



## Updates from Warranty Operations and Customer Care

The following articles are published to assist you with processing claims, contain valuable pieces of general information and support for our mutual customers

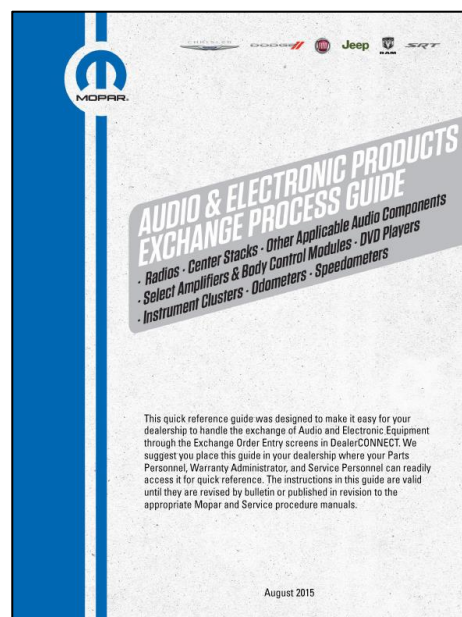
### Audio & Electronic Products Exchange Process Guide

The *Audio & Electronic Products Exchange Process Guide* has recently been updated. The guide can be found in 2 locations:

- DealerCONNECT>Parts>News and Information portlet
- COMDASH>Mopar Parts>Guides>Audio and Electronic Products Exchange Process Guide

Some of the key enhancements to the guide include:

- Clarification of what is an “exchange order part”
- Who to contact in the event a part number does not show as a “Z” number in DealerCONNECT. The answer, call *Mopar Parts Specifying* at 1-800-765-7732.
- How to order a component when corporate personnel authorizes a “new” unit on a sold vehicle
- Addition of the Exchange Order Core Status functionality
- New Q&A’s in the “*Common Questions*” section



### What to do if a recall is submitted on incorrect VIN

A new process has been created to better support dealers in the event you need assistance in removing or re-applying recalls on appropriate VINs.

**Within 90 days** of original claim submission perform these steps:

- Perform a dealer self-chargeback on the applicable claim
- Create a new recall claim using correct VIN and use original repair date
- Submit the new recall claim
- Contact the *DealerCONNECT HelpDESK* at 1-800-374-4040 and
  - request your issue be escalated to the **GVRs**

- request the appropriate recall flag be placed back on the VIN

**Beyond 90 days** of original claim submission perform these steps:

- Submit a WIC “*Ask a Question*” requesting the claim in error be charged back
- Contact the *DealerCONNECT HelpDESK* at 1-800-374-4040 and
  - request your issue be escalated to the **GVRs**
  - request the appropriate recall flag be placed back on the VIN
- Create and Submit a new recall claim on the correct VIN using original repair date

For additional information check WIC article #2405.





### Returning the Proper Parts

The main purpose for a Warranty Parts Return program is to improve vehicle quality. Through the Parts Return System, part(s) are requested to be returned based on the contents of the claim submitted. At the time of claim processing, the part numbers, VIN, vehicle build date, mileage at time of repair and other factors are used to determine if the replaced part(s) requires return.

The Parts Return System allows FCA US to update requirements on a daily basis. Therefore, it is required that you identify and store all parts used for all Warranty, Mopar and Safety repairs until the claim(s) have been paid. Once the claim is paid by DealerCONNECT, FCA US will tell you what should be done with every individual part that was listed on the claim(s) you submitted. **Hold all parts until claims receive the status of paid.**

A typical error made during the parts return process, for example bulb returns, is sending an aftermarket or the wrong part. The following illustrates the types of errors seen in bulb returns.

#### Non-OEM bulb returns



2015 MY Ram CHMSL Bulb Returns

Left: OEM Bulb  
Middle: OEM Bulb  
Right: Non-OEM Bulb



Various 2015 MY Family Lines Tail Lamp/Turn Signal Bulb Returns

Left: OEM Bulb  
Middle: Non-OEM Bulb  
Right: Non-OEM



Various 2015 MY Headlamp Bulb Returns

Left: OEM Bulb  
Right: Non-OEM Bulb

#### Types of OEM bulbs:

Osram      Federal Mogul      GE  
Toshiba      Philips/LumiLEDs      Vosla

#### Old bulb returns



Various 2015 MY Family Line Tail Lamp/ Turn Signal Bulb Return Left:

Manufactured 1275, 127th day of 2015, May 7, 2015 Middle:  
Manufactured 1456, 145th day of 2006, May 25, 2006 Right:  
Manufactured 1399, 139th day of 2009, May 19, 2009

Reference the *Warranty Administration Manual* for instructions on *Warranty Parts Return*.

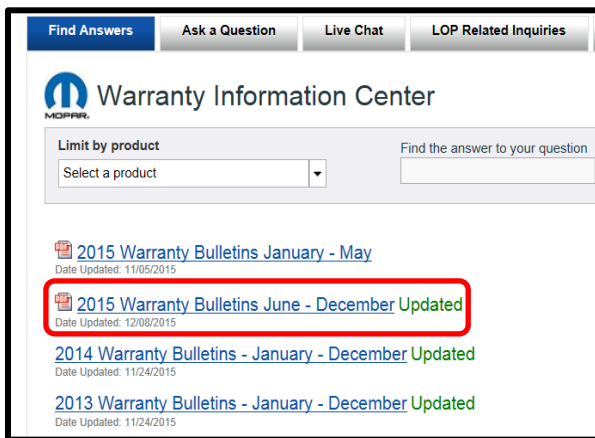




### Finding Warranty Information Made Easier

In our continuing efforts to make it easier for you to search and find warranty information including Warranty Bulletins, we are pleased to announce enhancements to the WIC "Ask a Question" application.

Warranty Bulletins have been loaded and you will see the links which will pull down the specific Warranty Bulletin you select. We continue to load prior year Warranty Bulletins to WIC but today you will see as far back as the 2013 calendar year.



**Warranty Bulletin Index – 2015  
June thru Dec**

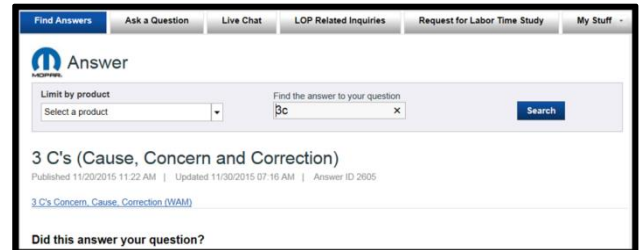
For easy access to a Warranty Bulletin released in 2015, simply click on the Bulletin # below

Fast Feedback Program & VIP LOP Restriction Warranty Bulletins are located in COMDASH

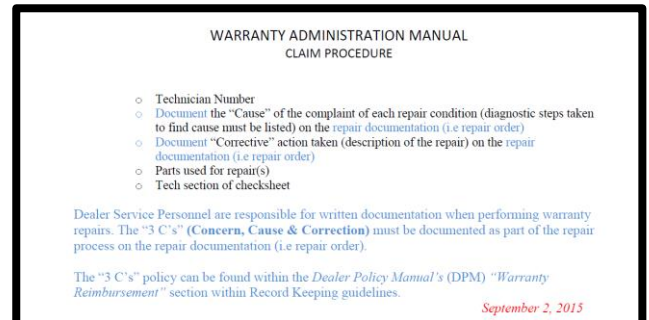
| Bulletin #     | Subject   | Release Date |
|----------------|---|--------------|
| D-15-14        | 2016 Model Year – 5/60 Gas and 5/100 Diesel Powertrain Limited Warranty                         | 6/4/2015     |
| <b>D-15-16</b> | Alternate Transportation Guidelines for Courtesy Transportation/ Dealer Service Loaners/Rentals | 7/1/2015     |
| D-15-16        | Reduction of Skill Level Training Requirements for "Replace Only" Automatic Trans/Transaxles    | 7/20/2015    |

NOTE: Fast Feedback Program & VIP LOP Restriction Warranty Bulletins are still located in COMDASH

When you want to research a topic, our new search allows you to simply type in the search box a key word(s) i.e. 3 C's and selecting the link provided. In this example, the link will take you to the specific page in the *Warranty Administration Manual* (other source documents related to your search key word may be provided).



By selecting the link [3 C's Concern, Cause, Correction \(WAM\)](#) you will be taken to the page in the WAM where "3 C's" information is published.



We hope you enjoy the benefit of this feature and that it is easier and reduces the time you spend looking for important Warranty information.

### Sublet Allowance – When can I collect?

Your dealership can only collect sublet allowance for repairs completed by a repair facility that your dealership (or dealer group) is not related to in any way. The response to the statement "...we can collect it because we are not on the same financial statement..." is not true.

The *Dealer Policy Manual* states "A sublet processing allowance may be claimed for ALL sublet repairs. For clarification, if the outside body shop is a separate business, having no formal connection to the servicing dealership, the repair may be considered a Sublet."





## Campaign Order Management Guide

### Who controls when an ARO Campaign controlled recall part is ordered in your dealership?

- A) The part manager
- B) The warranty administrator
- C) ARO

The answer may surprise you.

The correct answer is **B** - the warranty administrator.

Unlike the VIP which reflects a recall completed once a claim is processed, ARO Campaign bases parts ordering on PAID claims. This difference is the reason we want to make sure warranty administrators understand the importance of getting recall claims paid as quickly as possible. Parts that fall under ARO Campaign control will not be reordered until the paid claim showing that part used is received in the FCA parts system.

Many dealership employees do not realize that a recall part on ARO campaign control requires a paid claim to show the part was taken out of your dealership's warranty inventory (WINV). A delay in processing a claim could cause a delay in parts reordering.

To help clarify which parts fall into this process you should be checking the *Campaign Order Management Guide* at least once a week. The report is found in the *Announcements* box in the *Parts* tab in *DealerCONNECT*. The date the report is updated is part of the announcement, so you will know when to review the report for new information.

#### ANNOUNCEMENTS

**⚠ Campaign Order Management Guide:** Mopar has created a new report to assist with the order management of campaign parts. This report will be updated weekly to provide current information about order restrictions and order replenishment methods for all active campaigns. Please review updated report dated 10/09/15 [Click here to view](#).

| Dealer Campaign Order Management Guideline |                           |                             |            |          |                |                                |                    |
|--|---------------------------|-----------------------------|------------|----------|----------------|--------------------------------|--------------------|
| FCA Recall #                               | Recall Description        | Year and Vehicles           | Part#      | Noun     | ARO Controlled | Comments                       | Recall Launch Date |
| R25  | Drivers Air Bag           | 2004-11 - DS / HS / LS / NS | CB10R243AA | WIRING   |                |                                |                    |
|  |                           |                             | CBV2P811AA | AIR BAG  | Yes            | ARO Campaign Challenged Supply | 6/15/2015          |
|  |                           |                             | CBV2P812AA | AIR BAG  | Yes            |                                |                    |
| R26  | Passenger Air Bag         | 2003 - DR                   | CBX2R261AA | AIR BAG  |                | Estimated late November        |                    |
| R27  | Liftgate Water intrusion  | 2014-2015 - KL              | 04778138   | TAPE     |                | Estimated launch late October  |                    |
|  |                           |                             | 06016076   | STRAP    |                |                                |                    |
|  |                           |                             | 68271635AA | CLIP     |                |                                |                    |
|  |                           |                             | CBNAR271AA | COVER    | Yes            |                                |                    |
|  |                           |                             | CBNAR271AB | COVER    | Yes            |                                |                    |
|  |                           |                             | CBNAR272AA | WIRING   |                |                                |                    |
|  |                           |                             | CBNAR273AA | MODULE   |                |                                |                    |
| R30  | Survivor tether           | 2001-05 - ST                | CBN2R301AA | TIESTRAP | Yes            | Estimated launch 10/16         |                    |
|  |                           |                             | CBN2R302AA | TIESTRAP | Yes            |                                |                    |
| R32  | Engine Cover Displacement | 2011-15 - JC / JF           | CBTDR321AA | COVER    | Yes            | Estimated launch 10/15         |                    |

## Recall R59 – Claim Processing Tip:

To prevent message code *LH4* (*Parts used do not support repair performed*) from setting on a Recall R59 claim, verify the correct quantity has been submitted on the claim. A common mistake we hear about is:

- Dealers submitting quantity of (1) for Lube/Gear Oil (part number 68218657AA) when the correct quantity is (3)

Review *Recall Notification R59* for complete details.





## National Launch of AutoPay

The new feature for *wiADVISOR* and *wiTECH 2.0* dealers announced in the December 11<sup>th</sup> dealer letter is **AutoPay** launching December 17, 2015. **AutoPay** is available for all *wiADVISOR* and *wiTECH 2.0* dealers who submit warranty claims through *DealerCONNECT* and do not use batch claim processing. Enhancement to **AutoPay** for dealers submitting claims via batch processes are scheduled for early 2016.

In our continuing efforts to streamline warranty processes and reduce dealership claim administration time, Mopar designed this exciting addition to *wiADVISOR* and *wiTECH 2.0* to receive automatic payment for warranty

flashes without the need to manually submit claims by using **AutoPay**.

To enroll your dealership in **AutoPay**, send an email to [autopay@fcagroup.com](mailto:autopay@fcagroup.com) and type "Enroll in AutoPay" in the subject line. Please include dealer name, dealer code and authorization contact information in the body of the email. Once your enrollment is processed, you will receive a confirmation email and you will be able to begin taking advantage of **AutoPay** the same day! Additional information on the **AutoPay** program is published in *Warranty Bulletin D-15-24* along with helpful FAQs.

## New LOP for After Treatment System NTF

**LOP 85-41-25-02 – No Repair/Trouble Not Found Diesel Exhaust Fluid System** You might remember that a few years ago we introduced several new no repair/trouble not found LOPs, we have expanded those to now include an opinion for the DEF systems. Using this new LOP will report issues to the Engine Systems Quality group. In the past many of these concerns were being reported as Powertrain System (group 09). The new LOP option will help FCA further understand what concerns the customer are reporting to the dealers.

The best way to select the correct LOP is to make sure your Technician's notes have details about what vehicle system they inspected, what they did or did not find, and what test they performed along with the results from the test they completed.

Keep in mind, the LOP used on the claim is used to identify which system was inspected, which is why we want to make sure you are aware of the additional reporting area.

## Holiday Hours

As the 2015 calendar year draws to a close we would like to inform you of two changes to our hours of operation allowing our staff to be with their family and friends during the holiday season.

We will be closed at 3pm EST on the following days:

- ❖ December 24 – Christmas Eve
- ❖ December 31 – New Year's Eve

We will be closed on these two holidays:

- ✓ December 25 – Christmas
- ✓ January 1 – New Year's Day



Vehicle Digital Imaging will be closed on Saturday -

- December 26
- January 2

January 4, 2016 we will be having in-service meetings with the entire staff. We apologize for the inconvenience and appreciate your patience. We look forward to servicing you and your needs beginning January 5, 2016.





## 2015 Warranty Bulletin Highlights

| Bulletin # | Subject  | Release Date |
|------------|--|--------------|
| D-15-01    | Automatic Labor Rate Increase (ALRI) – 2015  | Feb 23       |
| D-15-05    | Shop Certification Program Exemption Program (Rev A)   | April 24     |
| D-15-06    | Level 2 or Higher Training Exemption Criteria and TASC   | March 5      |
| D-15-07    | Milling / Machining of Engine Heads / Blocks   | March 15     |
| D-15-08    | ED-18 and GR8 Warranty Code Procedure  | March 16     |
| D-15-09    | New Failure Codes – CC and RF “Flash” Only Repairs   | March 19     |
| D-15-13    | Claim Processing Guidelines – Radar Sensor Alignment Tool – Jeep Renegade and FIAT 500x  | April 23     |
| D-15-14    | 2016 Model Year – 5/60 Gas and 5/100 Diesel Powertrain Limited Warranty  | June 4       |
| D-15-15    | Alternate Transportation Guidelines for Courtesy Transportation / Dealer   | July 1       |
| D-15-16    | Service Loaners / Rentals Reduction of Skill Level Training Requirements for “Replace Only”  | July 20      |
| D-15-21    | Automatic Trans/Transaxles Powertrain Service Center Pre-Authorization Program Updates – 8-Speed / 9-Speed / TREMEC Assemblies (Rev A) | Nov 16       |
| D-15-23    | (X41) Airbag Clockspring Assembly – 2007 Jeep Wranglers (JK)   | Dec 8        |
| D-15-24    | AutoPay – “Flash / Reprogram” Repairs  | Dec 16       |

Fast Feedback Program and VIP LOP Restriction Warranty Bulletins are located in COMDASH

Wishing you and your family a safe and happy holiday season!

