



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.

wiADVISOR Success Stories

Coming Soon dealers utilizing wiADVISOR and wiTech 2.0 will be able to take advantage of *AutoPay*; automatic claims processing for Warranty claims. Details to be announced soon. Check out what dealers are saying about wiADVISOR.

"wiADVISOR is fantastic and it is easy to use. It provides everything that my Service Advisors need to communicate to our customers."

Service Manager, Jake Sweeney Chrysler Jeep Dodge Ram

"wiADVISOR has made my Service Advisors more efficient on the Service Drive and ensures that every customer has the same experience. It is a simple thing but when we test the battery for voltage it provides validation for the customer that we are being thorough with their vehicle diagnostics."

Parts & Service Director, Adams Jeep of Maryland

"As a Service Manager of a participating wiADVISOR dealership, I would recommend it to anyone looking to better their fixed operations results. The Advisors are more

efficient and the customers are showing a true excitement when able to view their Chrysler Maintenance first hand."

Service Manager, Lake Norman Chrysler Dodge Jeep Ram

"wiADVISOR provides the customer with consistency. From an Advisor with little experience to an Advisor with years of experience; you are presenting to the customer the same way."

Fixed Operations, Schaefer & Bierlein

"In the past, when a customer would come into the service center, the service advisors would come out with a pad of paper, take down notes, then go put them in a computer. Now we have these microPOD connectors that connect into the car under the dash and interfaces directly with Chrysler. We can do in 10 seconds what typically takes 30 minutes or more."

Co-Owner, Gator Chrysler Dodge Jeep

wiADVISOR dealers using *AutoPay* to process flash repairs can achieve up to a 42% reduction in claim processing time.

Recall R40 - Managing Flash Repairs

In 2014, we reduced the Skill Level Training requirements from Skill Level 1 to Skill Level 0 on select flash/reprogram repairs, giving you flexibility to better manage "flash" updates like **Recall R40** "Radio Security Vulnerability."

NOTE: There is no requirement for technician Skill Level on Recall repairs.

This Skill Level change partnered with a flash having specific labor times associated means time punches are not needed. These 2 very important facts – Skill Level 0 (i.e. your Lube Tech) and no "flash" time punches required – will help your Service department manage traffic more efficiently

and assist you with flashing vehicles in your inventory associated to Recall 40.

An update to the R40 service instructions with regards to *Completion Reporting and Reimbursement*, a new **Related LOP 18-R4-01-50** (Radio, Software – Create USB Jump Drive) has been issued. This new **Related LOP terminated** the Primary LOP 18-R4-01-83 (Create USB Jump Drive from CD or UCONNECT).

NOTE: Recall flash claims and USB flash will be exempt from *AutoPay*.





Alternate Transportation Guidelines

Alternate Transportation guidelines were published in *Warranty Bulletin D-15-15* that launched July 1, 2015. Key alternate transportation enhancements include:

- ✓ Up to 10 calendar days of Alternate Transportation can be allowed by the designated dealer management person without AM or corporate pre-approval.
- ✓ Same day Alternate Transportation no longer requires vehicles to be left overnight.
- ✓ Up to 2 days of Alternate Transportation allowance while vehicle is being diagnosed **with supporting documentation**.

- ✓ Alternate Transportation that may be covered under both MVP (F) and Warranty (W) should be first submitted as a Warranty (W) type claim.
- ✓ Increased the reimbursement rates for competitive loaner vehicles up to \$35.

Dealers must make every effort to order parts requirements including *Special Handling* to take care of the customer.

See the Warranty Bulletin's *Frequently Asked Questions* and associated WIC articles regarding Alternate Transportation.

R1234YF Fill Limit Specifications

The Robinair Refrigerant Machine defaults at .590 kg fill capacity which is greater than all current CDJRF vehicles using R1234YF. Please refer to the following path within *TechCONNECT* which will provide actual VIN specific capacity: *VIN > Service Info > 4 – Vehicle Quick*

Reference > Capacity > Specifications > Specifications > A/C Refrigerant System.

To program your Robinair Refrigerant Machine refer to the User Manual.

Journey 2.4L Engine Cover Change

A recent decision at FCA was made to eliminate the 2.4L engine cover from all JC Journey vehicles effective with units built after May 26, 2015. Vehicles as received at dealerships will not have the engine cover or plastic ball

studs for attachment. There is no degradation in vehicle performance and the engine cover will not be honored under the warranty replacement for vehicles built after the above decision date.

Active Grille Shutters and Impact Damage

Active grille shutters that have impact damage (i.e. rock, collision or another other environmental impact) are not a warrantable claim. Road debris and collision damaged

components will need to be claimed by the vehicle owner with their insurer.





Powertrain Service Center (PTSC)

Recent changes to the PTSC phone (1-866-262-817) menu prompt can be quickly maneuvered by following these recorded prompts:

#1 – Computer system issues which prevents submitting a request

#2 – Warranty Hotline for claim assistance (for your convenience the number is 1-888-255-2616)

#3 – Parts information or status of shipment

#4 – PTSC request for pre-authorization increase or have a pre-authorized claim paid

Looking for information regarding reman application, you will need to contact STAR Parts.

Just How Important is Accurate Information for Parts Return

Many of you are engaged in the return of parts to the Quality Engineering Center (QEC). It is essential that the correct parts be returned with the respective claim paperwork. Without the correct parts for the claim it is impossible to correlate the failure of the returned part to the customer complaint or even to the original vehicle that the part was installed on.

When parts are flagged for return it is for warranty analysis in order to help identify product issues and to enable continuous product improvements. We are seeing a growing number of cases where the part returned does

not align with the vehicle on the warranty claim. FOBICs, FOBIC batteries, TPM Sensors and Park Sense Sensors have all seen high volumes of returned parts that can't be used for the intended purpose.

Please take extra effort to ensure 100% accuracy when packaging parts for return to the QEC. Review the *Warranty Administration Manual* in the *Parts* section for details surrounding parts return. Parts returned not matching the warranty claim may be subject to chargeback.

Using Parts Specified for a Recall Repair

When a part is called out in a Recall repair process, it is important to make sure the technician completing the repair uses all the parts identified in the Recall document. By following this simple principle, you will avoid a Recall claim from being denied.

We have been seeing claims submitted without seals, nuts or even complete parts in the cases of taking apart an assembly and only using a portion.

A claim without the correct parts will cause message codes that delay claim processing, Warranty Message Codes like LH1, LH4 and PK2 may cause delays. Claims properly prepared with the correct parts and LOPs will process quicker.





Customer service is not a department, it's everyone's job!

Courtesy Transportation Program Launched July 1

Three weeks after launching the program, over 1,300 dealers have enrolled!

Building solid relationships with your customers is vital to the long-term success of your dealership. The *Courtesy Transportation Program (CTP)* strengthens this relationship and improves the overall customer experience by providing no cost, like-vehicle alternative transportation while your customer's vehicle is being serviced. The program minimizes disruption for the customer by getting them back to their busy day, and offers dealers incentives for stocking and managing a

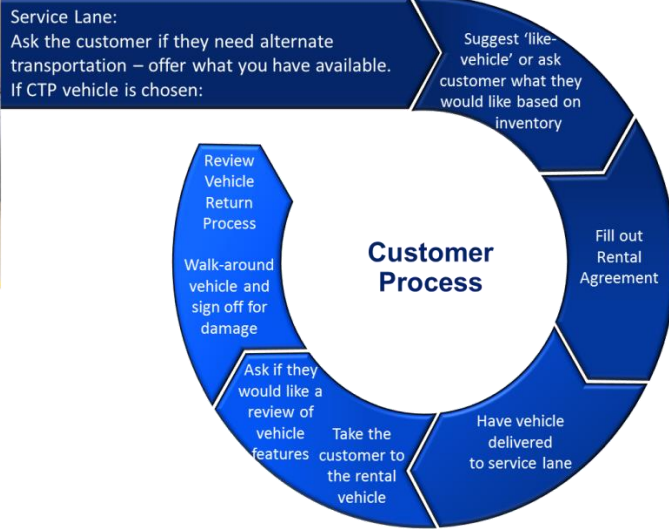
loaner fleet. Programs like these provide ease and convenience to your customers and differentiate your dealership.

You've already received a number of announcements regarding the program which are conveniently located in *DealerCONNECT*, under the *Home* tab.

With your partnership, programs such as the *CTP* will contribute to creating a great experience for our customers and foster long term loyalty to your dealership and our Brands.



Ask if the customer would like alternate transportation



Contacting Customer Care – Customer Lines

Customers can contact Customer Care 24/7 at any of the following numbers:

Jeep	877-426-5337
RAM	866-726-4636
FIAT	888-242-6342

Dodge	800-423-6343
Alfa Romeo	844-253-2872
Chrysler	800-247-9753

