



UPDATE FROM WARRANTY OPERATIONS

Hello Team,

We recently made some program changes to encourage and support improvements to CSI scores. One of these is a new and simplified Customer First Program that was launched on July 1st to make it easier for you to be rewarded for taking care of your customers. Please make sure to track your progress on the Customer First Dashboard on this new program.

While new programs are great and can lead to positive change, it's important to remember the basics for every service visit. Below is a list of best practices to help improve your CSI by focusing on the needs of the customer. In addition to these best practices, it is important that you confirm the customer's concern is corrected before the vehicle leaves the Service Lane.

- *Greeting: Greet the customer within 2 minutes*
- *Write-Up: Thorough write up of the Customer Concern*
- *Walk Around: Perform a walk around inspection of the vehicle*
- *Status Update: Keep the customer informed of the status of the vehicle*
- *Active Delivery: Upon delivery provide a complete explanation of services and repairs*
- *Follow Up: Contact the customer after the repair to ensure work was completed to the customer's satisfaction.*

Thank you,

Jim Sassorossi

Director – Dealer Support & Warranty Operations

New Message Codes - S11

Over the past year, Warranty Operations has been working to make system improvements to the Global Claim System (GCS). Dealers started seeing these changes with the introduction of the HR* message codes in the Spring of 2021. The next message code dealers will start to see is message code S11 – Claim requires corporate

review and authorization. The S11 message code is similar to RB4, since it allows Warranty Operations more options in how to select claims that require RA. Dealers will continue to see additional updates over the next year that are focused on better claim selection.

Warranty Extensions Index

WIC article KB0035536 has been created to provide dealers a cross reference list of warranty extensions, service bulletins,

coverage summary, and MY / vehicle(s). The Warranty Extension Index will be updated each time a warranty extension is launched.

WARRANTY EXTENSION INDEX (2009 - Current Model Year)					
Warranty Extension Number/ Bulletin	Covered Components	Service Bulletin	Affected Vehicles	Coverage Period	
X89 (D-21-07)	Power Transfer Unit	21-017-21	2014 - 2017 Jeep Cherokee (KL)	8 Yrs / 150,000 Miles from the vehicle's In-Service Date	
X90 (D-21-04)	Driver and Passenger Front Seat Belt Assembly	23-013-21	2014 - 2015 Dodge Durango (WD) and 2014 - 2015 Jeep Cherokee (WK)	15 years / Unlimited mileage from the vehicle's In-Service Date	
X84 (D-20-16 Rev. B)	Active Head Restraint	23-027-20 Rev. A	Select 2012-2013 Dodge Journey (JC) and Chrysler 200 (JS)	2012 - 2018 model year vehicles is 10 Years / Unlimited Miles from the vehicle's In-Service Date	
X85 (D-20-17 Rev. B)	Active Head Restraint	23-028-20 Rev. A	Select 2012-2013 Dodge Journey (JC) and Chrysler 200 (JS)	2012 - 2018 model year vehicles is 10 Years / Unlimited Miles from the vehicle's In-Service Date	
X86 (D-20-18 Rev. B)	Active Head Restraint	23-029-20	2012 - 2018 Dodge Journey (JC) and Chrysler 200 (JS)	2012 - 2018 model year vehicles is 10 Years / Unlimited Miles from the vehicle's In-Service Date	
X87 (D-20-19 Rev. B)	Active Head Restraint		2012 - 2018 Dodge Journey (JC) and Chrysler 200 (JS)	2012 - 2018 model year vehicles is 10 Years / Unlimited Miles from the vehicle's In-Service Date	
X88 (D-20-10 Rev. D)	Active Head Restraint		2012 - 2018 Dodge Journey (JC) and Chrysler 200 (JS)	2012 - 2018 model year vehicles is 10 Years / Unlimited Miles from the vehicle's In-Service Date	
X91 (D-20-21 Rev. A)	Active Head Restraint		2012 - 2018 Dodge Journey (JC) and Chrysler 200 (JS)	2012 - 2018 model year vehicles is 10 Years / Unlimited Miles from the vehicle's In-Service Date	
X92 (D-20-22 Rev. A)	Active Head Restraint		2012 - 2018 Dodge Journey (JC) and Chrysler 200 (JS)	2012 - 2018 model year vehicles is 10 Years / Unlimited Miles from the vehicle's In-Service Date	
X76 (D-19-01)	Front Driver & Passenger Front Seat Belt Assembly	08-005-19	2013 Dodge Dart (PF)	10 years / Unlimited mileage from the vehicle's In-Service Date	
X78 (D-19-15)	3.0L Diesel - Emission Control Approved Emissions Modification of the Fuel System, Parts of the Exhaust System, Other Sensors And Modules, Parts of the Cylinder Head	N/A	2014/2015/2016 Ram 1500 (DS) and 2014/2015/2016 Jeep Grand Cherokee (WK)	The greater of: (i) 10 years from the date of initial sale or 120,000 actual miles from the vehicle odometer, whichever comes first; and (ii) 4 years or 48,000 miles, from date and mileage of installing the Approved Emissions Modification on the vehicle, whichever comes first / Unlimited mileage from Warranty Bulletin notification	
X79 (D-19-17)	3.6L Gasoline Fuel Pump	14-002-19	2011 - 2016 Dodge Charger Pursuit (LD)	6 years or 100,000 miles from the vehicle's In-Service Date, whichever occurs first	
X80 (D-19-16)	9 Speed 948TE FWD/AWD or 9HP48 Automatic Transmissions	21-025-19	2014 - 2015 Jeep Cherokee (KL) / 2015 Chrysler 200 (UF) / 2015 Jeep Renegade (EU) / 2015 Ram ProMaster	6 Months / Unlimited mileage from the Warranty Bulletin notification for vehicles already out of the 3 year / 36,000 mile	
X81 (D-19-29)	Leather Instrument Panel Top Pad Delaminating	23-036-19	2011 - 2014 Jeep Grand Cherokee (WK)	10 years / Unlimited mileage from the vehicle's In-Service Date	
X74 (D-18-01)	Power Brake Booster	05-001-18	2011 - 2014 Dodge Durango (WD) and 2011-2014 Jeep Grand Cherokee (WK)	10 years / Unlimited mileage from the vehicle's In-Service Date	

Transportation Inspection Time and Documentation

To help reduce potential issues with Transportation claims, the TCR Department wanted to provide a couple of reminders to dealers.

Inspection time:

Make sure the dealership and the transportation company have a mutual understanding of not only when vehicles will be delivered, but also an understanding of the steps the driver will take once he or she arrives at the dealership. During working hours, the driver should check in with Sales / Service before vehicles are unloaded. The dealership has 15 minutes per a vehicle or 60 minutes per load to inspect a vehicle once the vehicle is off the carrier. During that inspection time the dealership cannot drive the vehicle out of the Driver's site, so, it is better to have a dealership representative near the truck and ready to start the inspection once the vehicle is off the carrier. A tip is to start looking (no touching) at the vehicle before it comes off the carrier. This will allow the dealership to see the underside of the vehicle for any possible undercarriage damage.

Documentation:

The ePOD delivery process is setup for the carrier's driver to enter damage codes, and for the dealers to have the responsibility to verify the information entered by the driver. This process was put in place since each device is different and dealers may not know how to utilize the technology the drivers use daily. During COVID there are some carriers that are not allowing dealers to sign the devices and drivers are signing the dealer name provided to the inspector. While having the driver enter the damage codes could create a potential issue, a dealership employee will still need to verify what is noted prior to signing the device or verbally approving the signature. If there is a dispute related to the codes entered, or not entered, the dealership will need to contact the carrier to resolve the dispute.

Entering the damage codes is the first step of filing a TCR, the next steps will involve gathering an estimate and filing s TCR imaging report in DealerCONNECT.

MRA - Material Return Authorization

MRA Damaged Part is a process the parts department have to file claims for parts that were damaged in transit and the damage is found when the packaging is opened. Parts damaged in

transit are not reimbursable on Warranty or Mopar claims. When these claims are found, the claim will be charged back.



Warranty has also been asked about Billing Adjustments when part prices drops from the purchased price. Warranty reimbursement is based on current replacement value, not purchase price. MRA Billing Adjustment is available when part pricing changes and the dealer would like to request a billing adjustment.

MRA claims are similar to warranty claims, in that each MRA claim must be based upon a reason code and have necessary support. Every reason code has its own requirements for input, timing, and other restrictions. With the exception of billing adjustments and carrier claims, credit is issued at original shipper price for all MRA claims.

The below table from the MRA Help section has most details dealers will need to enter either a Damaged part claim or a Billing Adjustment. For more details on the MRA process, dealers should review the MRA Help documents or the Mopar Policy and Procedure Manual.

While Warranty Operations is providing this information to help direct dealers to the correct process, we are not able to assist with providing responses to these requests. Dealers will need to work with their local PDC for assistance with all MRA related inquiries.

Description	Required Input	Time Limitations/Restriction
Damaged part and Package Damage All transportation types.	Shipper number Part number ordered Return quantity Part Damaged Part packaged Package visibly damaged Packaging date Pack Vendor code Contact name Phone number Comments	Selecting the criteria in this option will assign the following reason codes. (6A, 9A, 9C, 05 or 5A new Reason Code for packaging Damage) in the claim entry screen. (05) Visible damage 7 days after ship date from facing PDC or 14 days from receipt of invoice if referred. (5A) Packaging damage 7 days after ship date from facing PDC or 14 days from receipt of invoice if referred. (6A) Concealed Damage 30 days New, non-installed parts only (9A) UPS Damage 15 days the part arrived damaged, and was shipped by UPS (9C) UPS Damage 15 days the part arrived damaged, and was shipped by UPS Freight Damaged Part photos need to be uploaded within 24hrs after the submission of claim on the 'MRA Photos Upload Portal', otherwise the claim will be auto denied. For more information on the photo upload process, refer to the "Photo Submission Process and Requirements" and "Damage Photo Quality Requirement" documents in the Resource center link under MRA.
Billing adjustment	Shipper number Invoice number Billing amount Contact name Phone number Comments	Use this return code if you have been invoiced incorrectly. No time limit Dealer must mail invoice and packing slip to PDC



Parts Returns Related to Sublet Repairs

Parts provided to a sublet repair shop are not exempt from parts return requirements; while it is not possible to return many onetime use parts like anti-chip tape, name plates, or parts that fell off the vehicle before the repair was completed. Items such as weather strip, sun shades, or trim panels may be asked for by the Quality group for inspection of the part to

determine root cause and product improvement. Dealers need to make sure that these types of parts are returned from the body shop to avoid *part not returned* charge backs. As with all part disposition, once the claim is paid, the dealer will be notified how to either return or scrap the part.

MVP Dealer Support Hotline and Dealer Chat

Warranty Live Chat has received several contacts related to MVP support. Warranty Live Chat agents are not able to assist with MVP inquiries related to administration; dealers are referred to the expanded MVP Chat. Dealers need to use the proper chat link to receive the quickest most accurate assistance.

To help make sure dealers know which chat link to use, please review MVP Bulletin 2021-027. The bulletin highlights are provided below:

- Mopar Vehicle Protection (MVP), will be utilizing Dealer Chat for dealer support for all inquiries related to contract sales support and administration. Dealer chat

has become a very useful means of getting questions answered quickly by a live agent.

- With this change the following hotline number will **no longer be in use**:
 - MVP Dealer Hotline 800-541-4612
- Please note that Dealer Chat cannot be used for repair authorizations at this time.
- A video explaining how to use Dealer Chat is also posted in the Announcements section of Service Contracts on DealerCONNECT.

2021 Warranty Bulletin Highlights

Bulletin #	Subject	Release Date	DCMail ID#
D-21-01	Fast Feedback Program - Transmission, Front and Rear Axles/Prop Shafts, Front-End Accessory Drive (FEAD), Catalytic Converters and Exhaust Components, Cooling, Fuel and EVAP System Components and Electrical and EPT System Components - 2021 Jeep Wrangler 4xe (JL)	1/27/2021	72026
D-21-02	Automatic Labor Rate Increase (ALRI) 2021	1/28/2021	72062
D-21-03	GR8 Battery Tester Latest Software Level Requirement	3/17/2021	73283
D-21-04	(X90) Driver and Passenger Front Seat Belt Assembly - 2014- 2015 Dodge Durango (WD) and 2014 - 2015 Jeep Grand Cherokee (WK)	3/24/2021	73454
D-21-05	New Vehicle Preparation Enhancements - Introduction of the wiTECH NVP Process	3/31/2021	73582
D-21-06	Fast Feedback Program - Transfer Case, Prop Shaft and Front & Rear Axle Components - 2021 Jeep Grand Cherokee (WL)	4/14/2021	73966
D-21-07	(X89) Power Transfer Unit - 2014 - 2017 Jeep Cherokee (KL)	5/12/2021	74595
D-21-08	Fast Feedback Program - Transfer Case, Prop Shaft and Front & Rear Axle Components - 2022 Wagoneer and Grand Wagoneer (WS)	6/30/2021	75780