

WARRANTY BULLETIN



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

SUBJECT: Shop Certification Program
Guidelines

NO: D-17-12
DATE: March 31, 2017

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

PURPOSE:

Mopar is updating the Shop Certification Program eligibility requirements to remain in alignment with the Customer First Award For Excellence (CFAFE) FFV requirements. Dealers that qualify for the Shop Certification Program will continue to receive a TASC allowance of 25%.

The Shop Certification Program is designed to simplify the dispatch and shop loading process, while improving warranty administration for dealers. The Shop Certification Program is designed to significantly improve shop capacity and enhance RO throughput if dealers meet Fixed First Visit (FFV) and Minimum Training Requirements (MTR).

TIMING:

Effective for vehicles received for repair on or after April 3, 2017, allowing dealers 90 days to maintain or improve FFV and MTR to remain eligible for the program.

The Shop Certification Program uses dealer's FFV and MTR performance to determine program eligibility. Every 90 days (Quarterly) performance will be reviewed to determine if a dealer:

- Continues in the program
- Is placed on probation in the program
- Is removed from the program
- Is reinstated to the program

ELIGIBILITY:

To **qualify** for the Shop Certification Program, dealers must:

- Meet or exceed their Customer First Award For Excellence 12 month FFV eligibility score (same as the 2017 CFAFE Program) (NEW)
 - A/B Stores = 88.5% or higher
 - C/D/E Stores = 86.6% or higher
- Obtain Minimum Training Requirements (MTR) as determined by the FCA Performance Institute (NO CHANGE)

Message Code FT6 (*Tech has not met "skilled" level or higher training level required for this repair*) will be displayed as a "pay" message code on claims where the "Shop Certification Program" criteria outlined above applies.





Dealer Tracking Key Indicators

- Dealer Score Card
- FFV
- TASC
- MTR



ServiceSmart: DealerCONNECT>Service>Reports and Information> Service Smart
ServiceSmart Dealer Scorecard: ServiceSmart Home Page Overview>Dealer Score Card
Warranty Reporting Location: Middle of page, Left side

ACTION:

This Warranty Bulletin supersedes Warranty Bulletin D-15-05 Rev D.

BENEFIT:

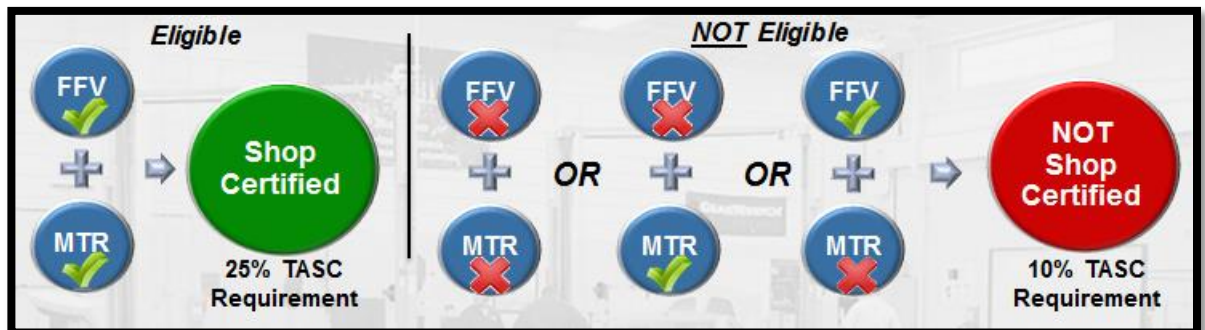
The Shop Certification Program will allow Level 1 Technicians to perform Level 2 or Level 3 repairs. Additionally, the program allows:

- Greater flexibility in dispatching RO's and shop loading
- Increase Technician and shop throughput
- Mentoring of new Technicians
- Improved customer wait times for Warranty repairs

ADDITIONAL INFORMATION:

- ✓ All other Technical Training Exemption programs and Warranty Exemption programs remain in place.
- ✓ Misrepresentation of Technician on claim records is subject to claim chargeback.
- ✓ "Frequently Asked Questions" have been attached to this bulletin.

SUMMARY:



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

WARRANTY OPERATIONS

FIAT USA 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: My dealership has a Technician hired under the New Hire Technical Training Warranty Exemption Program (*Warranty Bulletin D-14-28 Rev A*) who is Level 1E certified. Additionally, my dealership is qualified to participate in the Shop Certification Program (*Warranty Bulletin D-17-12*). Is this Technician able to perform Level 2 and 3 warranty repairs under the guidelines of the Shop Certification Program?

A: No. Technicians must be level 1 or above to perform repairs under the Shop Certification Program. Since this technician is 1E, he/she has not completed level 1 training and is therefore not allowed to do work under Shop Certification. This 1E technician can only do level 1 warranty work under the New Hire Technical Training Warranty Exemption Program. (see attached chart)

Q: How does your dealership qualify for the Shop Certification Program?

A: Your dealership must be at or above your Customer First Award For Excellence FFV score requirement (A/B Stores = 88.5% or higher, C/D/E Stores = 86.6% or higher) AND meet the Minimum Training Requirements established by the FCA Performance Institute.

Q: What happens if my dealership meets the eligibility of the Shop Certification Program?

A: Your dealership will have their TASC eligibility raised to 25%. This means that 1 out of 4 (25%) Level 2 and Level 3 Skill Category Warranty repairs can be performed by a Level 1 Trained Technician.

Q: What happens to my dealership TASC eligibility if we don't qualify for the Shop Certification Program?

A: All dealerships are eligible to take advantage of up to 10% of their Level 2 and Level 3 Skill Category Warranty repairs being dispatched to a Level 1 trained Technician.

Q: If I am placed on the probation list, how long does this last and what happens next?

A: If your dealership fails to meet or exceed the Customer First Award For Excellence FFV Requirement (A/B Stores = 88.5% or higher, C/D/E Stores = 86.6% or higher) OR Minimum Training Requirements, you will have a grace period of 90 days to correct and meet these requirements to be eligible for the program at the start of the subsequent quarter.

If your dealership fails to meet the FFV or training requirement by the end of the current quarter (90 days), your dealership will be removed from the Shop Certification Program until it can meet the requirements of the program, at which point you will be eligible to participate at the start of the next quarter.

Q: What has changed in this current Warranty Bulletin from superseded Warranty Bulletin D-15-05 Rev. D?

A: The only change in this current Warranty Bulletin is the Customer First Award For Excellence FFV eligibility requirements, similar to 2016, which are being aligned with the requirements for the Customer First Award For Excellence Program.



Training Exemption Program Summary

Current Level of Training in a Skill Area	System Allows Repair with Skill Level	New Hire Exemption*	TASC Exemption*	Shop Certification*
No training completed	N/A	N/A	N/A	N/A
Level 0 in Skill Area	Level 0	N/A	N/A	N/A
Level 1E in Skill Area	Level 0 Level 1	Eligible to complete Level 1 repairs until date in profile	N/A	N/A
Level 1 in Skill Area	Level 0 Level 1	N/A	<ul style="list-style-type: none"> Allows a Level 1 Tech to complete a repair with Level 2 requirements Dealer can dispatch up to 10% of the warranty repairs to a Level 1 trained Technician who has not achieved level 2 training** 	<ul style="list-style-type: none"> Allows a Level 1 Tech to complete a repair with Level 2 requirements Shop Certified dealers are allowed to dispatch up to 25% of the warranty repairs to a Level 1 trained Technician who has not achieved level 2 training**
Level 2E in Skill Area	Level 0 Level 1 Level 2	Eligible to complete Level 2 repairs until date in profile		
Level 2 in Skill Area	Level 0 Level 1 Level 2 Level 3	N/A	N/A	N/A
Level 3 in Skill Area	Level 0 Level 1 Level 2 Level 3	N/A	N/A	N/A

*Repairs count in TASC Score

**Dispatch performance is reported on the dealer's TASC Report

Shop Certification ELIGIBILITY

- Meet or exceed their Customer First Award For Excellence 12 month FFV eligibility score (same as the 2017 CFAFE Program)
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 - C/D/E Stores = 86.6% or higher
- Obtain Minimum Training Requirements (MTR) as determined by the FCA Performance Institute

