

WARRANTY BULLETIN



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

NO: D-21-18

DATE: March 30, 2022

SUBJECT: Wagoneer Service Action
Additional Reimbursement (Rev. D)

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

*****Revisions are noted in RED*****

PURPOSE:

Grand Wagoneer and Wagoneer are premium vehicles, and we want to provide our customers with a premium service experience. To support this, **additional reimbursements will be provided for ALL Grand Wagoneer and Wagoneer Recalls, CSNs, and RRTs/RSUs, including pickup and delivery, vehicle wash and interior cleaning, and complimentary fuel fill.**

It is critical to make sure **all service actions are performed during one service visit** to reduce a customer's inconvenience.

TIMING:

Effective Immediately Until Further Notice

ACTION:

For ALL Grand Wagoneer and Wagoneer Recalls, CSNs, and RRTs/RSUs, additional LOPs are available for reimbursement to provide a premium service experience. Dealers are expected to perform these additional services and submit for reimbursement to support the Wagoneer service experience.

For vehicles with multiple open service actions, it is critical to make sure **all service actions are performed during one service visit.**

Special Service LOPs:

- 95-08-34-50 – Wash Exterior and Interior – up to \$50
- 95-08-34-52 – Vehicle Fuel Fill – up to \$130 (**Must include fuel receipt with claim**)
- 95-08-34-53 – Active Service Delivery – up to \$30 (**Retain checklist with vehicle file**)
- 95-08-34-51 – Vehicle Pickup and Delivery – up to \$100
- 95-40-01-42 - Wagoneer High Line Service Loaner – up to \$60 per day





ADDITIONAL INFORMATION:

Frequently Asked Questions (FAQ)

Q: Why are non-Wagoneer Certified dealer eligible for reimbursement?

A: During this critical launch phase, it is important to promote a premium service experience. Allowing all dealers to be temporarily reimbursed for these services ensures consistency.

Q: Why are the reimbursements for premium vehicle services only temporary?

A: To support the initial service actions, all dealers will be eligible to be reimbursed for the additional premium vehicle services during the duration of this Warranty Bulletin. Going forward, only Wagoneer Certified dealerships will earn incentives for meeting the Ten Customer Promises.

Q: What is the Active Service Delivery?

A: A validation performed by the Service Manager or Shop Foreman to confirm all service actions have been performed successfully and will ensure a positive Fixed First Visit. Please see the attached checklist for all of the required steps to complete this process. The Active Service Delivery **MUST** be performed by the Service Manager or Shop Foreman.

Q: Are Grand Cherokee L (WL) vehicles within the Y79 population also eligible for the additional reimbursements?

A: No, these LOPs and reimbursements are only eligible for Grand Wagoneer and Wagoneer vehicles to ensure a premium service experience during the critical Wagoneer launch phase.

Please ensure 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.





Grand Wagoneer and Wagoneer Active Service Delivery Checklist:

Last 8 of VIN: _____ Date of Completion: _____

- All open Recalls and CSNs have been thoroughly completed (Check Service Library for the VIN)
- All open RRTs/RSUs have been thoroughly completed (Check Service Library for the VIN)
- Review STAR Online (SOL) publications and complete as necessary
- Any other customer concerns on repair order have been thoroughly completed
- Perform a road test to verify all customer concerns have been properly addressed
- Vehicle exterior has been washed and hand dried
- Interior of vehicle has been vacuumed
- Inside of windows have been cleaned by hand
- Vehicle fuel tank is full
- Protective coverings have been removed
- Provide Service Management business card to customer or place in noticeable location in vehicle.

The last page should be cut off and used to leave the customer with a personal hand-written thank you note to show appreciation for their choice of being a customer of your dealership.



W A G O N E E R