WARRANTY BULLETIN

**TO:** Dealer Principal, Service Manager, Service Advisor, and Warranty Claims Administrator

**SUBJECT:** New Service Advisor Dropdown List and “DE3” Message Code (Rev C)

**NO:** D-14-17

**DATE:** August 28, 2014

**FOR:** All U.S. Dealers
All U.S. Business Centers

********************Revision - Changes are noted in Red******************

**PURPOSE:**
To announce requirements for processing claims using a new Service Advisor (SA) dropdown list and new corresponding DE3 Message Code (*Employee is not a valid Service Advisor at your dealership*).

**TIMING:**
July 10, 2014

**BACKGROUND:**
A new dropdown list has been added to the Service Advisor field in DealerCONNECT Claim Entry. This dropdown will function very similar to the Technician dropdown where you will select the name of a Service Advisor from the list provided.

*Note:* The Service Advisor dropdown will only display dealership personnel with a recognized primary position code at repair completion date. Along with the recognized primary position codes of: Service Advisor 13, Service Manager 09 and Service Director 17, an additional 25 primary position codes have been added to the Service Advisor dropdown list. The addition of these primary position codes will increase the accuracy of correctly identifying other dealership personnel that may write-up service repair orders.

Secondary position codes are not recognized at this time. An update will be provided once secondary position codes have been added.

**ACTION:**
**IMPORTANT:** Complete the Odometer, Received Date and Completed Date fields (in this order) to allow the Service Advisor dropdown to populate. If these 3 fields are NOT completed, the Service Advisor field will display “None.” If you have updated your SA list recently, the SA update could take up to 48 hours before it is reflected in DealerCONNECT. Select “None” while updates are being processed. **Claims can still be submitted during this time.**
If the Service Advisor ID does not match, the claim will set a message code of DE3.

**DE3 message code will not cause a claim to reject.** The claim will process (Pay) providing no other dealer correctable message codes have set on the claim.

- To correct the DE3 message code, dealers must go into the claim in DealerCONNECT Claim Entry and correct it by selecting the appropriate Service Advisor’s name from the dropdown list. The SA ID is created using the S-ID; example S-ID for John Smith is s12345f will be converted to 12345f.

If your dealership utilizes a **Dealer Management System (DMS)** to upload claims to Chrysler, the IEN in Dealer Service Profile **MUST MATCH** the numeric value that is being sent from the DMS to Chrysler. If the value does not match, the Service Advisor field will be blank on the claim and the DE3 will set. To correct the DE3 message code, follow the steps below:

1. The DMS system sends the Service Advisor ID in the following format: “NNNNAA” (where “N” equals numeric value and “A” equals an alpha value). If you do not know what these values are, you may need to contact your Dealer Management System provider to obtain this information. Some DMS’s use the last 4 digits of the Social Security Number, others use the last 4 digits of the DMS Employee ID and other systems might use a Personal Identification Number.
2. Once you have obtained the correct value for the Service Advisor, perform the following steps to create/update the IEN in My Personnel.
4. Enter the SID of the employee you need to modify and click “submit”
5. Enter ONLY the “NNNN” numeric value from Step 1 as the IEN in My Personnel
6. Click “NEXT”
7. Click “SUBMIT”

Changes made in My Personnel could take up to 48 hours before they are reflected in DealerCONNECT>Service>Reports, Tools & Information>Dealer Service Profile.

If your dealership utilizes DealerCONNECT to manually enter claims and the Service Advisor’s name does not appear in the dropdown list, perform the following steps:
2. Enter the SID # of the employee you need to update and click “Submit.”
3. To update the position code, select one of the following: Service Advisor Position Code 13, Service Manager 09 or Service Director 17 from the primary position code list.
4. Click “NEXT”
5. Click “SUBMIT”

Note: Repeat steps 1 through 5 for any additional employee position code updates.

ADDITIONAL INFORMATION:
This SA update could take up to 48 hours before the SA name is reflected in DealerCONNECT. Dealers can still submit claims during this time, but should select “None” in the SA dropdown list.

Following this procedure will assist in the effort for a smooth transition to the new Service Advisor dropdown box.

It is highly recommended that you review your DMS setup for the Service Advisor ID and make any necessary changes before this enhancement is launched.

Please ensure all affected dealership personnel are aware of this bulletin.

WARRANTY OPERATIONS

Chrysler Group LLC reserves the right to change any or all of the rules set forth in the Dealer Policy Manual and the Warranty Administration Manual by means of Warranty Bulletins and also by making the amended manual available to you on DealerCONNECT.