

# WARRANTY BULLETIN



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

**NO:** D-17-08  
**DATE:** March 17, 2017

**SUBJECT:** Essential Flash Management

**FOR:** All U.S. Dealers  
All U. S Business Centers

## PURPOSE:

To announce the Essential Flash Management feature. This new feature will provide a clear indication of what Flashes are required to be performed immediately. Key advantages include:

- Increases Service Campaign Flash completion for Recall, Customer Satisfaction Notice (CSN) and Rapid Response Transmittal (RRT) by highlighting those Flashes that need to be addressed immediately.
- Improves Customer Satisfaction by not applying updates that may change the operation of the vehicle's behavior and cause customer confusion.

## TIMING:

Effective April 17, 2017

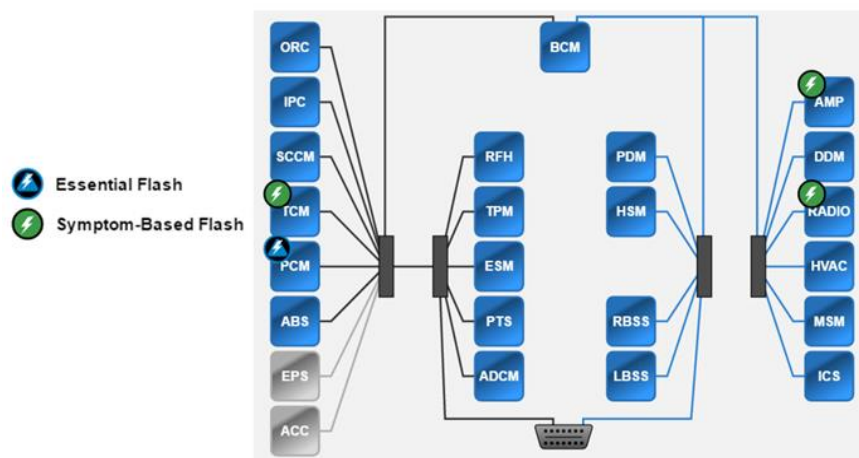
## ACTION:

Flashes available for vehicle updates will be categorized as either *Essential* or *Symptom Based*.

### Essential Flash

An Essential Flash is required by service instructions described in a Recall, CSN and RRT Bulletin. wiTECH and wiADVISOR will identify an Essential Flash. To help manage the growing complexity of our FCA vehicles, wiTECH has changed to show a "blue" lightning bolt for an Essential Flash.

- wiTECH will now show a "blue" lightning bolt for an Essential Flash and a "green" lightning bolt for the Symptom Based Flash.





### **Symptom Based Flash**

When a customer has a symptom or concern that their vehicle is operating or exhibiting a condition that is identified in an applicable Service Bulletin, the Symptom Based Flash may be performed based on the recorded customer's concern.

### **CLAIM PROCESSING:**

All claims for Flashes are required to be submitted to Warranty Global Claims System for processing and payment.

### **Essential Flash (new feature)**

Essential Flashes identified by wiADVISOR and wiTECH will still be able to be processed using AutoPay or the Quick Claim Builder Application.

### **Symptom Based/Customer Concern Flash**

In cases when it is required to perform a Symptom Based Flash to resolve a customer concern, dealers must select the following Failure Code when requesting warranty reimbursement (**CC – Customer Concern**). The "CC" Failure Code will be available in the Failure Code dropdown list for Flash repairs.

Symptom Based Flashes are not eligible for AutoPay or Quick Claim Builder. These claims must be entered through Claim Entry in DealerCONNECT or batch submitted through your DMS with the 3 C's (Customer's Concern, Cause and Correction) narrative.

**NOTE:** Effective **April 17, 2017**, claims that do not have the recorded customer's concern that lead to a Symptom Based Flash being performed, are subject to chargeback.

This CC Failure Code does not apply to Recall or Mopar claim types. **CC - Customer Concern** Flashes covered by the customer's MVP plan are subject to the plan deductible.

### **ADDITIONAL INFORMATION:**

The actions released within this Warranty Bulletin supersede previous Flash warranty policy.

Please refer to Service Bulletin 04-001-17 for additional Failure Code change information.

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

## **WARRANTY OPERATIONS**

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





## Frequently Asked Questions

**Q:** Why has FCA decided to release this new approach for Flashes?

**A:** The new strategy is intended to improve customer satisfaction by not applying Flash updates that may change the operation of the vehicle's behavior and cause customer confusion and dissatisfaction. Flashes will be bundled and released by Engineering as necessary. This new approach and feature will lead to increased Service Campaign completion. FCA's new Flash Strategy is aligned with other OEMs.

**Q:** What should I do with my customers who expect to have all their software updated in the same fashion their PC gets updated?

**A:** The Essential Flash management feature prioritizes those Flashes deemed Essential to fix known operating issues and to bring the vehicles up to the latest software level.

**Q:** What should I do with a customer who is not experiencing issues of a Symptom Based Flash, but (based on high incident of other customers experiencing the problem) will likely experience the problem?

**A:** Only Essential Flashes should be proactively completed. FCA monitors all Flashes and if necessary can change Symptom Based to Essential Flash.

**Q:** Should I be prompting my customer if they are experiencing any issues outlined in a Symptom Based Flash?

**A:** No. Dealers should not solicit issues that the customer hasn't raised.

**Q:** Will this affect the training level of who can do a Flash?

**A:** All Warranty repairs are independently determined on Skill Categories and training levels required. This new feature does not change the required Skill Category.

**Q:** How do we handle add-on repairs that may be discovered during the initial repair? An example would be if a vehicle comes in with a power window concern while diagnosing the repair the technician discovers a radio that continues to fail and there's a Flash to correct it but is not part of the initial customer concern.

**A:** Add-on repair policy must always be followed for Warranty repairs. Customer concerns must be noted on the Repair Order. Dealers will be monitored to ensure add-ons are not standard practice.

**Q:** Will wiADVISOR continue to display all available Flashes?

**A:** No, wiADVISOR will display Flashes essential to update for customer satisfaction.

**Q:** If wiADVISOR displays that Flashes are available, is it okay to add them to the Repair Order as we do today?

**A:** Yes. All Flashes shown on wiADVISOR can be performed as a routine Flash the same as today.

**Q:** Some Flashes wiADVISOR is showing are actually displaying as a Green Symptom Based Flash on wiTECH; are we ok to perform a routine Flash as we do today?

**A:** Yes. This case will only occur for several months during a transition period. In this case, the wiTECH Green Symptom Based Flash will not prompt for a Customer Concern, which means it is okay to perform the routine Flash as you do today. If wiTECH does prompt for a Customer Concern, you can only perform the repair after you have entered the accurate customer concern.





**Q:** What are the requirements for claim payment and will I get charged back?

**A:** Dealers need to follow the Warranty Administration Manual (WAM) for claim processing. Chargebacks may be applied to claims submitted without the customer's concern that lead to a Symptom Based Flash being performed.

**Q:** Isn't the technician best qualified to determine whether or not a Symptom Based Flash should be performed?

**A:** Yes, the technician must determine if a Symptom Based Flash is required based on the customer's concern. Symptom Based Flashes are to fix issues only when a customer concern is present.

**Q:** What should I do when a customer has a recorded symptom, a Symptom Based Flash is available, but not for the symptom the customer described? Diagnostics did not uncover the cause and the technician thinks the Symptom Based Flash may resolve the issue.

**A:** Technician should call STAR for guidance before performing the Symptom Based Flash on the vehicle.

