WARRANTY BULLETIN

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

SUBJECT: **Goodwill** Alternate Transportation Guidelines for Courtesy Transportation Program / Dealer Service Loaner Program and Rental Vehicles (Rev. D)

NO: D-19-28
DATE: June 23, 2022

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

Updates WAM

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

PURPOSE:

To announce that Competitive make vehicles are reinstated as eligible for reimbursement for Goodwill Alternate Transportation. These vehicles are eligible for reimbursement today through August 31st.

All other policies in this bulletin remain unchanged. The purpose of Goodwill Alternate Transportation is to minimize the amount of time the customer is without their personal vehicle and establish guidelines to help keep the dealers focused on addressing the customer's concern and return their vehicle as quickly as possible.

To communicate enhancements to the Goodwill Alternate Transportation guidelines implemented to improve the customer experience, increase customer satisfaction and reduce vehicle down time.

The guidelines referenced in this bulletin support the Courtesy Transportation Program (CTP), when Goodwill Alternate Transportation is provided through the Dealer Service Loaner Program (D-14-24), or any licensed rental agency. *Note: Enterprise is the U.S. preferred provider of rental vehicles (D-04-26).*

Note: As a reminder, Certified Pre-Owned Vehicles (CPOV) are eligible for loaner reimbursement.

TIMING:

Effective for vehicles received for repair on or after January 1, 2020. Competitive make vehicles are eligible for reimbursement today through August 31, 2022.

ACTION:

Competitive make vehicles are reinstated as eligible for reimbursement for Goodwill Alternate transportation.

Program enhancements include:

- Up to 5 days Alternate Transportation for claims
- Up to 15 days Alternate Transportation for claims with Back Order parts support
- Parts order processes clarified
- Clarify Alternate Transportation claim support
- If the Alternate Transportation occurs over a weekend, Saturdays and Sundays will not be counted as part of the allowance

Alternate Transportation Program Guidelines

Dealer Authorization Ability

- Allows the designated dealer management person the ability to authorize rental based on the type of repair performed
    - Up to 5 days of Goodwill Alternate Transportation without Area Manager or corporate pre-approval for repairs
    - Up to 15 days of Goodwill Alternate Transportation without Area Manager or corporate pre-approval confirmed Special Handling / VOR Order
    - Before the 15th day, the dealer must contact the Service & Parts Area Manager (S&P AM) or Customer Care (*if involved previously*) to request the additional day(s) of rental. The S&P AM / Customer Care agent is required to authorize Alternate Transportation beyond the 15-day period based on the part order details provided by the dealer.
        - *Please note if the amount of rental offered is not supported by the dealer's order details, the rental authorization will be adjusted to the amount supported as outlined in the WB.*

Repair Timing Requirements to support Goodwill Alternate Transportation Request

- The number of days for Goodwill Alternate Transportation reimbursement must be justified by the warranty repair(s) performed.
    - Vehicle must be diagnosed within 2 days of the vehicle being received. Goodwill Alternate Transportation can be requested while the vehicle is being diagnosed with supporting documentation
        - *Please note: Time punches are required to support the diagnostic time*
        - *See the **Goodwill Alternate Transportation Availability*** section of the WB for details of eligible repairs
    - Repairs are to be completed within 2 days if the part is in stock or available local.
    - If parts are not available, the needed parts are to be ordered when diagnostics is completed.
        - Order details: Outlined in the ***Parts Order Process*** outlined in this WB.
        - Claim Processing support: LOP 85-LO-AN-00 is required on Alternate Transposition request over 5 days as outlined in this WB

- Repairs need to be completed within two (2) business days from receipt of the required part(s). This includes part back orders.
- Rental coverage ends when the repair is complete.
  - ➢ Customers become responsible for the rental fee if the vehicle is not returned at the end of the repair

<u>Parts Ordering Process</u>

- All parts are to be ordered the day the vehicle is diagnosed
- Dealers are required to upgrade the part order to special handling status when parts cannot be delivered by the PDC the next business day.
- Dealers are required to upgrade to VOR status if the special handling is not available from the facing PDC within 2 business days from the vehicle being diagnosed

<u>Part Back Order Part Claim Support- 85-LO-AN-00 Details:</u>

- Enter 85-LO-AN-00 as a related LOP to the primary LOP (see below for 85-LO-AN-00 details) for a back order situation only
- Verify the last two characters are numeric (Zero Zero)
- 0.0 will populate in the Labor Hour field
- The "Add Narrative" box will display prompting the dealer to enter a narrative in the Straight Time Narrative window
- The Narrative must include the following information:

  - ✓ Part Number
  - ✓ Order Number
  - ✓ Order Type

- For more details on how to confirm parts order details, see the attached directions

Vehicle down more than *<u>11 days</u>* or Returned for the Second repair attempt

- You must notify FCA US immediately whenever the dealership is aware that a vehicle is or may become subject to the state's lemon law.

Goodwill Alternate Transportation Availability

- Goodwill Alternate Transportation **CAN BE** claimed for warranty reimbursement when:
  - Vehicle is unsafe to operate (ex: stalling, brakes or steering inoperative)
  - Vehicle is inoperable when received at dealer service facility
  - Inability to complete repair due to delayed availability of parts

- Goodwill Alternate Transportation **CANNOT** be claimed for warranty reimbursement for:
  - Retail services such as: oil changes, tune-ups, tire rotations, etc.
  - Insurance repairs
  - Cases where the vehicle cannot be scheduled into the service department but is still operative and safe to drive

This program is <u>not</u> intended to be used to alleviate over-capacity or dealer service back-log concerns. The dealer must work on the customer's vehicle during the rental agreement period. Note: The rental invoice dates must match the RO time punch dates to verify the dealer made every attempt to service the vehicle in a timely manner.

NOTE: MVP rental rules and guidelines apply to MVP rental claims and do not fall under the guidelines of this warranty bulletin. MVP plan only covers the expenses according to plan provisions.

Type of Goodwill Alternate Transportation vehicle that can be provided

- The type of customer's vehicle determines the type of Goodwill Alternate Transportation vehicle provided. Reference the list below for vehicle type and expense.
  - Standard Line Loaner (Up to $40 per day)
    - ✓ Chrysler: 200
    - ✓ Dodge: Dart
    - ✓ RAM: ProMaster City
    - ✓ FIAT: 500, 500e, 500L, 500x
    - ✓ Jeep: Compass, Patriot, Renegade
  - Non-Wagoneer High Line Loaner (Up to $50 per day)
    - ✓ All other applicable Chrysler, Dodge, Jeep or Ram vehicles
    - ✓ All Alfa Romeo vehicles
  - Wagoneer High Line Loaner (Up to $60 per day)
  - Loaner Competitive-make vehicle (Up to $25 per day)

- The Goodwill Alternate Transportation rental agency rates noted above may include taxes or fees.

- For a current list of vehicles categorized as Standard, Non-Wagoneer High Line and additional information, go to *DCMail* > *Mopar Technical Service* > Warranty Communications > *Loaner Vehicle - Standard Line / High Line Make Vehicle List*

If a vehicle is covered under New Vehicle Warranty, Mopar or Recall, dealers are encouraged to provide Goodwill Alternate Transportation at the customer's request under the following guidelines:

- For repairs covered under Warranty (W), Mopar (M) or Recall (S), the Goodwill Alternate Transportation reimbursement request **MUST** be submitted on the same claim type in which the vehicle was repaired. *For example: If a repair is covered under a warranty, the Goodwill Alternate Transportation must be submitted on a Warranty (type W) claim.*

- For repairs covered under a MVP plan, the Goodwill Alternate Transportation reimbursement request **MUST** be submitted on a MVP (type F) claim.

NOTE: Once the number of maximum days has been reached under an applicable MVP plan, the additional days may be customer pay or submitted under Warranty goodwill.

Rental Approval and Tracking

- The designated dealer management person must approve Goodwill Alternate Transportation.
- The designated dealer management person from your dealership must review, initial and date all Goodwill Alternate Transportation requests during the repair process.

- If the vehicle is down for repair, on the 15th day the designated dealer management person must contact their Service & Parts Area Manager (S&P AM) or Customer Care *(if involved previously*) notifying them of additional day(s) of rental.
  - The S&P AM / Customer Care agent is required to authorize Goodwill Alternate Transportation beyond the 15-day period by utilizing the DM Notes application.
- Dealers **must** maintain a Loaner Car Log, or a similar form to document the use of Goodwill Alternate Transportation for warranty purposes. A Loaner Car Log form is available in ePublications on the Service Tab.
- Supporting documents *(rental invoices, technician time punches, repair orders, part order detail screen, loaner car log, etc.)* **must** be retained by the dealership in the event of an audit or to validate a Goodwill Alternate Transportation reimbursement request.

Additional Related Information

- Same day Goodwill Alternate Transportation - No longer requires vehicles to be left overnight
- Goodwill Alternate Transportation that may be covered under both MVP and Warranty should be first submitted as a Warranty claim
- Providing Goodwill Alternate Transportation (*rentals, loaners, Dealer Service Loaner Program vehicles*) to customers does not have any impact to a dealer's DAZE score.



- This bulletin includes Warranty (W), Recall (S) and Mopar (M) repairs.

Goodwill Alternate Transportation Claim Processing Guidelines:

Go to: *DealerCONNECT> Warranty Administration portal > Reports Tools and Information > Warranty Administration Manual > Claim Entry Section.*

ADDITIONAL INFORMATION:

For claim processing assistance, dealers can contact the Warranty Hotline at 1.888.255.2616 M-F 8:00AM – 6:00PM ET.

A list of "Frequently Asked Questions" has been included on the last pages of this bulletin.

Claims are subject to a complete or partial chargeback based on the circumstances for failure to follow program guidelines.

Please ensure that 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.

Frequently Asked Questions

Claim Submission Type

Q: Is Alternate Transportation part of the Limited New Vehicle warranty that comes with the vehicle?

A: No, the Limited New Vehicle warranty does not provide Alternate Transportation. If Alternate Transportation is requested, it is considered a goodwill request, and the claim will require authorization using "GW" (Goodwill) in the Authorization Number in Claim Entry. Dealers are required to process the claim by entering "GW" in the Authorization Number field in Claim Entry. This same process also applies to Mopar and Recall claim types.

Q: If the Customer is receiving goodwill towards a repair, is the Rental included in the Dealer's goodwill authorization?

A: Alterative Transportation is a goodwill item offered to the customer and is included in the dealer's $2000 goodwill limits.

Q: Do I have to provide the WCC with the order details to support a rental approved by the Service and Parts Area Manager or Customer Relations?

A: Yes, part order details are required to for all rental request, and are to be entered using the 85-LO-AN-00 LOP. If the rental request is for more time than supported by the part (s) order dealer, or if the ***Repair Timing Requirements*** were not followed, the WCC will provide the dealer with an adjusted authorization amount.

Q: As a dealer is there a way to track rental usage?

A: Dealers have the ability to track rental EPVS, Cs/100 and Cost per Condition using their POPPS report. Dealers should aim to being near or at the Groups average or 100% (+/- 15%). For more details on the Customer Care Metrics page, please review the DealerCONNECT> Service > Warranty Administration> DWIN - POPPS Quick Dealer User Guide DWIN - POPPS Quick Dealer User Guide

Q: Our dealership performed a repair on a vehicle covered under a warranty, but the customer has a MVP plan which covers Goodwill Alternate Transportation. What claim type do I submit the Goodwill Alternate Transportation under?

A: In this scenario, the Goodwill Alternate Transportation reimbursement request must be submitted under a Warranty (type W) claim because the repair is being performed under warranty. Dealers are required to goodwill the Goodwill Alternate Transportation by entering "GW" in the Goodwill Authorization Number field in Claim Entry. This same process also applies to Mopar and Recall claim types.

Q: I performed a repair covered under MVP and the repair has exceeded the allowed days of Goodwill Alternate Transportation under the MVP plan and the customer is requesting additional days, what do I do? Who covers the additional days?
A: Once the number of maximum days has been reached under an applicable MVP plan, the additional days may be customer pay or submitted under Warranty goodwill. All supporting claim documentation must be retained in the event of an audit.

Customer Care / AM / DM / TA Approvals

Q: If a customer will be driving the Goodwill Alternate Transportation beyond 15 days, is pre-authorization required for the additional days?
A: Yes. On the 15th day the designated dealer management person must contact their Service & Parts Area Manager (S&P AM) or Customer Care (if previously involved) notifying them of the part order details and request additional day(s) of rental. The S&P AM / Customer Care are required to put a DM Note in the system to extend the rental beyond 15 days. Dealers then submit the claim to the Warranty Contact Center utilizing the RA process.

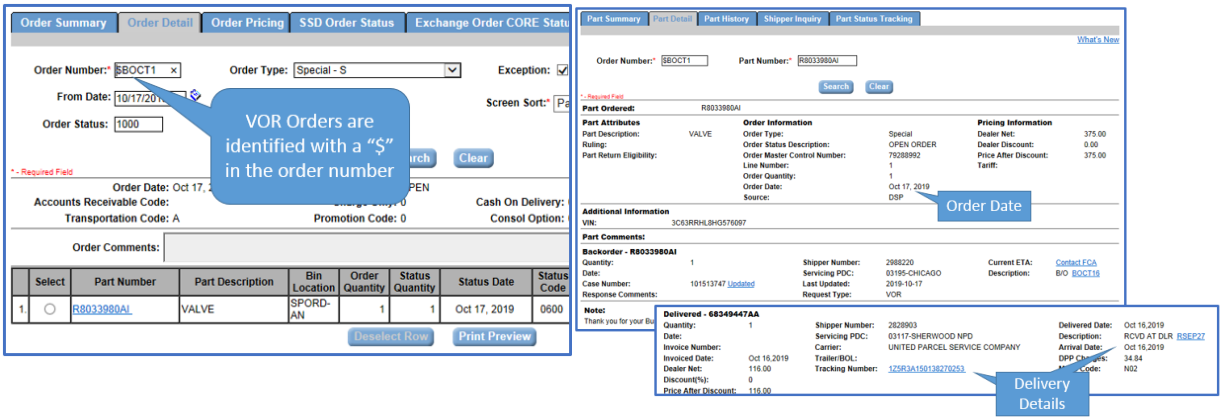
Q: What if the Customer Call Center approves Goodwill Alternate Transportation for a customer pay RO?
A: The Customer Call Center will provide the dealership with a direct reimbursement.

No Repair Performed

Q: What if no repair was performed, but I have a claim for diagnostic time; do I request a reimbursement check?
A: It is not necessary to request a direct reimbursement. A warranty claim utilizing the No Trouble Found (NTF) LOP must be used.

Part Detail Support

Q: How can the dealer confirm the order type, date, and shipping details?
A: Dealers have access to order history using DealerCONNECT>Parts>Parts/Order Inquiries> Part Status. A sample of a **Part Detail** screen is provided below. The Order date, Order type, Status Date will be reviewed to assist with rental support.



Location of Forms and Documents

Q: Where do I find the invoices for my insurance on my rental fleet?
A: Insurance Invoices can be found on: D*ealerCONNECT/ MarketCenter/ Billing Tab/ Search for PDP Group INC.*

Q: Where can I obtain copies of the Courtesy Program Rental Agreement form?
A: Go to *DealerCONNECT > Marketing Tab>Product Information portal>Literature and Merchandising Materials link>Rental Agreement Forms.*

Misc. Questions

Q: Does FCA US cover the cost of fuel or underage drivers?
A: No. FCA US must follow the individual rental company's business policies and procedures for rental, including underage customers. Fuel is not reimbursable under the provisions of this program and therefore would be a responsibility of the customer. If a customer is not eligible for rental due to any number of reasons (age, expired license, etc.) then FCA US will be unable to extend Goodwill Alternate Transportation to that customer.

Q: If the dealership does not have a rental agency nearby, can Goodwill Alternate Transportation come from the dealership?
A: Yes. The rental can be obtained from your dealership or any other licensed rental agency. Enterprise is FCA's US preferred provider.

Q: Our dealership has our own fleet of Dealer Service Loaner vehicles; can we submit for reimbursement under the guidelines of this warranty bulletin?
A: Yes. Dealer Service Loaner vehicles are eligible under the guidelines of this warranty bulletin.

Q: On Pre-Authorization requests, can Vehicle Digital Imagining (VDI) and/or the Powertrain Service Center (PTSC) agents approve rental?
A: NO. Rentals needed for VDI or PTSC repairs MUST be submitted into RA for review as an "OTHER" type Continuation claim with the Rental Agreement and documentation attached to support the rental.

Q: How is Goodwill Alternate Transportation supported for Plus and Premium dealers that choose not to time punch repairs?
A: Goodwill Alternate Transportation support does not change for Plus or Premium dealers. All dealers are required to time punch for Diagnostic time. If there is no Diagnostic time requested, the part order detail will be used to support a rental request.