

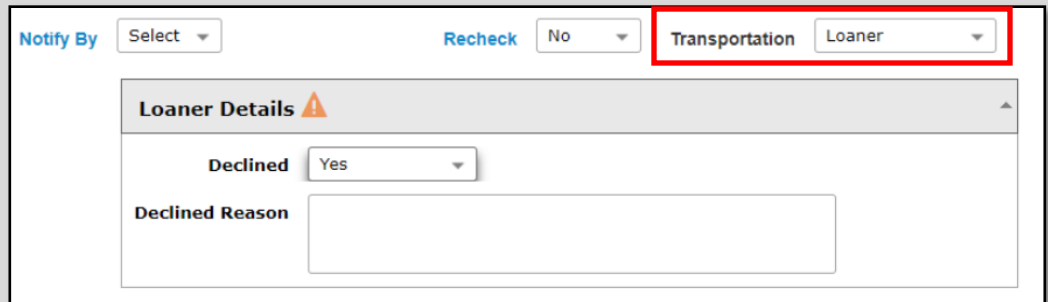
CHRYSLER Repair Orders

Over VUE

The Stellantis Repair Orders happen in real-time sending RO information each time an RO is opened, changed, closed, or voided. Transmissions utilize VUE's Message Queue and Message Optimizer technology. The following data fields have been added for you to enter Stellantis specific RO details. The changes apply to all Stellantis vehicles - Chrysler, Dodge, Jeep, Ram, and Fiat.

Transportation: Loaner - Selecting Transportation type "Loaner" on an RO, Opens a Loaner Details window. A "Yes" response declines the loaner, and provides a "Declined Reason" field so you can record the explanation for declining.

If the customer accepts the loaner, select "No" from the Declined dropdown and enter the Loaner VIN and Return Date in the fields provided.

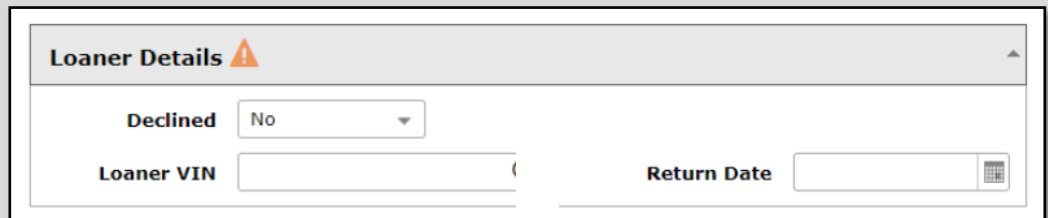


Notify By Recheck Transportation

Loaner Details ⚠

Declined

Declined Reason



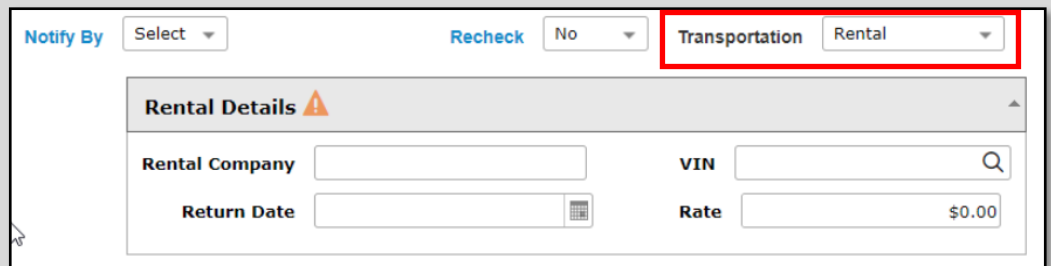
Loaner Details ⚠

Declined

Loaner VIN

Return Date

Transportation: Rental - Selecting Transportation type "Rental" on an RO, opens the Rental Details window. Enter the name of the rental car company, the rental car VIN, the rental car return date, and the rental car rate.



Notify By Recheck Transportation

Rental Details ⚠

Rental Company

VIN

Return Date

Rate

CHRYSLER Repair Orders

RO Operation - Customer & Internal Pay

Use the Chrysler tab for customer and internal pay operations. You may enter the Part Serial number associated the part on the operation. (At this time, this applies to EV batteries). This value is not required and will only be transmitted if populated and if only a single part is on the operation.

Operation Detail

Repair Order: 103833 Operation: < B > Advisor: Ashley Cote Customer: Penney Toyota

VIN: 2C4RC1N73LR120167 2020 Chrysler Pacifica Hybrid Mileage: 9

Concern: Customer States < Tech Notes

OPERATION Total: \$0.00

LABOR Total: \$0.00

PARTS Total: \$0.00

SUBLETS Total: \$0.00

CHARGES Total: \$0.00

DISCOUNT Total: \$0.00

TAXES Total: \$0.00

CHRY

General

Comeback Details Miscellaneous

Original Invoice # Part Serial #

RO Operation - Warranty Pay, General

The Chrysler warranty tab has three tabs to better organize the information.

General - Including the Original Invoice #, Part Serial # fields, and Comeback Details.

Operation Detail

Completed Repair Order: 103833 Operation: < A > Advisor: Ashley Cote Customer: Penney Toyota

VIN: 2C4RC1N73LR120167 2020 Chrysler Pacifica Hybrid Mileage: 9

Concern: Customer States < Tech Notes

OPERATION Total: \$8.50

LABOR Total: \$0.00

PARTS Total: \$0.00

SUBLETS Total: \$0.00

CHARGES Total: \$8.50

DISCOUNT Total: \$0.00

TAXES Total: \$0.00

WARRANTY
CHRY

General Labor Special Services

Claim Details Codes Comeback Details Customer Participation

Claim #: 103833 Area Code: Original Invoice #: Amount: \$0.00

Claim Type: Warranty Damage Code: Original Repair Date: Percentage: 0.00%

Authorization #: Severity Code: Original Odometer: 0

Miscellaneous

Delivery Date: Mail Receipt #: Chrysler Vehicle Print Claim Recap

Battery Proration: Part Serial #: Dealer Installation

Major Damage

Submit