



## UPDATE FROM WARRANTY OPERATIONS

*Hello Team,*

*We hope all of you are properly prepared and excited for the increased revenue opportunities that will be available to you this summer. Everyone that is hitting the road is a potential customer for you, and we all know that positive word-of-mouth spreads quickly. Make sure that every customer interaction that you have is as positive and uplifting as possible so that instead of dreading the dealership visit, it becomes an enjoyable experience.*

*We are putting the final edits on an FFV Best Practice video that will allow you to hear from a few service managers who are hitting high FFV with busy shops. Look for the video to be posted soon to DealerCONNECT and we're sure you'll pick up a few tips and tricks to make your shop more efficient and keep pushing that FFV upwards!*

*Summer is almost here and we cannot wait to see the levels of customer satisfaction and FFV you can reach. Remember there are always FCA corporate resources here to support you in whatever capacity is needed to let you take care of the customers.*

*Thank you,*

**Jim Sassorossi**

**Director - Dealer Support & Warranty Operations**



## V08/V11/V16 3.0L Diesel Emission Campaigns

### Frequently Asked Questions

Please refer to the Questions and Answers below to help clarify inquiries received regarding 3.0L Diesel Emissions Recalls V08/V11 and V16. Please refer to Dealer Instructions for specific details and requirements. It is critical for efficient claim processing to fully read and understand the claim requirements before performing the recall. The Warranty Contact Center is experiencing a delay in claim processing due to missing documentation.

#### *What needs to be in the picture of the VECI Label attached to the claim?*

Per step 47 of Dealer Instructions, It is imperative that the picture shows the label adhered to the vehicle and the VIN is present and clearly legible.

#### *What are the customers required to sign?*

The only document that needs to be signed by the customer is the Repair Order acknowledging the AEM.

#### *Am I required to include the label part number on the warranty claim?*

No, the label is provided free of charge to the dealership and is not required to be included on the warranty claim.

#### *What if there are aftermarket parts or modifications that prevent the recall from being completed?*

If there is a vehicle modification that is preventing the recall from being performed, please take a picture of the modification and download a Vehicle Scan Report (VSR), then, attach the pictures and VSR to the warranty claim using LOP 18-V0-8L-87 as outlined on page 12 of the Dealer Instructions.

#### *What if a customer declines to have the recall completed?*

If a customer declines to have the recall completed, please document it on the Repair Order and attach a copy to the warranty claim and use LOP 18-V0-8L-86 as outlined on page 12 of the Dealer Instructions.

#### *What if the vehicle needs repairs done before completing the recall?*

In order to perform the V08/V11/V16 Diesel Emissions campaigns the vehicle must be drivable. In the case that it is not driveable due to an issue that would be covered by the X78 extended warranty, the repairs should be considered for goodwill. For certain conditions the repairs should be completed as customer pay.



Frequently Asked Questions (Continued)

*What are some common issues preventing claim payment?*

✓ Labor Operations

Please pay close attention to the various LOP's on page 12 of Dealer Instructions and ensure proper LOP's are used.

✓ Vehicle Mileage Documentation Requirements

Please ensure vehicle mileage documented on the warranty claim matches the mileage on the Vehicle Scan Report.

✓ Vehicle Scan Report (VSR) Requirements

Please ensure special attention is being paid to **Steps 7 and 28** of V08/V11 Dealer Instructions, which require downloading and saving a Vehicle Scan Report both **BEFORE** and **AFTER** the AEM is completed. These scan reports are **REQUIRED** to be attached to the warranty claim upon submission for payment.

*Please note, pictures or screen shots are not acceptable alternatives to this process.*

**VEHICLE SCAN REPORT**  
Vehicle VIN: 2015 RAM 1500 PICKUP 3.0L V6 TURBO DIESEL  
Odometer: 45207.4 miles  
Publication Date: May 7, 2019, 9:58:27 AM

**ECU SUMMARY INFO**

ECU	NAME	BUS TYPE	FLASH PART #	CURRENT VIN	ORIGINAL VIN	PART #
TCM	Transmission Control Module	CAN-C	68245317AE	[REDACTED]	[REDACTED]	68245317AE
PCM	Powertrain Control Module	CAN-C	68303617AC	[REDACTED]	[REDACTED]	68303617AC

VSR Before Recall Completion

**VEHICLE SCAN REPORT**  
Vehicle VIN: 2015 RAM 1500 PICKUP 3.0L V6 TURBO DIESEL  
Odometer: 45207.4 miles  
Publication Date: May 7, 2019, 10:31:08 AM

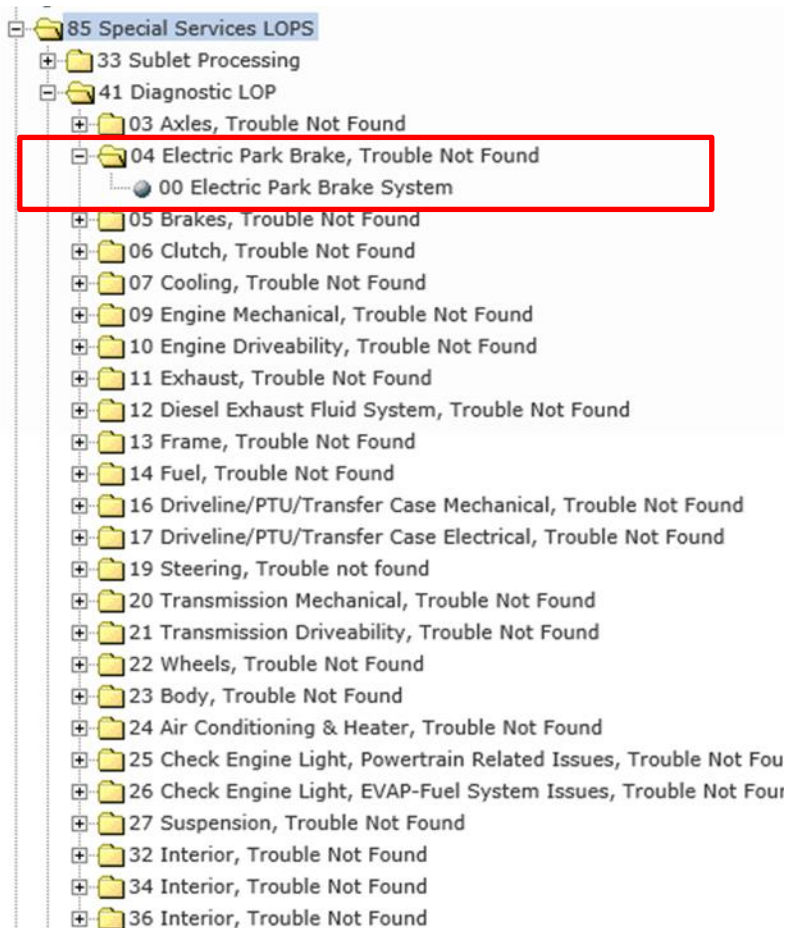
**ECU SUMMARY INFO**

ECU	NAME	BUS TYPE	FLASH PART #	CURRENT VIN	ORIGINAL VIN	PART #
TCM	Transmission Control Module	CAN-C	68245317AI	68245317AI	[REDACTED]	68245317AI
PCM	Powertrain Control Module	CAN-C	68303617AH	68303617AH	[REDACTED]	68303617AH

VSR After Recall Completion

## Important Announcement: New Trouble Not Found (TNF) Labor Operations for Electric Parking Brake Concerns

- In order to assist in identifying quality issues and improving our products, a new Labor Operation has been created to better distinguish between Base Brakes (applied by vehicle operator) and the Electric Parking Brake (Automatically applied) when TNF Parking Brake scenarios arise. In addition, a failure code of “OD” (Operating as Designed) has been added.
- Be sure to utilize the appropriate classification of Electric Parking Brake TNF or Base Brakes TNF. This will ensure the appropriate Quality & Engineering groups are made aware of the customer concerns you are seeing:



The new Electric Parking Brake TNF Labor Operations can be found in the Labor Operations link in DealerCONNECT, under the “85 Special Services LOPS” in the following categories:

- **85-41-04 Electric Parking Brake**
  - 00– Electric Park Brake System
- **85-41-05 Brakes**
  - 02 – No Repair / Trouble Not Found Brakes





## Alternate Transportation Guidelines

In order to assist you in satisfying customers, if a vehicle is covered under the New Vehicle Warranty for Warranty (W), Mopar (M) or Recall (S) claim types, you are encouraged to provide Alternate Transportation, at the customer's request, under the guidelines as outlined in Warranty Bulletin D-15-15 Rev. A.

FCA will reimburse the dealership for rental charges billed by the rental company at a rate no greater than if the dealer had provided a loaner using the CTP program. Acceptable charges are the daily rate and the applicable taxes up to the amount supported by the owner's vehicle.

Charges FCA will not reimburse for, include but are not limited to:

- Gas charges
- Upgrade fees
- Extra Driver fees
- Vehicle Licensing Fee
- Under age driver fee
- Processing allowances
- Additional insurances

Rental agreements may not include: additional insurances, gas, upgrades, under age driver fee, or processing allowances.

### Standard Warranty Rental Rates

**95-40-01-42** Loaner - FCA High Line (Up to \$40 per day)

**95-40-01-41** Loaner - FCA Standard Line (Up to \$35 per day)

**95-40-01-40** Competitive make vehicles (Up to \$25 per day)

Supporting documents needed for rental claims are:

- ✓ The completed, signed final rental agreement showing dates out and in and amounts per day
- ✓ Parts ordering/shipping forms if a part was backordered requiring a rental to be issued
- ✓ Use LOP 85-LO-AN-00 as a related LOP to the primary LOP for backorder part situations



FCA US requires that the dealership have a designated person(s) to review, initial and date all claims that require rental. The designated person(s) is defined by the dealer’s warranty level (see table below). This will ensure that the required repair(s) on the vehicle meet eligibility requirements for rental reimbursement. Repair

claims that are not initialed by a designated person(s) and/or do not meet rental eligibility requirements may be subject to full or partial chargeback, based on the circumstances. Use a Loaner Car Log, or a similar form to document the use of loaner vehicles for all claim types.

BASE	PLUS	PREMIUM
✓ Service Manager signature required	✓ Service Manager can delegate authority	✓ Service Manager can delegate authority

On the 10th day, the designated dealer person must contact their Area Manager or Customer Care (if previously involved) notifying them of additional day(s) of rental. The Area Manager or Customer Care are required to put DM Notes in the system to extend the rental beyond 10 calendar days. Dealers will then submit the claim to the WCC using the RA process.

In cases where claims are submitted for loaner vehicles, when no repair is performed, for Legal Inspections or Customer Pay repairs, the claim will be returned to the dealer with instructions to request a direct check from the individual or department that approved the loaner/rental. The person responsible for issuing the direct check is based on the person who requested a loaner/rental be provided.

### VOR LOP Usage

FCA continues to monitor and review processes related to Customer Satisfaction and claim processing. FCA's goodwill rental policy states dealers are to diagnosis the vehicle within two days of being brought to the dealership, order the part VOR if the facing depot is not able to provide

the part the next day, and the part must be installed within two days of the part arriving at the dealership. This policy was developed to ensure the customer is out of their vehicle for the shortest time possible.

A feature of this process was to require dealers to provide details of part orders, to assist FCA with providing better part availability. Unfortunately, very few dealers are providing the correct information to support rentals. Over the next few weeks, the WCC will begin requesting the correct rental details to support and confirm

### LABOR Tab:

Labor Operation (LOP) Selection – (With Repair):  
Applies to Warranty (W), Mopar (M) and Recall (S) Claims

When the repair visit results in the customer being provided Alternate Transportation, perform the following steps:

- Identify the cause of the failure with the appropriate repair LOP as the failed LOP, per normal claim processing guidelines.
- For Part Back Order Situation - 85-LO-AN-00 Details:
- Enter 85-LO-AN-00 as a related LOP to the primary LOP (see below for 85-LO-

back order parts processes were followed.

To ensure quick and accurate claims processing, please review the information below, which can also be found in the Warranty Administration Manual, page 38, for more details related to the loaner support process.

AN-00 details) for a back order situation only

- Verify the last two characters are numeric (Zero Zero)
- 0.0 will populate in the Labor Hour field
- The “Add Narrative” box will display prompting the dealer to enter a narrative.

**Unsupported rental claims will be returned to dealers for rental adjustments and accurate claim processing.**

## Engine Reman LOP

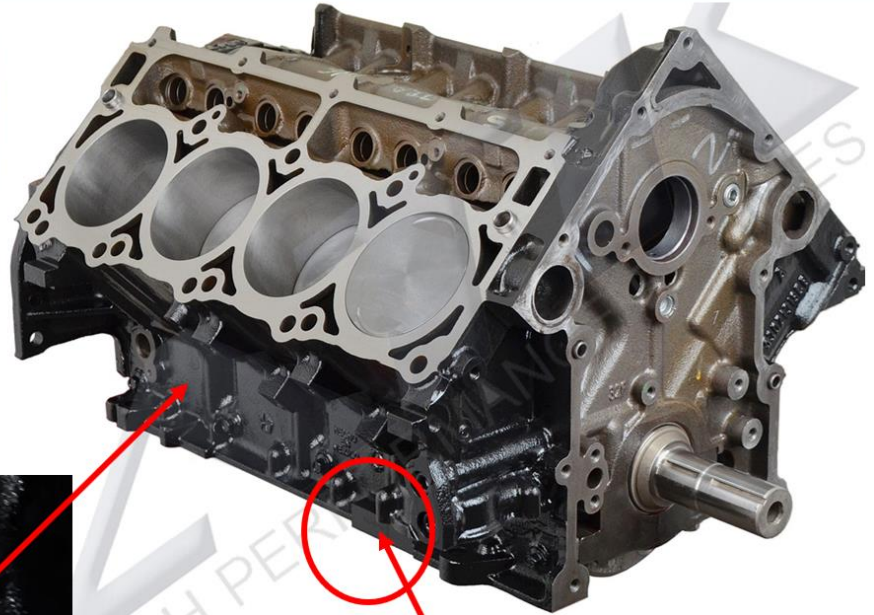
In order to identify OE vs ReMan engine warranty claims, a new causal LOP has been assigned for engine replacements. Please review the following instructions. When replacing Pentastar or Hemi engines, please record the engine part number of the **engine being removed** from the vehicle. Reference pictures of each engine for proper identification and part number location. If

the failed engine has a green or orange service reman tag, please use causal LOP: 09-01-70-RE. This LOP does not contain labor hours or parts allowance, but simply serves as an identifier for reman engine failure. To obtain labor time reimbursement, all applicable standard LOPs will still need to be present on the claim condition.

### Hemi OEM vs ReMan Identification



ReMan Engine Part Number Tag and Location. Tags will be Orange or Green.

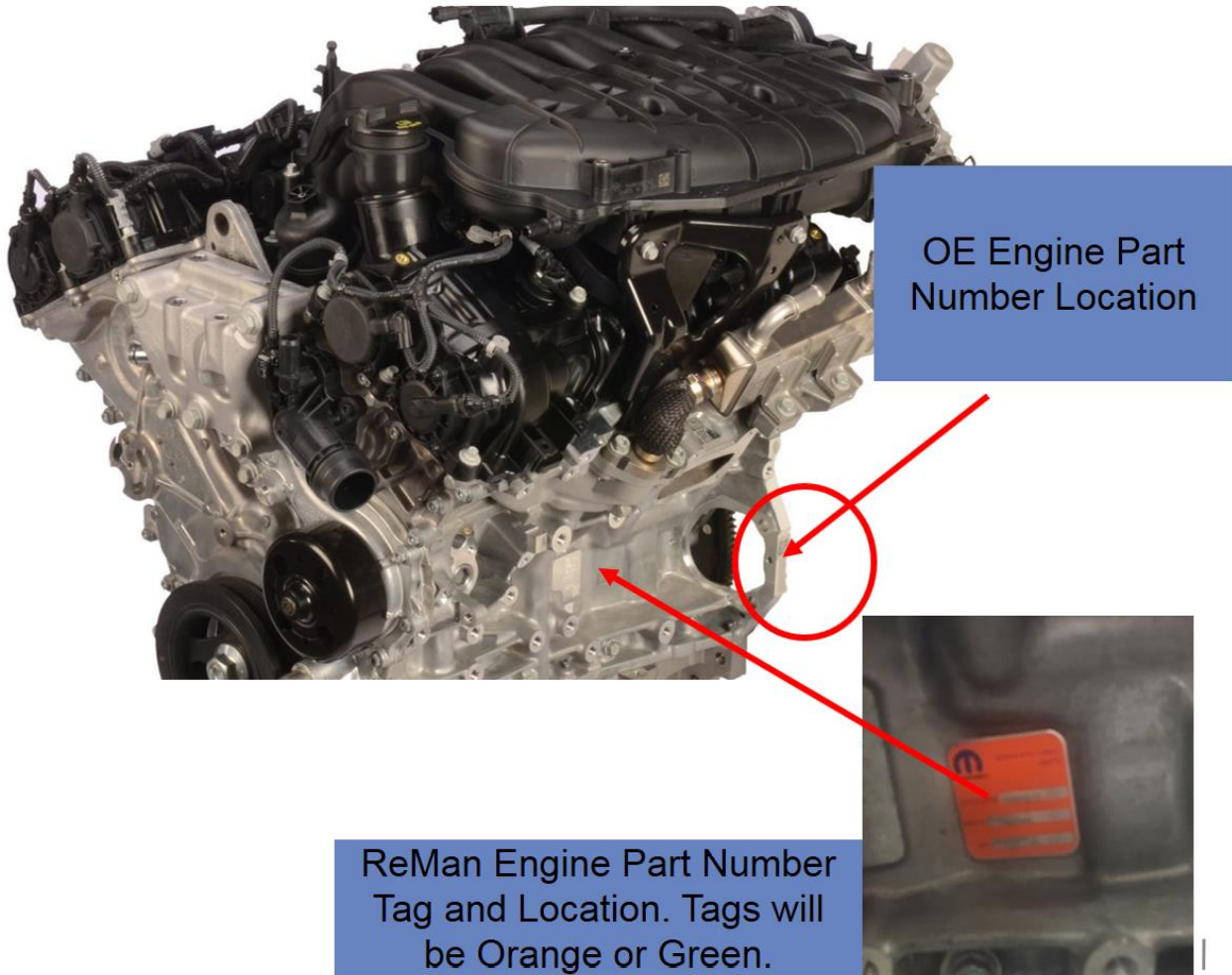


OE Engine Part Number Location





### Pentastar OEM vs ReMan Identification



## New Jeep Wrangler - V41 CSN Steering Damper

On New Wranglers or Gladiators that experience a shimmy in the steering wheel after hitting an irregularity in the road surface such as an expansion joint, pothole, bump, etc., the steering damper must be replaced with an AE level part or newer. Also the damper must be installed in a certain orientation.

AE level dampers have an orientation direction. (See the images below for orientation.) Also, please reference the *JL Steering Damper Installation TIPS Video* located in the Service Library in DealerCONNECT.



The damper must be installed with the “Bulge” on the bottom and the arrow pointing to the front of

the vehicle. The damper will only operate correctly in this orientation.

## 2019 MY Grand Cherokee (WK) - ABS Light On

If the ABS light is on and diagnosis leads to the wheel speed sensor, be sure to check the electrical connections. There have been reports of wheel speed connectors not fully latching, allowing water to enter the connector and corrode the pins on the wheel speed connector.

If that is the case, the wire harness should be replaced and NOT the sensor. A new sensor with the old harness will cause a shop comeback for the same issue. Wheel speed sensors that are returned and found to be in good working order will be charged back as an over repair.

In addition, check the tone wheel as well before replacing the wheel speed sensors. The wheel speed sensors returned are covered in rust (see pictures). This can cause the sensor to not read the tone wheel. If there is rust on the tone wheel,

simply clean it off and reinstall the sensor after cleaning and test the system again for a good reading. In all cases this will correct the issue in the first visit.



Corroded Connector Pin

## All Vehicles - Vinyl Interior “Dusting”

Over time on new vehicles the vinyl on door trim panels and the Instrument panel will exhibit a condition called Vinyl Gassing which can cause a “dusty” appearance to the surface (see below). This is a normal part of the vinyl curing process

and can be cleaned with MOPAR Total Clean PN 04897840AD, or MOPAR Interior Cleaner PN 05003240AC, during the New Vehicle Prep process in the last step of the process “Clean Vehicle Interior”. Replacement of parts is not required, only a good cleaning.



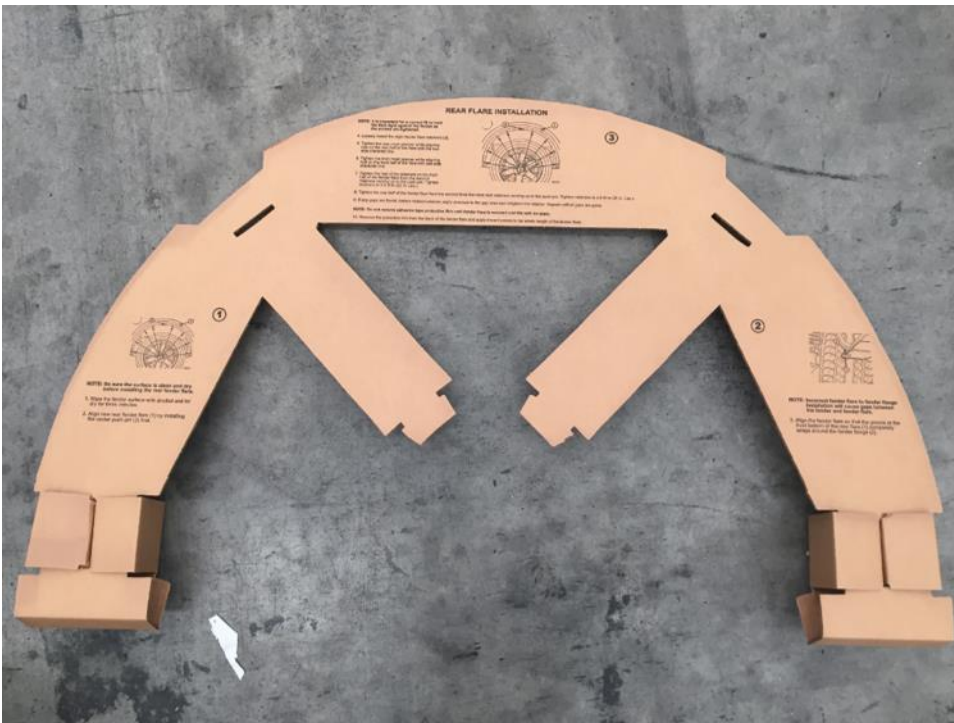
## RAM 3500 Dual Rear Wheel - Wheel Flares

### Poor installation of Dual Rear Wheel RAM Wheel Flares

This is a re-release of an article first published on January 31, 2018 in Warranty Newsletter Volume 4, Issue 1.

We have seen a number of warranty claims for reinstallation of Rear Wheel Flares on RAM 3500 Dual Rear Wheel vehicles. These vehicles are shipped to your dealership with the wheel flares inside the vehicle, and require dealer installation at PREP. Any issues with gaps between the body panel and the wheel flare indicates poor

workmanship during dealer installation and cannot be considered a warrantable condition. The instructions on the box, the wheel flares are shipped in, MUST be followed very closely, and in order, to assure a proper bond to the body. Failure to follow those instructions will cause adhesion gaps to appear between the flare and the pick-up box side. Below are those instructions. Wheel Flare warranty claims filed for reinstallation or replacement due to loss of adhesion between the flare and the body will be charged back.



## Grand Cherokee - Rear Hatch Scuff Plate

On May 25, 2019, the aluminum scuff plate on the Limited Grand Cherokee will change to a "Mold in color" scuff plate the same as the base models. Be aware that before thinking this is a "Shortage or Error" in the build, check the build date on the vehicle. Vehicles built prior to May 25, 2019, will have the aluminum scuff plate (see picture

below), and vehicles built after will have the Mold in color scuff plate. Warranty claims filed for installation of the silver scuff plate on Limited Grand Cherokees built after the end date of May 25, 2019 will be charged back with no appeal allowed.

WK – Change out the aluminum scuff plate on Limited class vehicles to the plastic Mold in color scuff plate found on the base models

**Current design:**



BEFORE

**Proposed design:**



AFTER



## All Vehicles - Cooling System Leaks

When submitting a warranty claim for a cooling system leak, it is very important to identify where the system was leaking. The “Cause” in the 3 C’s of “Concern, Cause, Correction”, is used to make corrections in the assembly of our vehicles. The more information you can give us the better we can pinpoint the errors and make adjustments.

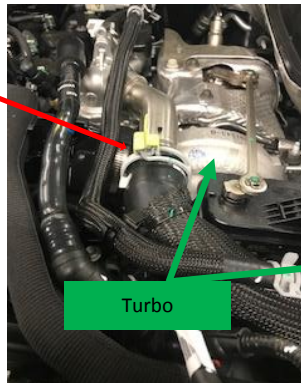
In the example below, where a “Grenade Pin” was not pulled to release a hose clamp, or the clamp pin was not disengaged, if the narrative only said “hose leak”, we would not know which hose. (as there are many) Instead, you might say “upper radiator hose next to the turbo charger, clamp pin still engaged.”

Under-hood View of Upper Radiator  
Hose Clamp Grenade Pin Still Attached.

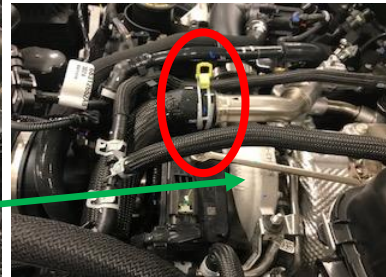


Clamp in question is on the upper radiator hose next to the turbo charger.

View from front of vehicle.



Clamp viewed from left fender.

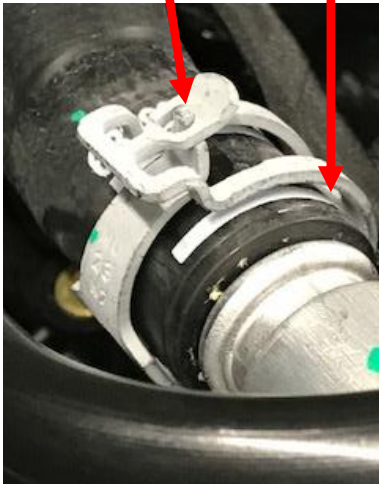


“Clipless” Mubea clamp on left / “Grenade Pin” Mubea clamp on right. Both clamps are un-sprung. Specifying where on the hose (i.e., at the turbo charger), and what type of clamp, helps us understand where and what the issue is.



If possible, a picture of the issue prior to dis-assembly would also help. Then attach to the claim as a PDF file.

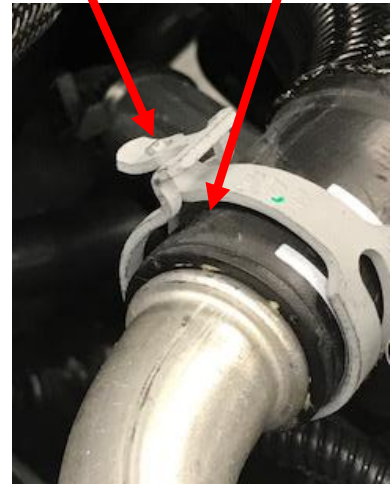
Clamp Pin Engaged / Clamp Gapped To Hose



**CUSTOMER CLAIMS  
VEHICLE LEAKS COOLANT  
DUE TO CLAMPS NOT SPRUNG**



Clamp Pin Engaged / Clamp Gapped To Hose



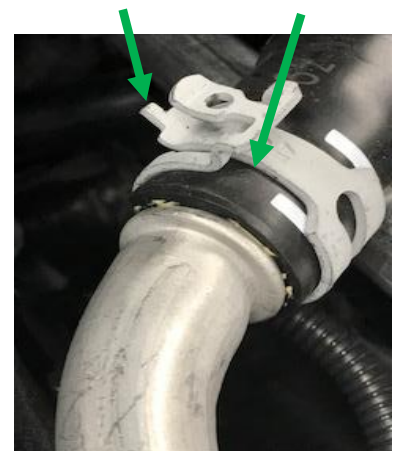
Clamp Pin Visible / No Gap To Hose



**VEHICLE HAS NO COOLANT LEAKS  
DUE TO CLAMPS BEING SPRUNG**



Clamp Pin Visible / No Gap To Hose



### 2019 Warranty Bulletin Highlights

Bulletin #	Subject	Release Date
D-19-01	(X76) Front Driver & Passenger Seat Air Bag Wiring Harness Terminals - 2013 Dodge Dart (PF)	1/23/2019
D-19-02	Fast Feedback Program - See DC Mail	1/23/2019
D-19-03	AutoPay and wiTECH Enhancements - Service Advisor ID	1/23/2019
D-19-04	Automatic Labor Rate Increase (ALRI) 2019	1/30/2019
D-19-05	Dealer Demo Mileage Allowance Increase	2/13/2019
D-19-06	Diagnostic Time - Clarifying FCA Policies and Encouraging Proper Usage to Improve Fixed First Visit	2/13/2019
D-19-07	Addition of 845RE / 850RE / 62TE Transmissions to the Powertrain Service Center (PTSC) Pre-Authorization Program - For BASE DEALERS ONLY	2/13/2019
D-19-08	Addition of 2.9L V6 Twin-Turbo Engine to the Powertrain Service Center (PTSC) Pre-Authorization Program - ALL DEALERS	2/13/2019
D-19-09	NEW Warranty Information Center (WIC)	2/20/2019
D-19-10	Warranty Service For Non-US Vehicles	2/20/2019
D-19-11	CANCELLATION of the Alfa Romeo Giulia (GA) and Alfa Romeo Stelvio (GU) Claim Processing Requirements	2/27/2019
D-19-12	Fast Feedback Program - See DC Mail	3/13/2019
D-19-13	Alfa Romeo Recall V27 Tech ID Exception	3/21/2019
D-19-14	Fast Feedback Program - See DC Mail	4/10/2019
D-19-15	(X78) Emission Control System - 3.0L Diesel - 2014/2015/2016 Ram 1500 (DS) and 2014/2015/2016 Jeep Grand Cherokee (WK)	5/1/2019
D-19-16	(X80) 9 Speed 948TE FWD/AWD or 9HP48 Automatic Transmissions - 2014 - 2015 Jeep Cherokee (KL) / 2015 Chrysler 200 (UF) / 2015 Jeep Renegade (BU) / 2015 Ram ProMaster (VM)	5/9/2019