

Warranty Resources		
Resource	Information Included	Where to Locate
Dealer Policy Manual	<p>Describes the requirements dealerships must follow to meet their duties under the DaimlerChrysler Corporation Direct Dealer or Sales and Service (Dealer) Agreement, including:</p> <ul style="list-style-type: none"> <li>• Audit processes and dealership record keeping requirements</li> <li>• Customer-relations information, including customer complaint and “lemon law” procedures</li> <li>• Legal protections provided to dealerships on warranty-related matters</li> <li>• Sales record-keeping requirements</li> <li>• Service contract repair-authorization requirements and claim submission policies</li> <li>• Transportation damage procedures</li> <li>• How to set up a warranty administration system, the purpose of a Warranty Corrective Action Team, and the role of a Field Warranty Specialist</li> <li>• Warranty reimbursement details, including labor rate calculations, parts mark-up determinations, warranty record-keeping requirements, restricted vehicle warranties, how to handle sublet repairs, processing claims for terminated dealers, the terms and conditions of warranties, and how warranties are transferred</li> </ul>	<ul style="list-style-type: none"> <li>• Your dealership should have a copy of this manual</li> <li>• DealerCONNECT</li> </ul>
Global Warranty Administration Manual	<p>Describes the processes associated with warranty repairs, including:</p> <ul style="list-style-type: none"> <li>• How to use the manual, a table of contents, a detailed index, and a list of acronyms used in the manual</li> <li>• Description of the available DaimlerChrysler warranties</li> <li>• Step-by-step warranty procedures and requirements for handling various warranty issues (loaner cars, goodwill adjustments, recall campaigns, service contract repair authorizations, sublet repairs, and so on)</li> <li>• A section for filing the Warranty Bulletins received by the dealership</li> </ul>	<ul style="list-style-type: none"> <li>• Your dealership should have a copy of this manual</li> <li>• DealerCONNECT</li> </ul>
DealerCONNECT	<p>Includes a wide variety of data and functions designed to help you and your dealership do business:</p> <ul style="list-style-type: none"> <li>• Sales and other non-service functions</li> <li>• Service – access to vehicle service support including Claim Administration, Customer Relations, Repair information, Reports and Information, Write Up resources, and the Global Claims System</li> <li>• Training – access to training functions (sign-up, etc.) for dealership personnel</li> <li>• Reference and Help – access to DaimlerChrysler manuals and reference materials (via “eFiles”) and system Help</li> </ul>	<ul style="list-style-type: none"> <li>• DealerCONNECT.</li> </ul>
DealerCONNECT (VIP)	<p>Vehicle Information Plus (VIP) allows you to display the historical data for a vehicle being serviced in the dealership. This VIP report can also be printed, and in most dealerships, this report is attached to the repair order by the Service Advisor during write up. When you enter a Vehicle Identification Number (VIN) and odometer reading using VIP, the service history for the selected vehicle is displayed in the following tabs:</p> <ul style="list-style-type: none"> <li>• Summary – summarizes the VIP information on one screen</li> <li>• Service History – lists all service repairs for the given vehicle, including the repair date, the dealership/payee, the claim number, and the transaction type</li> <li>• Coverage – displays a warranty coverage summary that indicates currently applicable warranties and their remaining durations</li> <li>• Recall – displays any applicable recall information for the specified vehicle</li> <li>• Vehicle Option – Lists the applicable options for the specified vehicle</li> <li>• Owner Information – provides specific vehicle owner information including the owner’s current address and contact data</li> <li>• Selling Dealer – displays information about the dealership that originally sold the vehicle</li> <li>• Open CAIR summary – displays information associated with the Customer Assistance and Inquiry Report (this file is created when a dealership customer calls the DaimlerChrysler toll-free number with a concern)</li> </ul>	<ul style="list-style-type: none"> <li>• DealerCONNECT. The VIP report can be viewed on-line or printed</li> </ul>

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DealerCONNECT (QuickLOP)	<p>QuickLOP is an electronic version of the Labor Operation Time Schedule books and is any easy way to locate the Failure Code, Labor Operation Code(s) and associated labor hours you use to assign labor costs to warranty repair claims. QuickLOP allows you to:</p> <ul style="list-style-type: none"> <li>Enter the VIN code to perform a LOP code search. You can also narrow the search by adding data such as the Model Year, and Vehicle Line or you can enter a known LOP code to search for all associated LOP codes</li> </ul>	<ul style="list-style-type: none"> <li>DealerCONNECT</li> </ul>
Dealer Warranty Information Network (DWIN) Dealer Guide	<p>The Dealer Warranty Information Network (DWIN) is a computer system that gathers warranty data from dealerships in a region, processes the data, and provides reports for each dealership about potential problem areas. The DWIN Dealer Guide provides:</p> <ul style="list-style-type: none"> <li>Specific information that can help you interpret the data included in the reports</li> <li>What to do to troubleshoot and fix warranty-related problems that have been identified.</li> </ul>	<ul style="list-style-type: none"> <li>Your dealership should have a copy of this manual</li> <li>DealerCONNECT</li> </ul>
Warranty Bulletins	<p>Warranty bulletins are sent to dealerships to provide official notification of changes, cancellation, or additions to the warranty policies and/or procedures set forth in the Dealer Policy Manual or the Warranty Administration Manual. GWA Bulletins include:</p> <ul style="list-style-type: none"> <li>Explanation of the new policies or procedures and the details around those programs or procedures</li> <li>Introduction of new warranty systems such as QuickLOP and information concerning them (how to access, how to get help, and so on)</li> </ul>	<ul style="list-style-type: none"> <li>Mailed directly to the dealership</li> <li>DealerCONNECT</li> </ul>
Bi-weekly Newsletter	<p>Published by DaimlerChrysler's Warranty Department, this document is sent via e-mail to all DaimlerChrysler dealerships on a bi-weekly basis. It includes:</p> <ul style="list-style-type: none"> <li>Information updates on current "hot" warranty topics</li> <li>Q/A section which presents questions from Warranty Administrators in dealerships across the country and Answers supplied by the DaimlerChrysler warranty experts</li> </ul>	<ul style="list-style-type: none"> <li>Sent to dealerships via e-mail</li> </ul>
Technical Service Bulletins (TSBs)	<p>Technical Service Bulletins, or TSBs, supply technical information about new or updated vehicle repairs to ensure that dealership Technicians perform repairs using the latest technical information. TSBs specify either:</p> <ul style="list-style-type: none"> <li>Corrections to existing repairs</li> <li>Completely new repair procedures</li> </ul>	<ul style="list-style-type: none"> <li>Dealer Bulletin Board</li> <li>Technical Operations web site</li> </ul>
Recalls/ Campaigns	<p>DaimlerChrysler issues recalls to address identified vehicle safety or emissions problems. The information included in Recall notices includes:</p> <ul style="list-style-type: none"> <li>The vehicle models affected by the recall</li> <li>A description of the recall (what problem is occurring)</li> <li>The process for completing the repair</li> <li>The labor operation number (LOP code) and associated time allowances</li> </ul>	<ul style="list-style-type: none"> <li>Mailed directly to the dealership</li> <li>Also identified in VIP reports</li> <li>DealerCONNECT</li> </ul>
Global Claim System (GCS) Message Code Booklet	<p>The Global Claim System (GCS) Message Code Booklet allows you to interpret message code(s) associated with rejected claims. The booklet includes:</p> <ul style="list-style-type: none"> <li>Message code listing –a list of currently active message codes is presented in the left-most column</li> <li>Description – a description and definition of each message code</li> <li>Corrective Action – the corrective action that should be taken to revise the rejected claim</li> <li>The last four columns indicate the authorization levels required for the rejected claim</li> </ul>	<ul style="list-style-type: none"> <li>DealerCONNECT</li> </ul>

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Labor Operation (LOP) Time Schedule	<p>Labor Operation Time Schedules provide the labor operation codes and associated labor hours you use to assign labor costs to warranty repair claims. The time schedules include:</p> <ul style="list-style-type: none"> <li>• Introduction – describes basic labor operation concepts such as time allowances, LOP codes types and how they are determined, and failure codes. A car/body line description chart, and a VIN code chart are also included</li> <li>• General Index – this is an alphabetical index that helps you look up of labor operation codes. The index includes a description column that lists components and the associated group/section and page number</li> <li>• Labor Operation Groups – the book is divided into groups that are associated with major vehicle components or systems (e.g., Group 5 is for brakes, Group 6 clutch, etc.) Each Group starts with an alphabetical index followed by the labor operation code listings</li> <li>• The labor operation code listings include descriptions of the labor operations used by Technicians to complete warranty repairs (e.g., Flywheel w/Ring Gear Assembly – Replace) followed by a labor operation code and the associated labor hours</li> </ul> <p>Labor Operation Time Schedules are updated regularly with new and revised LOP codes (the Effective dates are located in the lower left-hand corner of Labor Operation Time Schedule pages). Also, two Labor Operation Time Schedules are issued each model year, for both front and rear wheel drive vehicles</p>	<ul style="list-style-type: none"> <li>• Your dealership should have current and previous copies of these manuals</li> <li>• DealerCONNECT</li> </ul>
Service Manuals	<p>Service Manuals are detailed technical references published by DaimlerChrysler for dealership Technicians. Technicians utilize these manuals when repairing vehicles as they include:</p> <ul style="list-style-type: none"> <li>• Step-by-step diagnostic procedures</li> <li>• Step-by-step repair procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• Your dealership should have copies of these manuals</li> <li>• TechConnect</li> </ul>
Owners Warranty Information Booklet	<p>Part of the glovebox materials, the Warranty Information booklet describes the warranty coverage programs applicable to DaimlerChrysler vehicles. This booklet is the legally-binding contract between DaimlerChrysler and the customer and includes the following information:</p> <ul style="list-style-type: none"> <li>• Warranty Coverage at a Glance – the first page in the booklet is a chart showing the duration of each of the DaimlerChrysler warranties (Basic Limited, Powertrain Limited, Corrosion, and Emission)</li> <li>• What's Covered Under DaimlerChrysler Warranties – describes in detail each of the DaimlerChrysler warranties, including the warranty duration, which vehicle components are covered and which are not covered, and special considerations such as restrictions and towing</li> <li>• Also describes the process for getting warranty service, how to deal with warranty problems, and other general information such as where to go for maintenance</li> </ul>	<ul style="list-style-type: none"> <li>• Each DaimlerChrysler vehicle has this booklet included in the glovebox</li> <li>• DealerCONNECT</li> </ul>