



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

9 Speed Diagnostic Process Tutorial and Claim Processing Requirements

The *9 Speed Diagnostic Process Tutorial* contains the fault codes most frequently experienced and is designed to guide the technician through multiple procedures for identifying the appropriate actions to be taken.

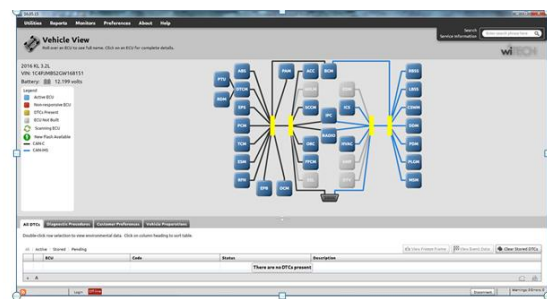
The Warranty Contact Center (WCC) launched on May 12th a specialty team dedicated to processing the claims associated to the 9 speed transmission and all of the LOP group 2100.

Recently added to the *9 Speed Diagnostic Process Tutorial* is the reference to *Claim Support* requirements. A claim that does not contain the following 3 items will be returned to the dealer as an unsupported request.

- Copy of the topology view from the wiTECH to show software levels (Example below).
- Copy of the Vehicle Scan Report (VSC) from wiTECH 1 or 2 to show **prior to repair** P-code(s).
- Copy of the completed RO.

It is imperative that the 3 supports listed above are attached to the claim in the first submission into RA to aid in quick claim review and ultimate payment.

Failure to follow the *9 Speed Process Tutorial* diagnostic and repair detail as it relates to the VSC P-code(s) and detailed within the RO, will result in the claim being returned. A similar statement will appear within the returned claim *“Dealer’s claim and RO have been reviewed, based on the information provided the claim is not supported and is not payable. The RO details show that the Technician did not follow the repair process identified in TechCONNECT 9 Speed Diagnostic Process Tutorial. Please review the 9 Speed Diagnostic Process Tutorial for more details.”*



Service Bulletins, RRTs and CSNs related to 9 speed are available in TechCONNECT by VIN.

Steering Wheel Warranty Policy

FCA’s policy only covers defects in material, workmanship or factory preparation as it relates to steering wheel damage (i.e. scratch, scuff, cut, etc.). These defects must be noted at delivery on the driver’s delivery receipt to be warrantable. A chargeback can result if not noted at delivery.

If the steering wheel is damaged at delivery it must be noted on the driver’s delivery receipt and is to be claimed as Transportation.





Claim Processing 101

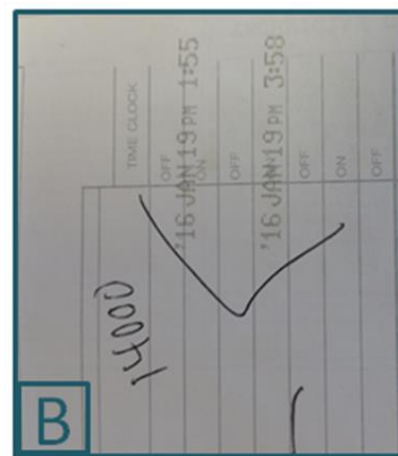
Providing the correct information and support when submitting a claim to Request Authorization (RA) for payment can decrease the number of times a claim is returned with follow-up questions. Here are some tips for making sure a claim is ready for payment the first time it is submitted in to RA:

1. **Claim Narrative:** Do not use the statement “*See Attached*” as the only Narrative. GCS now provides in *Claim Entry* the ability to enter the **3 C’s** (*Customer Concern, Cause, and Correction*).
2. **Claim Quality:** The LOP selected as the Causal LOP identifies to the FCA Quality department the *Concern*. This person will look at our claim and understand what *Caused* the problem and what the technician did to address the *Concern*.
3. **HB4 and HB6 Message Code:** When submitting a claim with Message Codes **HB4** (*Duplicate repair performed during same repair visit within 10 days/200 miles*) and **HB6** (*Duplicate repair performed*) for payment, be sure the Narrative and attachment(s) show the history of the customer’s concern. Before the claim can be approved we need a clear understanding of why the current repair would not be a shop comeback.
4. **Claim Attachments:** Preview the attachment(s) before it is attached to the claim. Many times the details on the attachment are not legible.

In Example A, the date or time is not easy to read.



After the dealer changed the setting on the attachment in Example B the details of the time punch were clear.



NOTE: The maximum size of each attachment cannot exceed 1MB. A single file consisting of multiple documents/pages can be created and saved. For additional details refer to Warranty Bulletin D-14-22 and D-11-58.





Claim Supporting Documents

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

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. Here are a few other attachments the WCC needs to support your request. For additional information, go to the *Claim Procedure* section of the *Warranty Administration Manual (WAM)*.

Type of payment requested	Type of attachment needed
NPN	Copy of bill that shows support for amount requested
Towing	Copy of towing bill (remember, the majority of the time this expense should be reimbursed from Roadside, not a warranty claim)
Sublet	a detailed copy of the sublet bill
Diagnostic time or Actual time	A detailed copy of the repair order, with all the required authorization and support on the original submission.
Mopar Claim	The Original claim
Rental	Rental invoice and Rental LOP on claim with part order details
MVP Claim: Non-CDJRF part, for a competitive make vehicle	Itemized part receipt: showing dealer cost, any core charges and discounts
Claim with message code HB4 / HB6	A copy of the ROs related to the history of the vehicle
Battery claims	Include a copy of the battery test slip

Transportation Bag

Have you heard of the “Transportation Bag” when reviewing missing ship loose items lately? Here is a sample of what the ship loose items bag looks like. The shipping label will provide you details of the bag content, for example this vehicle has a wheel lock, but does not have a cigar lighter.

Make sure you are noting on the Transportation Delivery Slip if the bag is damaged and what is missing from it.



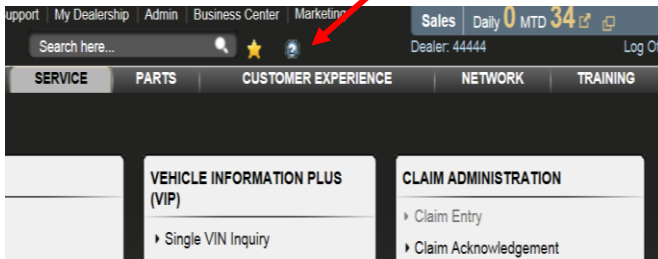


Useful Claim Check List

The *Claim Processing* section of the *Warranty Administration Manual* is for overview purposes only. For specific information on entering data in any *Claim Entry* tab, we recommend you refer to the *DealerCONNECT* online **Help** by clicking on the question mark ?.

NOTE: Only personnel who have completed the *Warranty Administration Fundamentals* course will be allowed to use the *Claim Entry* link in *DealerCONNECT*.

In addition the *Warranty Information Center (WIC)* article #2490 has the below claim processing check list with helpful tips to assist with common issues found during claim preparation.



Claim Review Check List	
Claim / Condition	CLAIM / CONDITION
	<input type="checkbox"/> Correct repair dates and mileage
	<input type="checkbox"/> Correct Tech listed on claim
	<input type="checkbox"/> Types of continuation correct and first claim paid
	<input type="checkbox"/> Chrysler VIP attached to RO
Parts	PARTS
	<input type="checkbox"/> Correct parts applied to repair
	<input type="checkbox"/> Correct failed part selected
	<input type="checkbox"/> Only one repair in the condition
	<input type="checkbox"/> Is the part quantity correct
Labor	LABOR
	<input type="checkbox"/> Correct Primary LOP
	<input type="checkbox"/> Does the Failure code match the reason the tech listed for the repair
	<input type="checkbox"/> If there are other LOPs on the condition, why are they there?
	<input type="checkbox"/> Diagnostic or Actual time request supported
Special Services	SPECIAL SERVICES
	<input type="checkbox"/> Is rental request supported by sublet bill
	<input type="checkbox"/> Is sublet repair supported by sublet bill
	<input type="checkbox"/> Is the amount of the sublet correct (does not exceed cost of repair if completed in dealership)
Totals	TOTALS
	<input type="checkbox"/> Does the claim require an adjustment (do not adjust part mark up or no charge LOPs)
Message Codes	MESSAGE CODES
	<input type="checkbox"/> Why is the message code on the claim
	<input type="checkbox"/> Which line or section of the claim does the message code belong to
	<input type="checkbox"/> Does the message code require a correction
	<input type="checkbox"/> Does the message code require narrative to support payment

Remember Dealer's hard copy / Repair order must support all repairs claimed on claim. Dealer's RO must follow all Chrysler Group Policies and Procedures





Wheel and Wheel Trim Care

As stated in the *Warranty Information* book “Your warranties don’t cover the costs of repairing damage caused by poor or improper maintenance. Nor do they cover damage caused by the use of contaminated fuels, or by the use of fuels, oils, lubricants, **cleaners** or fluids other than those recommended in your *Owner’s Manual*.”

Within the *Owner’s Manual* for Chrysler, Dodge, Jeep, Ram, FIAT and Alfa vehicles is very detailed information on the care of wheel and wheel trim. Following are just some of the highlights you will find in the *Owner’s Manual* –

- All wheels and wheel trim, especially aluminum and chrome plated wheels, should be cleaned regularly using mild (neutral Ph) soap and

water to maintain their luster and to prevent corrosion.

- Do not use harsh chemicals or a stiff brush. They can damage the wheel’s protective coating that helps keep them from corroding and tarnishing.
- If your vehicle is equipped with Dark Vapor or Black Satin Chrome wheels **DO NOT USE** wheel cleaners, abrasives or polishing compounds. They will permanently damage this finish and such damage is not covered by the *New Vehicle Limited Warranty*. **USE ONLY MILD SOAP AND WATER WITH A SOFT CLOTH.** Used on a regular basis this is all that is required to maintain this finish.

Claims for wheel that appear to be the result of improper maintenance will be denied.

Jeep Wrangler Spare Tire Bracket

The spare tire bracket is made with magnesium materials. Grinding on this part could cause a thermal event.

DO NOT GRIND ON THIS PART





Warranty Audit Chargebacks

One of the top causes for a Warranty Audit chargeback is Technician ID alteration. Warranty has launched several programs to support the dealer's ability to have the properly trained technician work on repairs. These programs: *New Technician Training Exemption Program, TASC Exemption Program, and Shop Certification*

Program were discussed in a previous *Warranty Operations Newsletter*.

The *Dealer Policy Manual* states “**You Must maintain the integrity of claim data. You Must Not alter claim data (mileage, dates, VIN and Technician ID) to circumvent message code errors and receive claim payment.**”

Remanufactured Parts for Warranty Use

As a reminder, the *Dealer Policy Manual (DPM)* states that Mopar Remanufactured Parts are approved and must be used for warranty repairs. This policy is stated in the DPM's *Warranty Reimbursement* section.

Specific Mopar Remanufactured Parts must be used for warranty repairs. New parts must be used if the vehicle is unsold.

Failure to use authorized parts, or to identify non-Mopar parts, will result in a non-payment or chargeback of both parts and labor for the applicable portion of the claim. If you use non-Mopar parts you must identify them by using “NPN” for the part number on the warranty claim. Use of non-Mopar parts also require Area Manager/District Manager authorization.

Normal shop supplies such as general purpose cleaners, solvents, lubricants (tubes or sprays),

electrical tape, etc., are not reimbursable separately on warranty claims. Shop supply items claimed on warranty repairs are subject to non-payment or chargeback.

Always check STAR Parts for current part supersedence and remanufactured assembly availability. Remember part numbers beginning with “RL” are relabeled OE part numbers and are not Mopar Reman.

If an OE (new) component is submitted on a claim, the message code **PE1** (*Part not covered for repair*) will set on the claim and requires a corporate review and authorization via the RA process. In cases of a Cummins diesel engine and automatic transmission/transaxle component that requires a pre-authorization, a request must be submitted to the Powertrain Service Center (PTSC) prior to replacement.



If you have a warranty claim processing or warranty policy or procedure question, you can call the **Warranty Hotline** at 1-888-255-2616 or chat with **Live Chat** both available Monday – Friday at 8AM - 6PM ET.





AutoPay – The Numbers Speak Volumes

Since the launch of AutoPay last December, nearly 400 dealers have enrolled in the program and are seeing results! We'll let the data speak for itself.

- In the US, 10% of all retail dealer warranty claims were paid via AutoPay since April 1st
 - Total Paid claims: 746,684
 - Total AutoPay claims: 77,294
- From April 1 – May 16, dealers using AutoPay had an average of 38% of total claim volume paid automatically using AutoPay
 - D and E size dealers had up to 60% of their total claims were generated through AutoPay

Below are some helpful hints to ensure dealers are receiving the maximum benefit of AutoPay with no interruption to service activities.

Assigning a claim number using AutoPay: When assigning a claim number to an AutoPay flash there are two options, manually entering a claim number or leaving the claim number field blank to assign the RO number as the claim number. Doing so, speeds up the reconciliation process by allowing the claim number and RO number to be easily matched on the Weekly Cycle Statement. Dealers can also consider adding an “A” at the beginning or end of the claim number to make the AutoPay claims easily identifiable on the claim statement.

Notification an AutoPay claim has been processed: Technicians receive confirmation in wiTECH when an AutoPay flash claim has been generated. Ensuring the Warranty Administrator is aware of the flashes processed via AutoPay is critical when processing claims with multiple conditions. Adding “AP” to the tech notes is an effective way to signal the claim was processed via AutoPay. When the Warranty Administrator sees “AP” in RO notes indicating the condition was paid via AutoPay, they are aware no action is required for that condition. Another simple but effective tip is to have the technician write the AutoPay claim number directly on the RO. Lastly, AutoPay has an email option to allow the technician to send an email to the Warranty Administrator to notify and provide the Warranty Administrator no action is required.

Behind the scenes, AutoPay is a sophisticated application capable of gathering a great deal of information required to build a claim in a matter of minutes. Once familiar with AutoPay capabilities, and making few minor process changes, dealers can harness the power of this time saving tool. Since AutoPay's debut, it remains the first and only automatic payment solution in the industry. We continue to look for opportunities to enhance overall performance and are optimistic that a solution will be identified in the near future to allow dealer utilizing batch processing to take advantage of AutoPay as well.

Rental On A Mopar Claim

It has been brought to our attention that the “GW” process for a Mopar related to rental was setting a message code **AC1** (*Incorrect authorization code for claim type*). On a Mopar claim, you can now use Authorization Code “GW” to approve rental

The Warranty Administration Manual states “*The Alternate Transportation process applies only to repairs performed under Warranty, Mopar or*

Recall when a repair(s) merits providing the customer with a loaner vehicle. A stand-alone loaner/rental claim is not valid; it must be associated with a valid Warranty, Mopar or Recall repair.”

Sending a rental only Mopar claim to RA will slow down the process when these do not require RA approval.





Warranty Training Courses by Performance Institute

FCA US offers a number web-based self-study courses that can help dealers and their staff develop a sound Warranty Administration system in the dealership. The Performance Institute learning management system allows

administrators, managers and students to effectively conduct and maintain training at FCA US.

The following list is of the courses available for Warranty Administration.

Course Code	Course Name (Type)	Target Audience	Content Overview
WARSV2OL	Warranty for Service (VCO)	Employees who are new to FCA group dealerships	Provides a high level overview of essential warranty knowledge and insider tips that apply to all Service professionals.
WARRP2WB	Warranty Reports (Web)	New managers to FCA group dealerships	Designed to educate Warranty and Service personnel about how to read and analyze warranty-related reports
WARROS	Understanding Repair Orders (VCO)	Employees who are new to FCA group dealerships	Provides participants with knowledge, skills, and tools that will help them identify the components of a Repair Order and understand how to interpret a Repair Order to assign LOP codes to warranty claims. Topics such as actual time, diagnostic time, finding the proper diagnostic LOP and assigning it are also detailed.
WARPT2OL	Warranty for Parts (VCO)	New Parts department employees	Provides a high level overview of essential warranty knowledge and insider tips that apply to all Parts professionals
WARPOL	Warranty Policy Requirements (VCO)	Employees who are new to FCA group dealerships	Provides dealership employees with a working knowledge of Chrysler warranty policies and how these policies apply to everyday work. Topics covered include: Warranty policy tools and where to find them, how the Sales and Service Agreement impacts warranty administration, audits and chargebacks.
WARLOP	Labor Operations (VCO)	New employees that will be assigning LOPs to claims	Provides participants with everything you need to know about Labor Ops for assigning LOP codes to warranty claims. Participants will gain an understanding of why the labor operation assignment system is important for processing claims, as well as, learn to identify different types of LOP codes and how to identify primary and related LOPs.
WARDCT	DealerCONNECT Tools for Warranty Administration (VCO)	Employees who are new to FCA group dealerships	Features techniques for using various DealerCONNECT tools like VIP, TechCONNECT, the Global Recall System and others for assigning Labor Operations and processing warranty claims. In addition, this VCO looks at the service process and the overall impact it has on warranty administration.
WARCOV	Understanding Warranties Coverage's (VCO)	Employees who are new to FCA group dealerships	Reviews Chrysler warranties and identifies where to get information on Chrysler warranties. Topics covered during this session include: Basic Limited Warranty details, limitations to the basic limited warranty, what's covered and what's not, emissions warranty, heavy-duty truck warranty and additional warranties such as powertrain and Mopar
WARCLM	Claims Processing (VCO)	New employees that will be processing claims	Provides participants with the knowledge and skills necessary to process warranty claims and to correct warranty claims that are rejected due to incompatible LOP assignments. This training also covers Claim Entry, Claim Corrections, Payments and Chargebacks, as well as, steps to complete the Claim process once it has been paid.
WADWINWB	Introduction to DWIN (Web)	New managers to FCA group dealerships	This course introduces Warranty Administrators and Service Managers to the Dealer Warranty Information Network (DWIN).





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

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