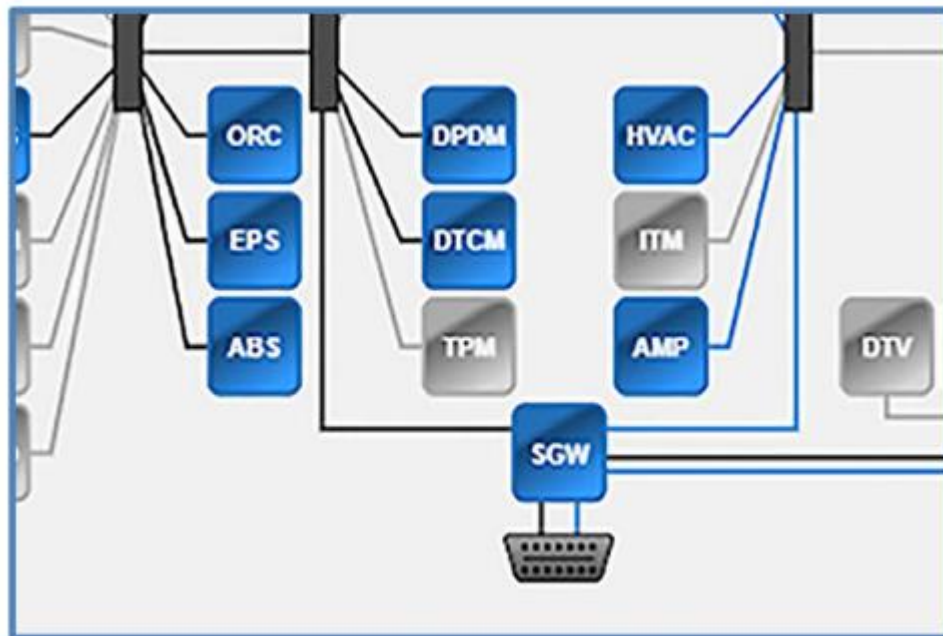


**Figure 16: TPM module labeled as “Substitution”**

The revised functionality also requires the use of a redesigned tire pressure sensor that is not backwards compatible. So be sure to consult Star Parts prior to installing and/or replacing these sensors.

Technicians diagnosing a TPMS fault may be confused when the vehicle topology shows a grayed out TPMS module. Due to this new implementation, the TPMS module on the wiTECH topology is still there but is grayed out to indicate that it is not accessible. This means that you need to go through the RFH to access TPMS data. On vehicle topology for vehicles that have a

functional TPM module, the module will display as normal and will be accessible through wiTECH. As mentioned earlier, even though the RFH has now taken the responsibility of monitoring TPMS signals, there are still functional wires going to the "Substitution" TPM module. These can still create faults in the vehicle even though they are not used for TPMS functions. Some common faults include communication faults, shorts or low resistance faults. As always, refer to Service Library as well as TSBs and Star Publications for the latest information regarding service and diagnostic procedures.



**Figure 17: TPMS module grayed out**



Old Sensor prior to June 7, 2021



New Sensor after June 7, 2021

Returning the incorrect sensor from the vehicle will result in a chargeback of the complete claim.

TSB 22-003-21 was published on September 29, 2021 to summarize the effect of the changes:



**NUMBER:** 22-003-21

**GROUP:** 22 - Tires and Wheels

**DATE:** September 29, 2021

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**SUBJECT:**

Tire Pressure Monitoring (TPM) Mid-Year Change

**OVERVIEW:**

Due to a Mid year design change to the TPM system:

- If the incorrect components are installed, the customer may lose all TPM functionality.

**MODELS:**

2021	(JL)	Jeep Wrangler
2021	(JT)	Jeep Gladiator

**NOTE:** This bulletin applies to vehicles built around the June 07, 2021 date where the change is affected on vehicles equipped with Tire Pressure Monitoring Display (Sales Code XGM).

**NOTE:** This bulletin applies to vehicles within the following markets/countries: North America, LATAM, APAC and EMEA.

**DISCUSSION:**

If the vehicle is 2021 model year and is built prior to June 7th 2021, it will have the standalone TPM module and utilize the Schrader TPM sensors.

If the vehicle is 2021 model year and is built after June 7th 2021, it will have the TPM functionality integrated into the Radio Frequency Hub Module (RFHM), Continental TPM sensors, and a TPM "black box" that is there solely to protect the harness and CAN circuits. The vehicles built after June 07, 2021 will use Continental TPM Sensors (sales code CXG) to identify it has the pull ahead system.

### 2022 Warranty Bulletin Highlights

Bulletin #	Subject	Release Date	DCMail ID#
D-22-01	Goodwill Alternate Transportation Reimbursement Rates and Announcement of New Types of Alternate Transportation (Rev. A)	1/19/2022	80871
D-22-02	(X93) 6.7L Cummins Turbocharger Actuator - Certain 2013 - 2015 Ram 4500/5500 Cab Chassis (DP)	1/19/2022	80892
D-22-03	Fast Feedback Program - Engine, Transmission, Axle Assemblies/ Prop Shafts, Exhaust, Cooling, A/C, Brakes, Fuel, Electrical, PHEV Front-End Accessory Drive (FEAD) and EPT System Components - 2022 Jeep Grand Cherokee (WL) PHEV	1/19/2022	80893
D-22-04	Automatic Labor Rate Increase (ALRI) 2022	1/31/2022	81171
D-22-05	Part Order Restriction Program - Integrated Dual Charging Module (IDCM) - Select 2021 - 2022 Jeep Wrangler PHEV 4xe (JL) and 2022 Chrysler Pacifica PHEV (RU)	2/23/2022	81785