



UPDATE FROM WARRANTY OPERATIONS

Hello Team,

First, thank you to the 46% of dealerships that have a FFV score of 94 or higher. With almost half achieving it today, we need everyone doing it to reach Best in Class.

Did you know that dealers that have between 92.5% and 94% Fixed First Visit (FFV) overall, on average exhibit an FFV score of less than 88% for customer visits where the service required is a repair to the vehicle as opposed to Maintenance work? While it is important to take care of those Maintenance customers, we need to keep in mind that vehicles coming in for Warranty Work and Customer Pay repairs can be difficult to diagnose and repair.

It's important to pay extra attention to these repairs and ensure that you follow the service procedures, Technical Service Bulletins and take the time to diagnose these vehicles. This leads to a higher overall Fixed First Visit and more importantly a satisfied customer that does not need to return.

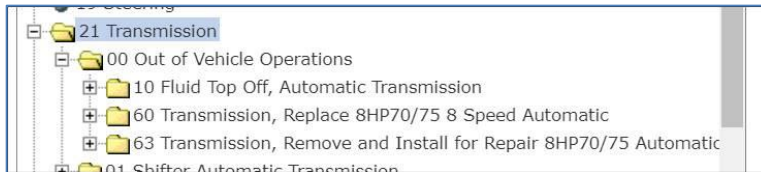
Thank you,



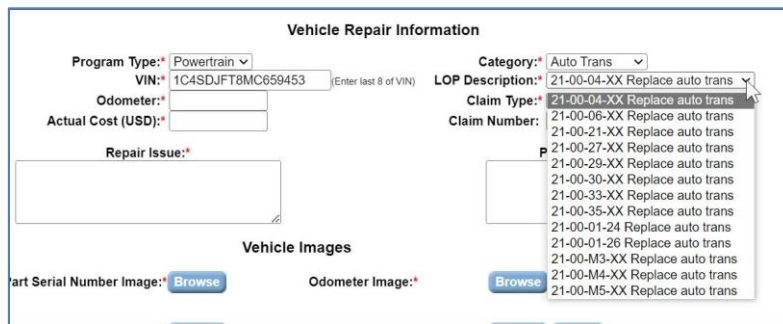
Pre-Authorization LOP Selection

When entering a Pre-Authorization, not all repair LOPs from the DealerCONNECT LOP tree are available in the LOP Description drop down. If the LOP from DealerCONNECT LOP is not

available in the Pre-Authorization drop-down, please use the closest LOP from the drop-down menu.



Sample of DealerCONNECT LOP tree showing correct LOP is 21-00-60



Drop down menu missing LOP (Use 21-00-06)

VIN vs Claim Number

As a reminder, when submitting an inquiry to WIC, dealers must include the last 8 digits of the VIN (**not the claim number**) for the agent to be able to assist the dealer. Many dealers assume claims can be retrieved by claim number, which is not possible. FCA systems store all claim data by the VIN. When a dealer provides only the claim number, the agent is not

able to assist with the question. Providing accurate details helps ensure your inquiry will be handled properly. This applies to all WIC Inquires such as Mopar registration, LOP inquiry, warranty coverage, etc. Remember, the better the question details, the quicker the answer.

Maximus Battery Charger Software Update

Please remember to update your Maximus Battery Charger to the latest **Software level**

2-34. If there is an issue with the update, please contact E-XTEQ at 1-877-453-3265.

What is the Correct Date to Use for “Date Completed”?

Date completed is when the repair was completed, not when the RO was closed. It is important to make sure the date completed is accurate to support claim processing. Many claims are being rejected due to the wrong “date completed” being entered on claims related to the battery charge at FSI. For example, dealers are saying the date completed is March 12, 2023, but the claim system sees that the vehicle has an In-Service Date of March 10, 2023. When questioned why the battery charge was completed after the vehicle was delivered, the answer is *“the charge was*

actually completed on the 10th, we just didn’t close the RO until the 12th, so that is the date we used”. Using a date after the vehicle was sold is causing the system to see a repair after the sales date and rejecting the claim.

Using the date the RO was closed, rather than the date the repair was completed also builds days out of service, which is not accurate.

Please make sure the correct date the repair was completed is being used to assist with accurate repair reporting.

Battery Charge Timing

VINs on the battery recharge list are to be recharged to the 80% within 10 days of being added to the recharge list. Some dealers are opening an RO when the VIN shows on the list, but are not completing the recharge until 20 to

30 days later. Please make sure the battery maintenance is being completed within the recommended time to the minimum charge to avoid rejected battery claims.

MVP Claims With Message Code RB3

As MVP continues to move towards a post authorization process, Lifetime, engine, and transmission assemblies will continue to follow the pre-authorization process. Non-Lifetime claims with message code RB3 will now require post authorization.

MVP claims with message code RB3 will require the dealer to request authorization using RA. To assist with quick claim processing, please make sure claims submitted to RA have detailed claim support such as 3C’s, a copy of the RO, tech notes, time punches, copy of rental agreement, etc.

Lifetime Claim Support

As a reminder, all Lifetime claims for Warranty and MVP require proof of current ownership. Lifetime coverage is based on current ownership and is not transferable to future owners. This coverage also does not apply to

vehicles in dealer's used vehicle inventory. Please remember to provide the proof of current ownership that the dealership used to confirm coverage at time of write up to the agent at the Warranty Contact Center.

PH1 - Parts Price Claimed Is Invalid

PH1 message code sets on a claim when dealers attempt to adjust the part pricing. If a dealer attempts to change a part to "no charge", the claim system will automatically assume it was a mistake and apply the part price. This update to the part price causes the

PH1 message code. To adjust the price of a part, for example to make a part no charge on a Mopar continuation claim, use the adjustment field on the Total tab. Please make sure all PH1 message codes are corrected before the claim is submitted for review in RA.

Flash Communication for PTSC Submissions

For all Powertrain Pre-Authorization requests, it is now necessary to add a current dated Vehicle Scan Report (VSR) into the **Affected Area Image 1** spot. For the VSR, there is no need to print or scan the document. Change

the printer option to a PDF file (.pdf), saving it to a desktop. From the same computer, attach the saved .pdf file using the Browse tab. Place the VSR in the **Affected Area Image 1** spot.

DealerCONNECT > Service > Warranty Administration > Powertrain Service Center

Vehicle Repair Information

Program Type:*
 VIN:* (Enter last 8 of VIN)
 Odometer:*
 Actual Cost (USD):*

Category:*
 LOP Description:*
 Claim Type:*
 Claim Number:

Repair Issue:*
 Proposed Service Action:*

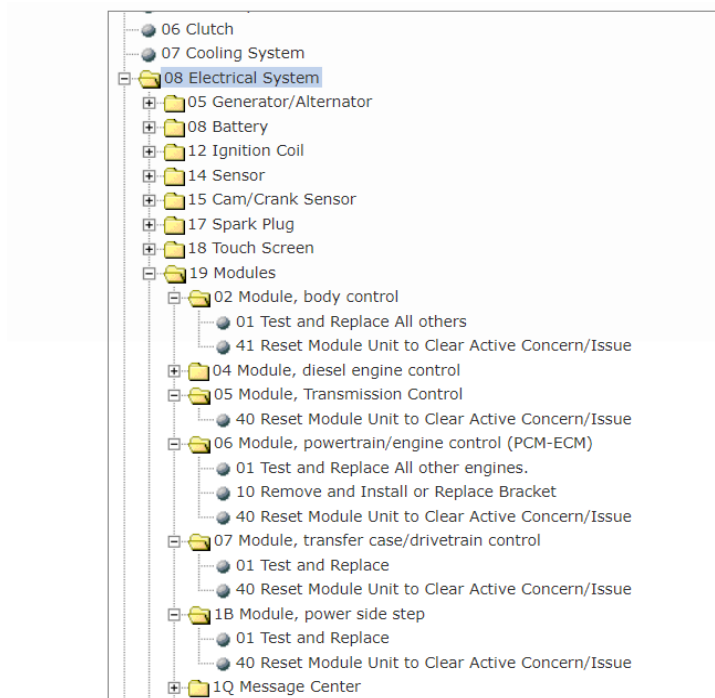
Vehicle Images

Part Serial Number Image:*
 Odometer Image:*
 Diagnostic Checksheet:*
 Repair / Replace Worksheet:*
Affected Area Image 1: *
 Affected Area Image 2: *

New Labor Operation Number for Modules Reset With a Verified Concern

In the interest of clarifying the proper LOP to use for a Module Reset, we have created a new LOP (08-19-XX-40) - "Reset Module Unit to clear active Concern/Issue" (see screen print below). This LOP should be used when there is a customer concern that has been verified and

is corrected by a Module Reset. This should be used *before* replacing any module. If there is no actual verified concern, the diagnostic LOP 85-41-XX-XX "No Trouble Found" (for the appropriate Area) should be used, even if a Module reset is performed.



Small Leak Verification Test Claim Entry Requirement - Coming Soon

Coming at the end of April or early May, there will be a new message code (CF3 - Small Leak Verification Test must be performed with wiTECH before and after repair for DTC P0456. The test results are missing or the test failed).

This message code is to verify that the evaporative emissions system test is ran to verify that the leak is fixed. If the test is not run or if the test fails, GCS will set the CF3 Message Code on the claim.

MY 2021 - 2023 Jeep Wrangler (JL) PHEV - Fuel Filler Housing

We are finding corrosion in the electrical connectors for the Jeep Wrangler (JL) PHEV versions. The Fuel Filler Door has an electrical release that includes an electrical actuator to open the Fuel Filler Door. The release button (located below the headlight switch) is shown in the photo on the right.



It is very important to not use a high-pressure water spray in the open fuel door, as this can cause water to damage the Door Actuator

electrical connections and lead to an issue with the Fuel Filler Door operation.



MY 2019 - 2023 - RU/ LX/ LA/ LD/ DS/ KL/ WK/ WD - Servicing Analog Backup Cameras for Blurry Image

When inspecting a camera for a blurry image, verify that the lens does not have any scratches and has been cleaned. Also, verify if the camera is an analog or digital. Analog cameras have a much lower quality image compared to newer digital cameras and the customer may believe the image is blurry due to the limitations of the camera itself. Replacement of a blurry analog camera will most likely not improve the image quality and

cause the customer to be dissatisfied with the repair.

When testing for a blurry image, ensure the lens is clear of scratches/debris and make sure to examine the image in an indoor setting. Analog cameras may show a degraded image in certain lighting environments.

Analog and digital cameras can be identified by the type of connector they have.

Analog is seen on the left and digital is on the right.



The quality of the image may vary in different vehicles.

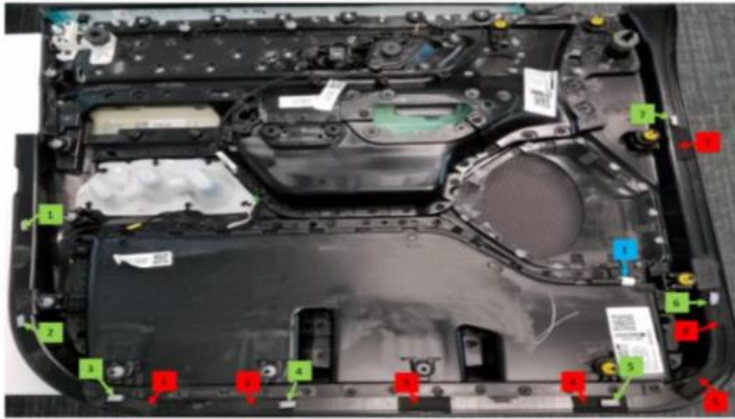
Below is a range of images that we currently expect from an analog camera.



MY 2022 - 2023 All Models - Speaker BSR

We have seen several speakers returned that test perfect when tested. When experiencing audio BSR issues, check the clips on the door

trim panels, foam replacements, window cables and the plastic on the sheet metal for issues before replacing speakers.



Door Clip Locations



Door Foam Installation Locations

Please use care when removing the door trim for speaker retention. Check that the white clips are the ones being used. Production is no longer using green clips. If green clips are found, replace the green clips with the new white clips, as that is the most likely cause of the BSR the customer experiences. (Figure 1)

Through testing, we have determined that improper clip placement was causing buzzes, rattles, and crackles in the door trim. When removing the trim, the two-stage clip can come off with the inner and outer piece. (Figure 2)



Figure 1. Green vs White Clips

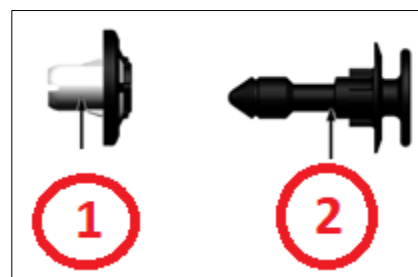


Figure 2. Two stage clips

To avoid unnecessary speaker replacements for other BSR issues, please refer to Service library to check for Technical Service Bulletins, processes, and diagnosis.

Speaker claims for a BSR, that are tested to be found working as designed may be charged back for an over repair.