

# MOPAR® POWERTRAIN WARRANTY PROCESS

## DEALER SALE TO INDEPENDENT REPAIR FACILITY

- 1 Customer returns to the independent repair facility with a warranty concern.
- 2 Independent repair facility will call the Powertrain Service Center (PTSC) at: (866) 262-8517 for repair/replace authorization.

**NOTE:** If the registration is not found on DealerCONNECT and customer can provide a copy of the warranty or original repair invoice, dealer or PTSC must enter original warranty registration on DealerCONNECT. Warranty coverage will not be honored if the warranty registration is not verifiable.

### ONE OF TWO SCENARIOS MAY OCCUR:

#### SCENARIO I: PTSC determines that the independent repair facility can perform published diagnostic procedures.

- 1 PTSC diagnoses concern and authorizes the independent repair facility to repair or replace the part.
- 2 PTSC faxes dealer the authorization form.
- 3 Prior to sending the replacement unit to the independent repair facility, the dealer will remove the three-part adhesive label (containing serial number and part number of replacement unit) from outside packaging and place a label on each copy of repair order (customer copy, dealer copy and registration document).
- 4 Independent repair facility repairs or replaces part in customer's vehicle.
- 5 Independent repair facility returns vehicle to customer at no charge.
- 6 Independent repair facility submits detailed commercial invoice to dealer along with the failed part or assembly.
- 7 Dealer submits WRO to FCA US LLC and reimburses independent repair facility for the labor amount.
- 8 Dealer updates warranty registration as a subsequent repair/replacement on DealerCONNECT with the serial number of the replacement assembly and new installation date.

#### SCENARIO II: PTSC determines that independent repair facility cannot perform published diagnostic procedures. It is recommended by the PTSC to take the vehicle to the dealership for additional diagnosis.

- 1 Dealer performs diagnosis.
- 2 Concern is covered by the Mopar® 3/100 Powertrain Parts Warranty (if not, advise customer the concern is non-warrantable):
  - a. Dealer repairs or replaces as necessary
  - b. Dealer removes three-part adhesive label (containing serial number and part number of replacement unit) from outside packaging and places a label on each copy of repair order (customer copy, dealer copy and registration document)
  - c. Dealer returns vehicle to customer at no charge
  - d. Dealer submits WRO to FCA US LLC
  - e. Dealer updates warranty registration as subsequent repair/replacement on DealerCONNECT with the serial number of the replacement assembly and new installation date

### TOWING

Attach a copy of the detailed commercial invoice to the dealer from the independent repair facility for the preapproved labor amount. If any towing charges were incurred (not to exceed \$75.00 allowance), attach a copy of the towing invoice to the repair order.

Every towing invoice must include:

- Vehicle's VIN
- Mileage
- Date of tow

**NOTE:** Powertrain components purchased in the United States and installed on Canada or Mexico market vehicles do not receive the applicable Powertrain Warranty, with the exception of travelers from Canada or Mexico with proof of registration. These travelers can receive warranty coverage through a U.S. dealer. U.S. dealers are not allowed to register powertrain components on Canadian or Mexican registered vehicles. Powertrain components sold to businesses in Canada or Mexico for the purpose of resale do not receive the applicable Powertrain Warranty. International purchases made online are not covered.

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