



Updates from Warranty Operations

The following articles are published to assist you with processing claims, and they contain valuable pieces of general information to help support our mutual customer.

Claim Basics - Supporting Documents

The documents a Warranty Administrator reviews at the dealership to prepare a claim are the same documents the Warranty Contact Center (WCC) claim processor will need to review as claim attachments.

For example, if you looked at the rental bill, make sure you include a copy of the rental. When preparing a Mopar claim, you looked at the original claim to verify the correct information; make sure you include the original claim for review.

Below **are a few** other attachments the WCC needs to support your request and the associated communication source.

Released in 2011 is *Warranty Bulletin D-11-58* announcing the enhancement to the Claim Administration process which allows for supporting repair / service

documents to be attached directly to RA claims and the launch of an improved narrative feature.

We recommend you refer to the *DealerCONNECT* online *Claim Entry Help Document* for specific information on entering data. To access from the *Claim Entry* tab click on the blue question mark .

The opening statement of the Warranty Administration Manuals "*There are three key steps to efficiently and effectively process claims:*

- *Ensure all required information is provided on the RO and supporting documentation.*
- *Verify the completeness and accuracy of warranty repair information.*
- *Submit the completed claim information to FCA US in a timely manner.*

Type of payment requested	Type of attachment needed	Reference Source
NPN	Copy of bill that shows support for amount requested	WAM>Claim Procedure>Request for Authorization and Warranty Bulletin D-11-58
Towing	Copy of towing bill (remember, the majority of the time this expense should be reimbursed from Roadside, not a warranty claim)	WAM>Claim Entry>Towing
Sublet	A detailed copy of the sublet bill	WAM>Claim Entry>Sublet
Diagnostic time or Actual time	A detailed copy of the repair order, with all the required authorization and support on the original submission.	WAM>Claim Procedure>Request for Authorization and Warranty Bulletin D-11-58
Mopar Claim	The Original claim	WAM>Claim Procedure>Request for Authorization and Warranty Bulletin D-11-58
Rental	Rental invoice and Rental LOP on claim with part order details	WAM>Claim Entry>Alternate Transportation
MVP Claim: Non-CDJRF part, for a competitive make vehicle	Itemized part receipt: showing dealer cost, any core charges and discounts	WAM>Claim Procedure>MVP
Claim with message code HB4 / HB6	A copy of the ROs related to the history of the vehicle (need a clear understanding of why the current repair would not be a shop comeback)	WAM>Claim Procedure>Request for Authorization and Warranty Bulletin D-11-58





Continued from page 1...

Type of payment requested	Type of attachment needed	Reference Source
Battery claims	Include a copy of the battery test slip	WAM>Claim Entry>Battery and Battery Replacement/Battery Testing
9 Speed	Copy of the topology view, Vehicle Scan Report, and the completed RO	Warranty Bulletin D-16-14 and <i>9 Speed Diagnostic Process Tutorial</i>
8 Speed	Copy of the topology view, Vehicle Scan Report, and the completed RO	Warranty Bulletin D-16-20 and <i>8 Speed Diagnostic Process Tutorial</i>

The WAM's Claim Procedure section states: "Additional documents may be required based on claim review.

Three (3) attachments per claim submission are allowed.

A single file consisting of multiple documents / pages can be created and saved (pdf, xls,xlsx). The retention of files will be a responsibility of the dealership and will not be stored by FCA.

Claim and supporting documentation are still subject to audit."

Our goal at the WCC is to strive for consistency when asking for supporting documentation. Your assistance in attaching the documents the Warranty Administrator reviews to prepare a claim at initial dealer claim entry will benefit us all during WCC claim review.

WK Shifter Bezel Collateral Damage

Two steps (if not performed correctly) will damage the bezel assembly when doing the Recall S28 *Shift Interlock Solenoid Electrical Connectors* as follows:

1. Removal of the gear selector boot: If a plastic trim stick is not used, damage to the plastic can occur. The boot must be pried off at the attachment points (see Figure 1). There is high retention on the boot to the bezel and if not carefully performed, may cause the technician to think that the boot is part of the chrome ring, hence the technician trying to pry the chrome ring from the bezel. This may be caused by technicians not familiar with the design/vehicle.



Figure 1

2. Removal of the shift bezel:
 - Detaching the bezel from the center console: A trim stick must be used to prevent damage and it must be used to pry the attachment points. The technician must work the trim stick around the bezel, not pry on one side and pull off. To do so will fracture or will break the attachment anchors from the bezel (see Figure 2).



Figure 2

- Damage to the bezel in each of the steps can be caused by removing these parts using a screw driver or other sharp instrument. You will most likely find scratches or cracking of the outer ring on the bezel. Additionally, in some cases, you will also find the attachment anchors broken because of high retention of the anchors to the center console and improper removal of the bezel.





Continued from page 2...

Technicians should be able to perform this task with little difficulty. The problem arises when a technician not experienced in hard trim removal attempts this procedure. The technician may use any tool available or pry up on one side of the bezel and forcefully pull on the part to

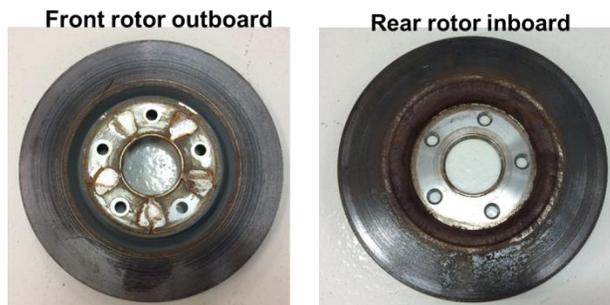
remove causing damage. Other damage occurs when the bezel is not installed correctly i.e. not aligning the anchors to the clips in the center console.

Improper removal may result in parts being charged back.

New Vehicles Sold with Lot Rot

It is the responsibility of the dealer to ensure that customers do not receive a vehicle that may be subject to "lot rot". Lot rot is a condition that can occur on vehicles that remain stationary for long periods of time. Two areas that are greatly affected by lot rot are tire flat spotting and the brake rotor corrosion.

Below are brake rotor examples for vehicles that remained stationary too long, which cause corrosion between the caliper and rotor from moisture. The effects of this will result in a noise and/or vibration complaint.



Changes to the *New Vehicle Preparation (NVP)* process have been recently implemented to help ensure customers receive vehicles that do not exhibit lot rot. Refer to the "Vehicle Storage" and the "Final Detail and Inspection" sections of the NVP form and NVP instructions.

VEHICLE STORAGE

- Keep All Protective Transit Film and Wheel Covers/Films on Vehicle Until Sold or Up To 180 Days
- Inflate Tire Pressure to Max Side Wall Pressure
- Periodically move vehicles to prevent Flat Spotting on tires
- Periodically move vehicles to prevent corrosion on brake rotors

FINAL DETAIL AND INSPECTION

Please perform these non-reimbursable actions just prior to delivery to ensure complete customer satisfaction.

- Inspect Paint & Body for Damage and Fix
- Adjust Tire Pressures including Spare to Door Placards
- Confirm brake rotors do not have corrosion. Follow procedure in Service Information.
- Remove Interior and Exterior Transportation Protective Covers
- Wash and Clean Vehicle Exterior
- Clean Vehicle Interior

Dealers are instructed to periodically move vehicles to help prevent lot rot. In addition, dealers are instructed to perform a final road test to ensure that if lot rot does occur, the condition can be corrected prior to customer receiving their new vehicle.

Please also refer to the *Base Brake System Diagnosis and Testing* instructions in the Service Information for more information.

05 - Brakes/05 - Brakes, Base/Diagnosis and Testing

DIAGNOSIS AND TESTING - BASE BRAKE SYSTEM

DIAGNOSIS AND TESTING - BRAKE ROTOR LOT ROT

If the vehicle has sat on the lot for an extended period, the rotors may have a condition commonly referred to as LOT ROT. There may be a visible brake pad imprint on the friction surface, signs of corrosion, or both. This can lead to vibration or pulsation (judder) while braking. The amount of time required to cause this varies, and some vehicles are more sensitive than others. It is not always possible to tell visually if the vehicle exhibits lot rot, in part because the inboard rotor surface is hidden. It is best to perform a test drive, per the following procedure.

1. Perform several brake applies, from 50-30 mph, to clean off the rotors.
2. Take the vehicle on a smooth highway, and at 60 mph apply the brake lightly such as you're slowing down to exit the highway. Do this several times, noting any vibration either felt through the seat/body or through the steering wheel.
3. If steering wheel nibble or oscillation exists, that indicates the front rotors are likely the issue. If vibration is only felt through the seat/body, the rear rotors are likely the issue and less likely the front. A combination might indicate both front and rear rotors are an issue. Smooth braking indicates no issue.
4. Reface or replace front and/or rear rotors as necessary, per test drive, to resolve the vibration/pulsation (judder) issue.

3.6L/3.2L Cylinder Head Bolt Removal Caution

CAUTION: DO NOT use an impact gun or any type of power tools to break loose and/or remove the head bolts.

This can cause the threads to pull out of the block with the bolts. This is not warrantable.





Correct R1234YF Machine Usage

We are in the busy time of A/C season and once again the Warranty Contact Center (WCC) is seeing many claims that are not supported because the A/C slip does not support the repair. As a reminder, when your technician charges a vehicle the technician MUST enter the correct system charge into the machine. The correct charge amount is found in *TechCONNECT*, in section 4 – *Vehicle Quick Reference*. If the charge amount is not updated, the machine will default to .590kg.

To confirm the amount let's review the below resources.

First we need the *Robinair, Recover, Recycle, Recharge Machine for R1234YF A/C Systems* owner's manual which can be found in WIC article #2500.

Now we need to review the *Recharge the Vehicle A/C System* section. The instructions are to enter the VIN and adjust the machine display. The machine will have a default setting of .590kg (as shown in the insert). The technician MUST enter the refrigerant charge amount found in *TechCONNECT* for the specific vehicle, or the machine will stay at the default.

Refer to the vehicle service manual for specific vehicle instructions.

1. Connect service hoses to the vehicle's service ports and open the couplers.
2. Press **CHARGE**.
3. Enter the vehicle identification number (VIN) into the machine.
4. The machine displays

1	HP	
2	LP	
3	HP + LP	
7	Refrigerant	0.590 kg

Use the number keys on the keypad to make selections 1-3 for the vehicle A/C system. For selection 7, enter a value and press OK.

We have heard dealers say the machine automatically adjusts the fill amount, but that is not correct. The technician MUST enter the system fill for the correct value, claims submitted with the default value of .590kg because refrigerant amount documented on the claim is incorrect for vehicle model and are not approved by the WCC.

If by some chance the slip to support the repair is not printed at the time of the repair the machine has the ability to reprint store data. The slip will show the statement "stored data" as shown here.



This is a required document to be submitted for warranty claim approval. Warranty Bulletin D-14-20 states "Vehicles equipped with R1234YF (sales code XFC) will follow this process.

- A copy of the repair detail slip printed by the A/C machine must be attached to the RO.
- Claims with quantity of 3 or more ounces will reject for part cost excessive and will require RA authorization. Claims submitted into RA must include a copy of the repair detail slip printed by the A/C machine to support the quantity of refrigerant requested."

We hope this helps reduce your frustration with claim processing related to vehicles with R1234YF.





LOPs for Full Wheel Alignment Or Steering Wheel Center Repairs

We are seeing cases where the incorrect LOP(s) for full wheel alignment or steering wheel center repairs are being submitted on Warranty claims.

To better assist dealers in selecting the correct LOP, the following enhancements were made:

- ❖ 8-digit level description added to LOP 02-00-01-xx (full wheel alignment) and 02-00-02-xx (steering wheel center) RWD
- ❖ 8-digit level description added to LOP 02-00-01-xx and 02-00-02-xx FWD
- ❖ WIC article #1861 updated with the following text:

In cases when a “full wheel alignment” is performed, dealers must use LOP – 02-00-01-xx.

LOP 02-00-01-xx includes: adjust camber, toe, center steering wheel and installation of camber bolt package and clear steering and pull compensation with wiTECH where applicable.

In cases when only a “steering wheel center” is performed, dealers must use LOP 02-00-02-xx.

LOP 02-00-02-xx includes: Set front toe only or front and rear toe where applicable.

NOTE: Claims are subject to partial or complete chargeback for failure to use the correct LOP number.

Nameplate as Failed Parts for Labor-Only Repair

When a paint repair requires a Nameplate or molding replacement, be sure to identify the 0000MATL part as the Failed Part (see example below). Do not code the Nameplate or molding as the failed part. List the Nameplate as a secondary part.

Line	No	Part No	Description	FP Qty	Unit Price	Total	Message Codes
P1		0000MATL	No Description X	1	140.40	40.00	196.06
P2		0152239A8	NAMEPLATE	1	35.20	40.00	50.08

Utilize the **Repair Pre-Authorization LOP Checker** located in *DealerCONNECT>Service>Warranty Administration* to verify if a LOP is part of the Pre-Authorization Program.



Coming Soon – Quick Claim Builder

Our quest to improve your dealer’s operational efficiency continues. The launch of *AutoPay* last year has proven to dramatically reduce warranty claim processing time. This year, we have yet another time saving tool that will be available to dealers taking advantage of *wiADVISOR*.

In a given year roughly 10 million simple, single condition claims will be processed for MVP, Recalls and Flashes. Of those close to 634,000 claims are processed just for oil changes and tire rotations alone. You don’t

have to do the math to realize how streamlining the claim submission process improves overall efficiency. We are going one step further by developing yet another time saving solution, *Quick Claim Builder (QCB)*. This tool will take claim processing to the next level by improving your overall warranty management, driving efficiency that will ultimately increase your dealer’s bottom line. Watch for the launch of *Quick Claim Builder* later this year.





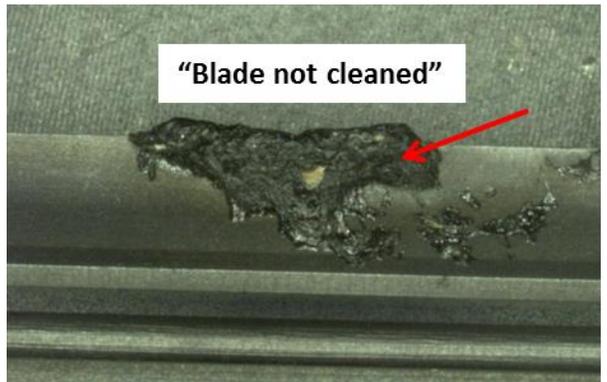
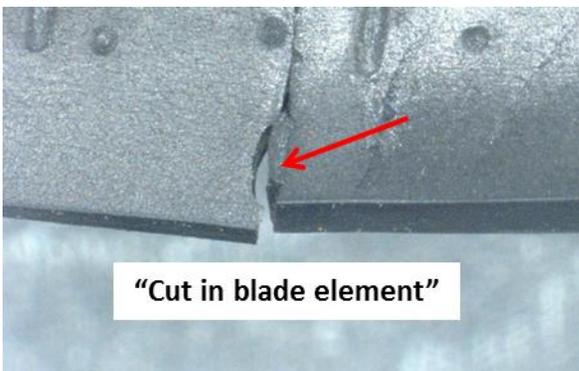
Windshield Wiper Warranty Policy

Wiper blades, when are they warranty and how to ship parts return. Windshield wiper elements are warranted for defects in material, workmanship or factory preparation for 12 months or 12,000 miles, whichever occurs first.

Blade elements and windshields must be cleaned with a rag and wiper fluid. After cleaning, wiper performance

must be tested prior to replacement. In many cases, cleaning will correct performance issues. Blades that are torn or have obvious damage from ice scrapers or other outside forces are not warrantable. When blades are returned to FCA, ensure that packing tape does not come into contact with the wiper element.

Examples of Potential Customer Abuse / Chargeback Conditions:





Enhanced Customer Satisfaction

FCA US LLC was pleased to announce important changes to the Enhanced Customer Satisfaction (ECS) Program with changes that took place July 5, 2016 in Warranty Bulletin D-16-16.

The ECS Program is still based on a statistical tool that looks at ownership history and predicts a customer's level of dissatisfaction. As in the past, dedicated corporate technical resources will continue to provide a high level of technical assistance for vehicle diagnosis and repair and Customer Care will address customer concerns to drive increased brand loyalty.

What's changing: Dealer pre-authorization for claims approval and payment will no longer be required.

As part of the new program, Customer Care will proactively reach out to identified customers to ensure recent vehicle concerns have been satisfactorily addressed. When an ECS vehicle arrives at a dealer, a

message will display in VIP and wiAdvisor indicating that the vehicle qualifies for the Enhanced Customer Satisfaction (ECS) Program. Dealers are expected to review the repair history of the vehicle and to seek technical assistance for diagnosis or repair if needed. However, dealers are no longer required to call for pre-authorization. Claims should be submitted under normal warranty guidelines.

The overall intent of the program is to identify customers with a history of repair issues and proactively resolve their concerns while preserving their confidence in the product. This requires a combined effort on the part of the Dealer, Technical Service and Customer Care. Collectively we can ensure a positive customer experience.

Thank you for your continued support of the ECS Program.



Warranty Hotline & Live Chat Buzz

Keeping you informed of the top incoming questions.
We will provide insight from our Hotline and Live Chat agents.

Correction of Mileage Discrepancy Error

- **When a claim set HA1 (odometer discrepancy) and/or CC2 (odometer reading is less than the last reported odometer reading) you must utilize the RA process and submit the claim for review by the WCC.** Be sure to include appropriate narrative and documentation on the claim validating the mileage discrepancy error.

In cases where a vehicle has an active MVP plan dealers must also contact the *MVP Application Group* (800-541-4612) to have the mileage corrected.

- In cases when an odometer reading needs to be updated without a claim, you should submit a WIC inquiry via either "Ask a Question" or Live Chat.

Please include the following documentation in your request.

- Picture of the odometer displaying current mileage
- Picture of the VIN Plate

Once an action has been taken, you will be notified in the response to your inquiry.





2016 Warranty Bulletin Highlights

Bulletin #	Subject	Release Date
D-16-01	(X62) Hydraulic Clutch Master Cylinder/Reservoir Hose – 2013-2015 Dart/2014-2015 Cherokees	Jan 8
D-16-02	(X60) Fuel Tank – 2004-2005 Chrysler Town & Country / Dodge Caravan / Grand Caravan (Rev. A)	Feb 25
D-16-03	“Can/Am” Warranty Coverage – 595 and 596 WCC	Feb 12
D-16-04	Automatic Labor Rate Increase (ALRI) - 2016	Jan 30
D-16-05	(X66) RB5 & RB6 8.4 Nav Radio – 2014-2015 Dodge Dart	March 1
D-16-06	Enhancements to Vehicle Digital Imaging (VDI) Process	April 8
D-16-07	Removal of 9-Spd 948TE Trans from the Powertrain Service Center (PTSC) Pre-Auth Program	March 3
D-16-08	Technician Training Edits TT3 / TT5 / TT6 – Are Not Eligible for RA Submission to the WCC	March 8
D-16-11	(X64) HVAC Blend Door Actuator – 2014-2015 Dodge Grand Caravan and Chrysler Town & Country (RT)	May 25
D-16-12	Time Punch Requirement Exemptions	May 26
D-16-13	Consumer Goodwill Program Guidelines – National Launch Rev. A	July 5
D-16-14	9 Speed Claim Processing Requirements	June 1
D-16-15	(X63) Exhaust Gas Recirculation (EGR) Valve	June 30
D-16-16	Vehicle Restriction Program – Enhanced Customer Satisfaction (ECS) Changes	July 5
D-16-19	DIPAP Requirements – Addition of Front and Rear Seat Covers	August 1
D-16-20	8 Speed Claim Processing Requirements	August 2
D-16-21	Mopar Remanufacture Parts for Warranty Use	August 2

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

