SMART WARRANTY
REWARDING DEALERS FOR PERFORMANCE

WARRANTY OPERATIONS NEWSLETTER
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UPDATE FROM WARRANTY OPERATIONS

Hello Team,

Keeping with the theme from recent months, we thought we'd share some more best practices we are seeing many of you doing for your customers in order to produce high NPS, CSI and FFV. It's not rocket science, but in a busy day, it's so important to never break this process.

A key step in the Customer Experience process is the Handover of the vehicle to the customer after the repair work has been completed. This step provides a positive impression, adds value, and demonstrates the professionalism at your dealership.

Below are the steps in the process for handing the vehicle to the customer, demonstrating the quality of the work performed.

- *Confirm the customer's vehicle is clean inside and out*
- *Confirm the customer's vehicle settings are unchanged*
- *Review the Quality Control Repair Verification Checklist completed by the Technician*
- *Provide a clear explanation of the work completed and the benefits of having the work done*
- *Remind the customer that they will receive a survey (72hours) and encourage their participation and completion. Stress their input is key to continuous dealership improvement.*

The Handover process provides a positive experience to the customer, illustrates that you value their business, and assures the customer needs and expectations were met.

Thank you,

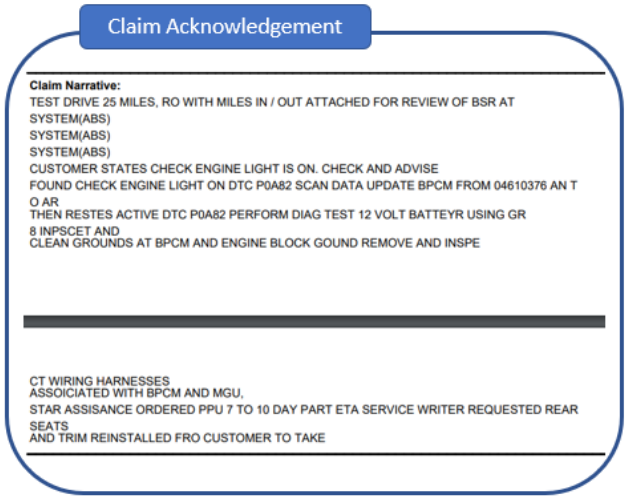
Jim Sassorossi
Head of Technical Service

Claim Acknowledgement Narrative vs Claim Entry Narrative

Have you ever noticed how difficult it can be to read the narrative on the claim acknowledgement? The narratives run together, you don't know who wrote what, or when a section ends and another begins.

To better understand the response from the Warranty Contact Center, please review the narrative using DealerCONNECT>Claim Entry> Narrative

Below is a comparison of the Claim Acknowledgement and Claim Entry Narratives.





As you can see, the format of the different views makes reading the narrative difficult in the Claim Acknowledgement view. The Claim Entry Narrative view allows you to select the type of narrative (authorization, condition, or 3C's), which makes it very easy to see the information based on its purpose and review what is needed to support the claim.

Pre-Authorization Link

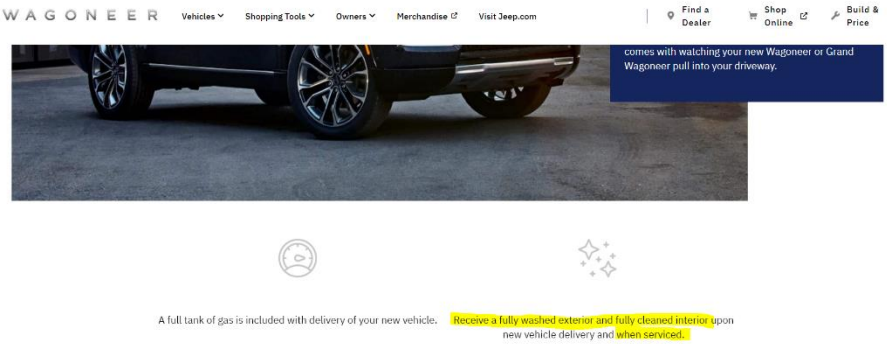
Not all pre-authorization requests are the same. Each type of request has its own set of requirements as well as its own specialized review process. If a request is entered in the wrong link, the case will be rejected or in some cases based on the way the system is set up, the case may get lost in the world of IT (which is never good). To avoid delays in claim approval, please make sure the correct link is used when entering a pre-authorization request.

Currently there are four different pre-authorization links in DealerCONNECT.

Pre-Authorization Title	Location	Purpose
Powertrain Service Center	DealerCONNECT> Service> Warranty Administration	Required as detailed on the Powertrain Pre-Authorization Matrix
Vehicle Digital Imaging	DealerCONNECT> Service> Warranty Administration	Required as detailed on the Vehicle Digital Imaging Pre-Authorization Matrix
Mopar Vehicle Protection Digital Imaging	DealerCONNECT> Service> MVP Claims Administration	When requested by MVP hotline and based on type of repair / repair value
Transportation Claim Request (TCR)	DealerCONNECT> Service> Transportation Support	Required for vehicle transportation damage above $100.

Wagoneer Customer Wash Reimbursement

Recently a question was received from a dealer asking, *"As per Warranty Bulletin D-21-18, if a Wagoneer customer comes in for Recall and RSU repairs, do they get extra services (i.e., wash, fuel, pick-up and delivery, active delivery, etc.)? Per the bulletin, these services are only allowed on Recall and RSU repairs, and only once per VIN number. Now comes the contradiction: Per the Wagoneer client services page, "Every time a customer comes in for service, they are eligible for washes."*



Our question is how do we claim for these washes, etc., if the customer comes in for a MVP oil change, or a customer pay oil change, etc. where the repairs are not warranty?"

The information provided to the dealer explained that dealers meeting the Wagoneer Premium Achievement Program's 10 Customer Promises earn payments on each new vehicle sale which supports their commitment, specifically: ***Promise 5: Our dealership will wash and clean the vehicle inside and out at delivery and after service and restore all customer settings.**

Thus, there are no reimbursements via warranty claims for vehicle washes during maintenance visits; it's the standard & expectation set by the Brand and incentivized via the Wagoneer Premium Achievement Program.

Every dealer should strive to become Wagoneer certified and meet the 10 Customer Promises. That's the customer expectation.

PRAS+ System Issue on September 11, 2022

On September 11, 2022, PRAS+ experienced a system issue that reported several parts as SCRAP, that should have been returned. Once the issue was resolved the system reissued the correct part disposition. The reissued part request could not be satisfied in many cases due to the part already being scrapped. Some dealers entered appeals and decline request that were rejected since the issue was not fully communicated. If your dealership has a PR1 charge back that was caused by a change to the part disposition, please enter a new appeal for review. On the new appeal, please make sure to explain that the part disposition was changed by the system and that the part return request was updated several days after the claim was paid. The appeal review will compare the claim payment date to the return request date. If the dates are within the known issue, the appeal will be approved.

Please make sure to provide the correct information in the appeal to ensure correct handling.

85LOAN00 – Correct Support for A Rental Request

To help make sure a claim with a rental related to back-order part(s) is supported, the dealer must provide the correct information using the 85LOAN00 LOP. The 85LOAN00 LOP narrative was put in place over 10 years ago, but dealers continue to overlook this important claim support step. Claims without the correct rental support are not only subject to return for correction; these claims will also often have a request to adjust rental since it is not supported.

Incorrect claim support – This claim will be returned to the dealer for the part back-order details listed in WB D-19-28

Claim Narratives

COND SE(	NARR LEVE	LOP	NARR TYF	SRC	NARR DESC
1	LBR	85LOAN0(		Dealer	LOANER VEHICLE

Correct support claim –Dealer has provided the part back-order details listed in WB D-19-28. The agent will confirm the information to process the claim.

Claim Narratives

COND SE(	NARR LEVE	LOP	NARR TYF	SRC	NARR DESC
					CONCERN:
1	LBR	85LOAN0(		Dealer	PART# 68411230AA ORDER# NA0812 ORDER TYPE SPECIAL

Please remember, the goal dealers and FCA has is to return the customer's vehicle as quickly as possible, keeping a focus on part orders and timely repair is an essential part of that goal.

Quick Claim Builder (QCB) - Updated

If you haven't used QCB recently, please make sure to check out the updated variety of RSUs and Recalls. Quick Claim Builder has been updated with the latest RSUs and any applicable Recalls. QCB is available for all dealers to quickly and accurately process multiple claims at once.

Note: QCB is applicable to select RSUs and Recalls.

How to Process a Claim for a Traveling Canadian, Mexican or International Customer

To process a Warranty (W), Mopar (M) or Recall (S) claim for a Canadian, Mexican or International customer who is visiting, traveling or vacationing, do the following:

Put the claim in RA and attach a copy of the following items to the claim:

- Customer's Canadian, Mexican or International Driver's License
- Canadian, Mexican or International Vehicle Registration

NOTE: Remember to use "Kilometers" in recording a vehicle's odometer reading on Warranty Claim documents. **DO NOT convert kilometers to miles.**

NOTE: For MVP claims on a Canadian or Mexican customer traveling in the USA, MVP USA will honor all covered repairs. Use VIP to validate repair coverage and any pre-authorization requirements. Contact MVP at 1-800-782-2668 for any pre-authorization requirements.

If an MVP USA customer is traveling in Canada or Mexico, their market will honor any covered repairs.

Check *DealerCONNECT or wiADVISOR VIP* for coverage limits.

PTSC Hotline Updates

To allow the PTSC agents to better focus on their primary role of reviewing and responding to cases, many of the tasks the agents assisted with are being moved to the Warranty Information Center (WIC) Ask a question process. These updated processed will be piloted starting the week of November 7, 2022.

1) Registration Corrections

Dealer's will need to submit a request to WIC Ask A Question. To assist with these requests, please follow these guidelines:

Subject of inquiry - Registration Cancelation/Correction
Inquiry description – Request Mopar registration cancelation to allow for subsequent correction
Grouping – Select > Ask Warranty default
Product – Mopar Part Registration

The WIC agent will update the dealer when incorrect registration has been canceled and the dealer can enter the correct registration information. Dealers can review full details in WIC article KB # 0023280.

2) PA Adjustment – Submit claim to RA for review

PTSC will no longer be adjusting PA's once the PA is issued. Dealer will submit the claim to RA advising of the reason for the increased claim amount. As a reminder, to help reduce the number of claims with incorrect PA approval amounts, please make sure to include all parts and labor in the original request.

3) Restricted Parts for Customer/Insurance Paid Repairs

Dealers that need assistance with ordering restricted parts for Customer/Insurance repairs that do not already require PTSC pre-authorization will submit the request to WIC Ask A Question, following the process outlined here:

Subject of inquiry – Restricted part order request
Inquiry description – Request Mopar restricted part order assistance
Grouping – Select > Ask warranty default
Product – MOPAR

Please make sure to include:

- ✓ VIN
- ✓ Part Number
- ✓ Dealer Code
- ✓ Reason for the part order
- ✓ Verification of Deposit/Payment of requested part

Once the order is approved, the order number will be provided to the dealer in the case response.

4) After the fact – Failure to request pre-authorization

Dealers will submit pre-authorization requests for after the fact review and consideration by PTSC. Claims sent to RA with no pre-authorization will be returned to the dealer with the return narrative, *"Dealer did not follow pre-authorization process. Dealer will need to submit a pre-authorization request, with the required support, for review by PTSC. Once the request has been reviewed, the dealer will be provided directions on how to proceed with claim review."*

5) Expired PA – Dealer will submit claim to RA for review and payment. Please make sure to explain why the repair was not completed in the 90 days since the PA was issued.

6) Does this repair need pre-authorization? Dealers are encouraged to review the Pre-Authorization Matrix in DealerCONNECT. If there is an outstanding question after reviewing the Pre-Authorization Matrix, dealers can submit a question to WIC Ask A Question.

7) Technical Assistance – Dealers requesting Technical Assistance should contact STAR.

8) Parts Inclusion – Dealers requesting assistance with part packaging details, to determine what parts are included with the main part number, will need to contact Parts Specifying for packaging assistance.

9) Missing Powertrain serial number – Dealers can email: Mopar_QC@chrysler.com with repair details. Mopar Quality Control will assist dealers by providing directions on how to proceed with registration of the powertrain assembly.

These actions are being taken to help reduce hold time, help dealers use the correct resource for the task at hand, and to reduce incoming PTSC call volume, with the goal to improve PTSC turnaround times for pre-approval requests.

All Model Years/ All Models – Instrument Cluster Lens Damage

Cleaning Plastic Instrument Cluster Lenses

The lenses in front of the instruments in this vehicle are molded in clear plastics. When cleaning the lenses, care must be taken to avoid scratching the plastic.

Clean with a wet soft cloth. A mild soap solution may be used, but do not use high alcohol content or abrasive cleaners. If soap is used, wipe clean with a clean damp cloth. Dry with a soft cloth.



Few examples: Chemical Damage



Hazy Look: Abrasive cloth used to clean

Long Term Storage of Vehicles

It is important new vehicles are delivered factory fresh at the time of customer delivery to prevent customer complaints for such issues as brake vibration, highway speed vibration from tire flat spots, battery failure, A/C compressor failure, rust, exterior paint defects, etc. The actions and frequencies in the following chart should be performed to minimize part / vehicle degradation from new unsold vehicles stored on-site or at off-site locations.

Suggested Long-Term Storage Maintenance Chart

Action	Frequency
Tire Inflation Pressure Check	Monthly
Rust Inspection	Monthly
Run A/C Compressor	Monthly
Test/Charge Battery to 12.6V	Monthly
Engine Starting and Vehicle Moved	Monthly
Disc Brake Rotor Surface Rust Removal (min 10 stops)	Every other Month
Exterior Body Film Removal	After up to 180 Days
Wheel Film Removal	Just Prior to Customer Delivery

Tire Flat Spotting

Tire pressure is inflated to max sidewall pressure at the vehicle assembly plant to reduce the risk of "flat spots" on tires during new vehicle shipping and vehicle storage. Inflating tires to max sidewall tire pressure helps to preserve the integrity of the tire and reduces potential technical issues.

If a new low mileage vehicle has a vibration believed to be related to wheel and tires, it is recommended to drive it at least 200 miles after putting into service. This will likely drive out the flat spots; performing a tire and wheel rebalance on a vehicle that has flat spots could lead to an imbalance after the flat spots have been driven out. Encourage the customer to drive it 200 miles and if the vibration is still present, to return for correction.

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
D-22-13	New E-XTEQ Maximus Battery Tester/Charger and Sundown of Midtronics ED-18 Battery Tester	10/19/2022	86846