FCA CARIBBEAN WARRANTY BULLETIN

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

SUBJECT: Goodwill Alternate Transportation Reimbursement Rates and Announcement of New Types of Alternate Transportation (Rev. F)

NO: ID-22-08
DATE: October 4, 2023

FOR: Puerto Rico and US Virgin Islands

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

PURPOSE:

To announce that Competitive make vehicle loaners are extended as eligible for reimbursement for Goodwill Alternate Transportation. These vehicles are eligible for reimbursement through June 30, 2024.

This bulletin also announces that two forms of alternate transportation will now be allowed per repair visit.

All other policies in this bulletin remain unchanged. The goal of Goodwill Alternate Transportation programs is to increase Customer Satisfaction and Net Promoter Score by addressing the needs of each customer as it pertains to Alternate Transportation.

Note: Alternate Transportation is not covered as a part of a vehicle's warranty, but can be provided as Goodwill based on the needs of the customer. FCA Caribbean must provide rental approval and place a DM Note in order for a warranty goodwill claim to be approved for payment.

TIMING:

Vehicles received for repair on or after February 28, 2022. Competitive make vehicle loaners are eligible for reimbursement today through June 30, 2024.

ACTION:

The amounts listed below are applicable for Warranty (W), Mopar (M), and Recall (S) claims. Competitive make vehicles are reinstated as eligible for reimbursement for Goodwill Alternate transportation.

- Standard Vehicle Service Loaner: Up to $40 per day – LOP 95-40-01-41
  - ✓ Chrysler: 200
  - ✓ Dodge: Dart
  - ✓ RAM: ProMaster
  - ✓ FIAT: 500, 500e, 500L, 500x
  - ✓ Jeep: Compass, Patriot, Renegade
- Non-Wagoneer High Line Vehicle Service Loaner: Up to $50 per day – LOP 95-40-01-42
  - ✓ All other applicable Chrysler, Dodge, Jeep or Ram vehicles
  - ✓ All Alfa Romeo vehicles
- Wagoneer High Line Vehicle Service Loaner: Up to $60 per day – LOP 95-40-01-42
- Loaner Competitive Make Vehicle Loaner: (Up to $25 per day) – LOP 95-40-01-40
- Rideshare: Up to $38 each way – **Receipt required**
  - ➢ For Rideshare, a receipt must be attached to the claim for the amount requested.
  - ➢ Travel from Dealer: LOP 95-37-02-53
  - ➢ Travel to Dealer: LOP 95-37-02-52
- Shuttle Service: $7.50 each way* - LOP 95-37-02-51

  *For Shuttle Service, the dealer must keep a log of the customers who were serviced that contains all necessary information: Customer name, VIN, date of service, and RO.

NOTE: Two forms of alternate transportation will now be allowed per repair visit. **The two forms that will be allowed is Rental and Pickup/Delivery.**

In an effort to reduce the time the customer is in a loaner vehicle; we are implementing this new policy. If the customer has a loaner vehicle and is unable to drop it off to the dealer when their vehicle is ready, the dealer can now drive the customer's vehicle to them and pick up the loaner. On the claim for the repair, there will be the LOP for the loaner and the LOPs for Pickup/Delivery.

ADDITIONAL INFORMATION:

Rideshare reimbursement is open to any company that offers the service to the general public, and is reimbursable with the proper receipt showing the customer name, date, cost, and trip details.

- Reimbursement can include up to $5 tip, not to exceed the maximum amount reimbursable.
- Reimbursement is limited to one pick up / drop off site. Multiple stops are not reimbursable under this program.
- To minimize customer reimbursement, it is recommended that dealer's set up a ride share account for this program.

- If a customer uses their ride share account for this program, the customer must submit the receipt to the dealer for reimbursement and the dealer must reimburse the customer and then request reimbursement from warranty. The customer will not be reimbursed directly by warranty.

The log for Shuttle is required to be submitted with each claim for reimbursement. The log must be kept for corporate review to support all claims submitted for reimbursement.

Sample logs for Rental and Shuttle have been included in this bulletin.

The Wagoneer Goodwill Alternate Transportation service loaner reimbursement rate was announced in Warranty Bulletin ID-22-05. However, the new types of Alternate Transportation announced in this bulletin can be used for Grand Wagoneer and Wagoneer vehicles.

Please ensure all affected dealership personnel are aware of this bulletin.

WARRANTY OPERATIONS

FCA International Operations LLC reserves the right to change any or all of the rules set forth in the Warranty Administration Manual by means of Warranty Bulletins and also by making the amended manual available to you on DealerCONNECT.

Rental Log

Note: Log should be used for Rental Vehicles

For tracking of Goodwill Alternate Transportation for Warranty , Recall and Mopar repairs only.

RO Number	Customer VIN	Rental VIN	Customer Name	Date Out	Odometer Out	Date In	Odometer In	Parts Order #	Parts Shipper #

Alternate Transportation Log

Note: Log should be used to record Repair Orders or Shuttle Service.

For tracking of Goodwill Alternate Transportation for Warranty, Recall and Mopar repairs only.

RO Number	VIN (Last8)	Customer Name	Date	Time	Shuttle *

* Options include Shuttle To Dealership, Shuttle from Dealership