WARRANTY OPERATIONS NEWSLETTER
VOLUME 8, ISSUE 7
Published July 27, 2022

UPDATE FROM WARRANTY OPERATIONS

Hello Team,

In the past, your technician's vital feedback played a major part in helping FCA US Technical Service Operations develop applications and enhanced tools to assist your technician in repairing vehicles right the first time. Emerging Issues alert in MasterTech, wiTECH Guided Diagnostics and Text messaging capability with STAR Agents in real time were developed based on the technician's responses.

Your technician's participation in this year's Technician Survey is extremely important to continue our mutual progress in Customer Experience and enhance the level of service we provide to your technician and your service team.

Please share this cover letter with your technicians and encourage them to participate in this year Technician Survey.

Naturally we'd appreciate positive feedback where we've hit the mark in assisting our great Technicians, as well as, what we need to focus on to improve even further.

To access the survey, please visit: http://2022stellantistechsurvey.com/

On the log-in page, select your brand, and type in your dealer code to log into the survey.

Manufacturer/Brand Name: ***U.S. - Stellantis***

Dealer Code: ***Your Dealer Code***

Please complete the survey by August 5th, 2022.

We appreciate your participation and support. Working together we will continue to improve the Customer Experience for our vehicles and service we provide.

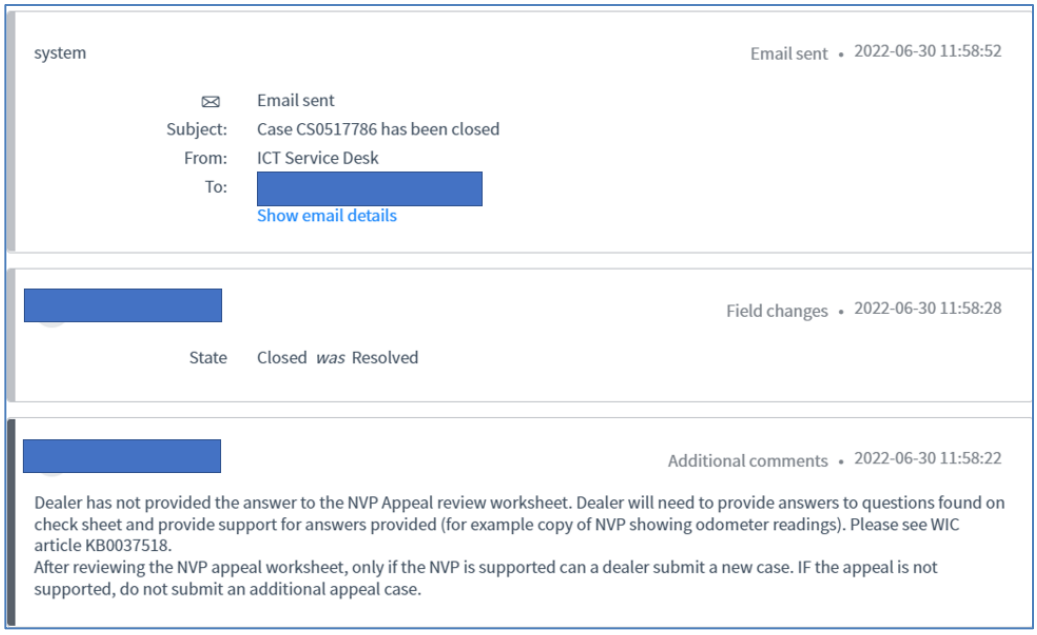
Thank you,

Jim Sassorossi
Head of Technical Service

Once An Appeal Is Closed, No Additional Review Will Be Completed

Dealers must provide ***all*** details related to an appeal on the first submission. If an appeal case is closed due to lack of information, a **new** appeal case must be opened. Dealers can reference the original case; however, all new information has to be entered in the new case.

Not sure how to tell if the case is Closed? Dealers can review the history of their case in WIC or in the email that is sent to the email address on the user's profile. Once the case is closed, new information can be added by the dealer, however, that information is not sent to an agent for review. Information added to a closed file is only stored for the dealer to have as a reference, it is not sent to the appeals group for additional review.



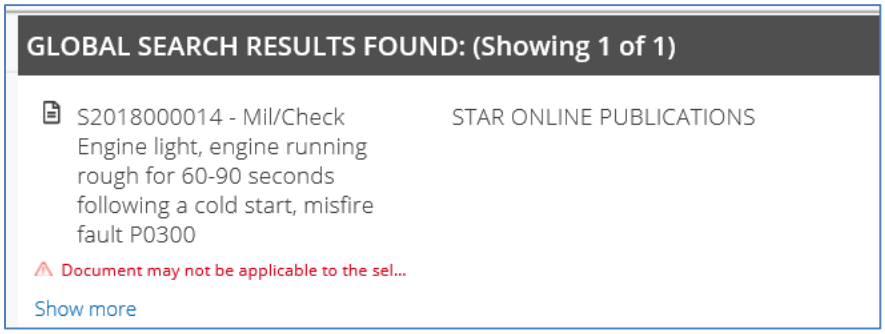
Can a dealer close a case? Yes, if a dealer *accepts* the proposed solution the case will be closed. If a dealer *rejects* a proposed solution, the case will not be closed and allows a dealer to keep the current case open for additional communication between the Warranty Contact Center and the dealer.

Software Level Support For Repeat Repair Flashes

Claim support for flashes, as well as possible repeat repair flashes, is the pre and post VSR for each repair showing the module software level prior to and after the flash was completed. For example, if a dealer completes a flash that changes the software level from AB to AC, two VSRs are needed to show the software was successfully installed. If a month later the customer returns for a related issue and the technician finds another software update, the pre-repair VSR will need to show software level AC (to match the last repair), and the post-repair VSR will need to have the updated software level (for example AE). Too often when this information is asked for, there is no support that the first flash was successfully installed.

Correct STAR Case Application

In Service Library, enter the VIN to access details related to the vehicle being repaired. Once the correct vehicle information has been accessed, enter the STAR Case number in the search box. If the STAR case has a warning message, click on "Show more" to see which vehicles this case is related to. In this example the VIN being repaired was a 2018 GA, but the STAR Online case is for 2019 and 2020 GA and does not apply.

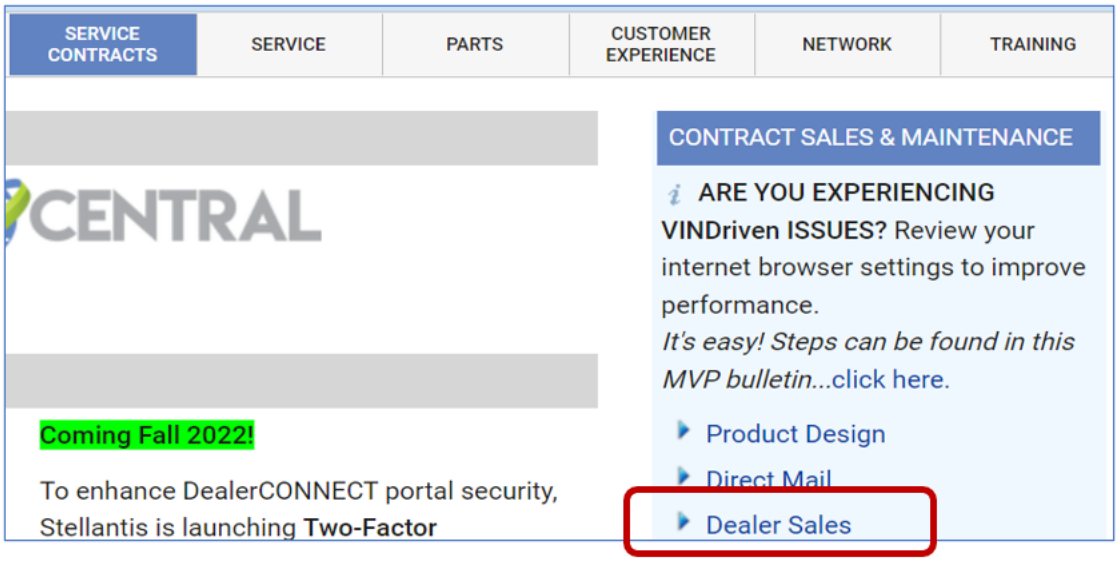




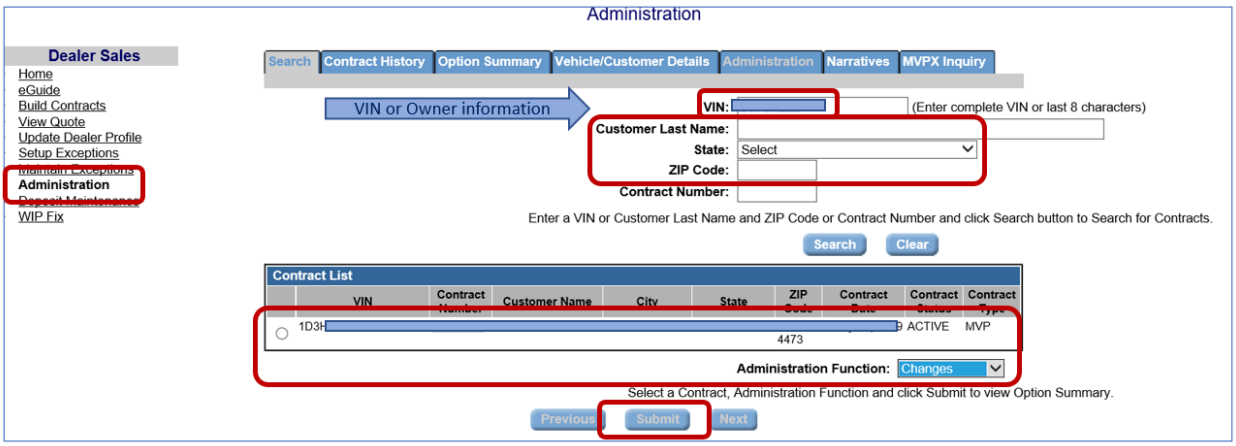
MVP Plan Provisions

Have you ever needed a copy of a customer's MVP plan provisions to assist with coverage details? Dealers can print a copy of the customer's plan provisions by following the below steps:

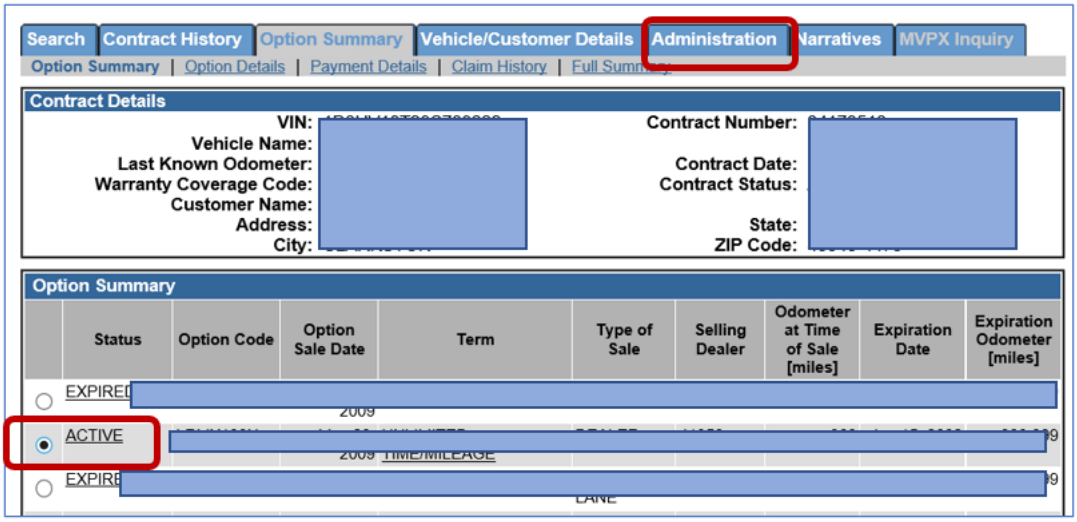
Go to: *DealerCONNECT> Service Contracts> Contract Sales & Maintenance> Dealer Sales*



Select **Administration**, then enter either the VIN or customer information to show the MVP plan(s) that are available for review. Select the needed plan from the list, then from the Administration Function drop down, select Changes, then Submit.

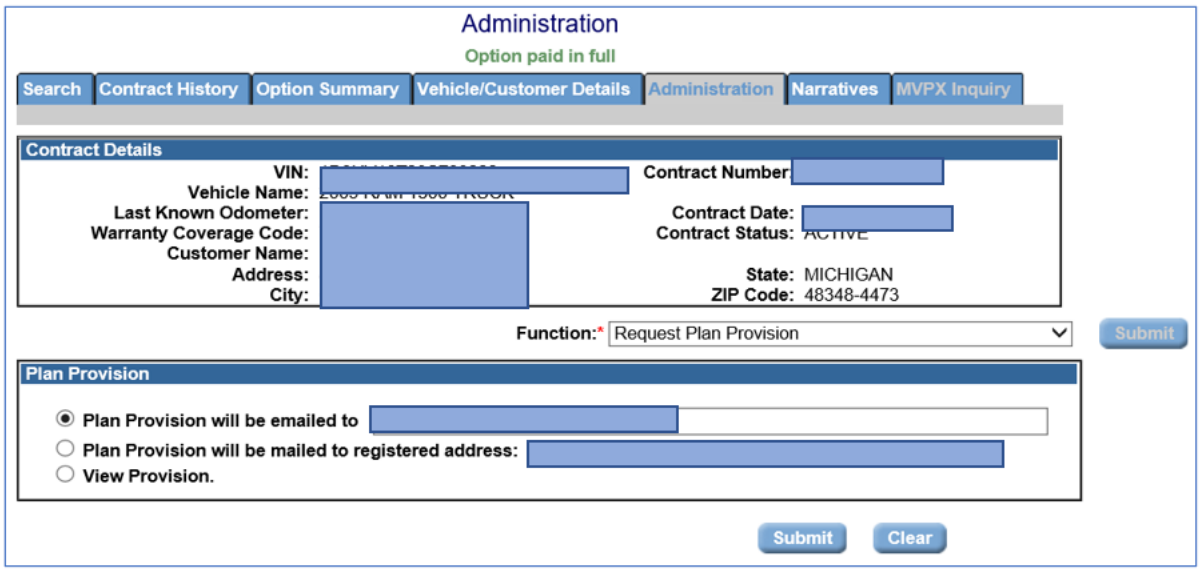


The Administration tab will become active once Submit is selected. You will need to select the plan a second time, then click Submit at the bottom of the page.



The selected Administration tab will now only show the selected plan, and Function drop down.

From the Function drop down, select Plan Provisions and submit. The system will then ask how the provisions should be displayed. Selecting View Provisions will open a PDF file of the plan provisions that can be printed, saved, or emailed.



Dealers Damaging Sheet Metal Is Not Covered

A popular question recently is **"why are photos needed to support paint repairs and sheet metal replacement?"**. Unfortunately, warranty has continued to see panels that may have been repairable, but were damaged beyond repair by body shop, in an attempt to support replacement. Repairs related to this type of damage is not covered by warranty.



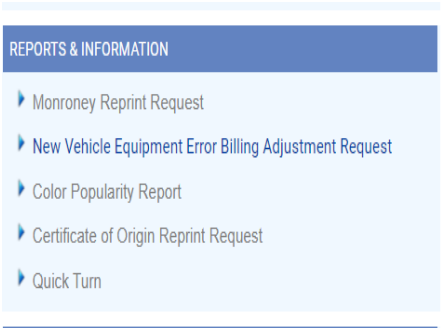
Photo of square cut out of panel, not covered



Grinder "burn" mark on metal showing grinder held in one place until panel damaged beyond repair

New Vehicle Equipment Error Billing Adjustment Request Form

A copy of the New Vehicle Equipment Error Billing Adjustment Request form can now be located on the Sales tab within DealerCONNECT following the path: *DealerCONNECT> Sales> Reports & Information> New Vehicle Equipment Error Billing Adjustment Request*



Launch of the CX/Service Launch Central Website

The Customer Experience team, along with Technical Service Operations, will be launching a new link on the Service tab within DealerCONNECT titled **CX/Service Launch Central**. This site is intended to be easily used and can be accessed by all dealership personnel. This link will help drive awareness for applicable service actions and communications, along with useful links and announcements to support new vehicle launches, which will help drive and increase customer satisfaction and fixed first visit.

The Phase 1 release for this link will provide useful hyperlinks to service and warranty information, Rapid Service Update information for newly launched vehicles, along with any announcements on new launch vehicles. The Phase 1 release is expected during the first week of August 2022.

The Phase 2 release will include a VIN specific lookup capability which will provide listings of applicable Rapid Service Updates and Technical Service Bulletins for a given customer vehicle. Phase 2 is expected to release by the end of September 2022.

MY 2021, 2022, 2023 LA/LD SRT Tire Wear Notice

Excessive and irregular tire wear can affect the wheel balance on vehicles that have been driven in an aggressive manner. Examples of this include burnouts, doughnuts, drifting, wheel spin, and line lock. This can cause an imbalance of a wheel/tire assembly and should not be addressed as a warrantable repair, although it could be addressed as a Consumer Goodwill claim with appropriate Business Center Area Manager approval. Tire condition should be noted in the claim narrative.

Signs of excessive and irregular tire wear to look for are described in the pictures below:

Example 1:

Tire Wear Severity: Low

Description: Wear indicated by difference between front to rear of the tread block. Tire wear is due to hard acceleration and/or deceleration.

Image below of the trailing edge of the tire. No excessive/irregular wear can be detected visually from this direction of the tire but can be seen from the leading edge.

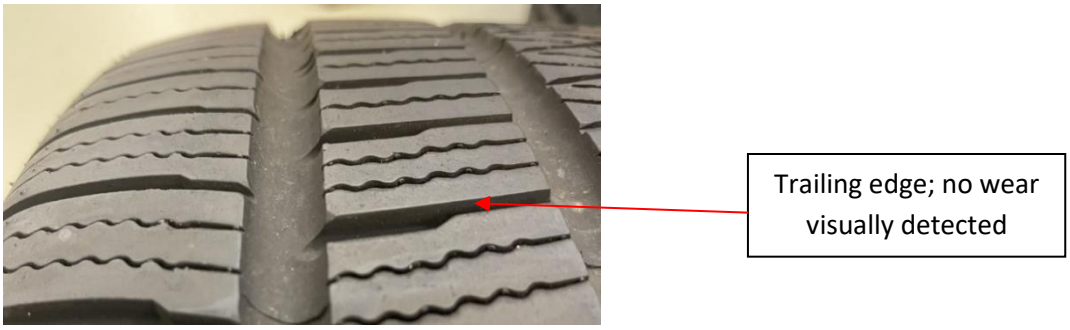
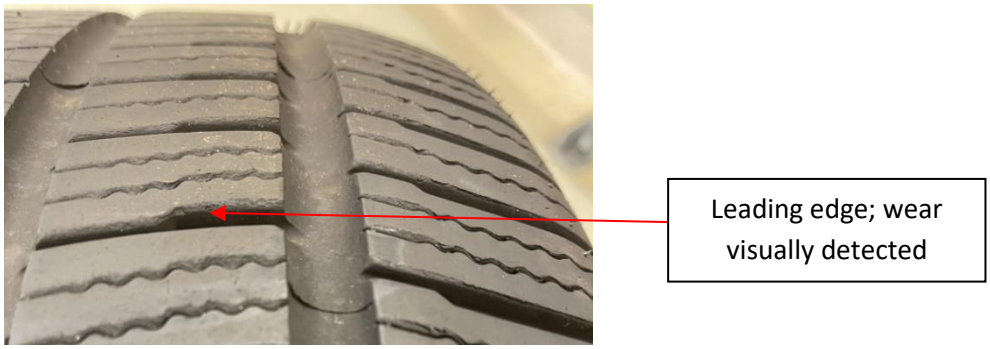


Image below of leading/biting edge of the tire from opposite direction of image above. Irregular wear can be detected visually from this angle and not the trailing side of the tire.



Example 2:

Tire Wear Severity: Medium (can affect wheel balance)

Description: Worn tread blocks found on the rear tires with a sign of heel-toe. Differences can be seen between the front tire and rear tire tread life, which indicates that the customer experienced tire spin or performed severe drifting/handling.



Example 3:

Tire Wear Severity: High (can affect wheel balance)

Description: Worn tread blocks found on the rear tires with a sign of heel-toe.

Excessive differences can be seen between the front tire and rear tire tread life and obvious ground rubber can be found between the tire grooves and tread blocks, which indicates that the customer performed tire burnout.



Outboard side



Inboard side

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
D-22-06	(X99) 6.7L Cummins Turbocharger Actuator – Certain 2015 Ram 2500 Pickup (DJ) and 2015 Ram 3500 Pickup (D2)	3/16/2022	82296
D-22-07	Part Order Restriction Program – Engine Control Module (ECM) – Select 2022 Ram 2500 Pickup (DJ), 2022 Ram 3500 Pickup (D2), 2022 Ram 3500 Cab Chassis (DD) and 2022 4500/5500 Ram Cab Chassis (DP)	3/23/2022	82437
D-22-08	Fast Feedback Program – 3.0L I6 HO Twin Turbo Engine, Exhaust System, Turbocharger Assembly, Fuel Components and Cooling Components – 2022 Wagoneer and Grand Wagoneer (WS)	4/20/2022	83009
D-22-09	SmartWarranty Adjustment	6/17/2022	84205
D-22-10	Enhancements to Vehicle Digital Imaging Pre-Authorization Program (VDI) Process	6/22/2022	84283
D-22-11	Paint Material Allowance Increase	6/22/2022	84286
D-22-12	(X96) Active Air Dam – Select 2019 Ram 1500 Pickup (DT)	7/20/2022	84819