



# COMPANY VEHICLE OPERATIONS & MOPAR TIREWORKS CLAIM PROCESSING INSTRUCTIONS

Dealers are allowed to perform tire replacement and/or repairs (tire patch/plug combination) on company vehicles (WCC 062).

When it is necessary to replace or repair a tire on a company vehicle with Coverage Code 062, participating dealers can now perform the repair and submit a claim through Global Claim System (GCS) for reimbursement.

## Participation Details

- Tire replacements/repairs apply only to non-warranty tire work.
- Dealers will be paid dealer net price for tire replacement; no parts mark-up is allowed.
- Dealers will be compensated a flat parts handling fee for both replacement and repairs (tire patch/plug combination) of \$10 per tire.
- Dealers will be compensated .2 hours per tire replaced.

## Tire Replacement LOPs Per Tire

- LOP 26-22-01-01      0.2 hour      1 Tire
- LOP 26-22-01-02      0.4 hour      2 Tires
- LOP 26-22-01-03      0.6 hour      3 Tires
- LOP 26-22-01-04      0.8 hour      4 Tires
- LOP 26-22-01-05      1.0 hour      5 Tires (including spare)

## Tire Repair (Tire Patch/Plug Combination) LOP

- LOP 26-22-05-01      0.0 hours      N/C

## Special Service LOP Used for Both Repair and Replacement

- LOP 95-22-22-01      \$10 Handling Fee Per Tire

Make sure your claims administrator has this information.

**See next page for Claim Processing Scenarios & Instructions.**



## Scenario #1: Tire Repair (Tire Patch/Plug Combination)

- See *Puncture Repair Procedures for Passenger and Light Truck Tires* at end of this document for details on why a plug or patch by itself is an UNACCEPTABLE repair process.
- In cases where only one tire is repaired using the tire patch/plug combination, the claim must be prepared as follows:
  - Create a claim type "W"
  - On the Parts Tab, no part number is required for a Tire Repair (Tire Patch/Plug Combination)
  - On the Labor Tab, enter Tire Repair (Tire Patch/Plug Combination) LOP 26-22-05-01 and select Failure Code 27 at 0.0 hours.

DealerCONNECT > Service > Claim Administration > Claim Entry

Labor has been updated

Submit Claim   Print Preview   New Claim/Search

VIN: 3C4NJCAB8JT123456 -- 2018-JEEP COMPASS SPORT 4X2

Claim Number: A00003   Date Received: April 1, 2021   Date Completed: April 15, 2021   Odometer: 6 Miles   Currency: USD   Location Code: 0 - {C,D,J,R,X,Y} 800 CHRYSLER DR.

Claim   Condition   Part   Labor   Special Service   Total   Narrative   Message Code Summary   Attachment

Condition: 3   Claim Type: W-Warranty   Status: Rejected

Line   LOP\*   Failure Code   Labor Hour\*

02   [ ]   [ ]   [ ]

\* - Required Field

Quick LOP   Save   Continue   Clear   Delete

Click on the line in the select list below to make it available for View, Update, or Delete in the top portion of this screen.

| Line                      | LOP      | Description | Failure Code | Causal LOP | Labor Hour | Amount             | Message Code |
|---------------------------|----------|-------------|--------------|------------|------------|--------------------|--------------|
| <input type="radio"/> L01 | 26220501 | Plug, Tire  | 27           | X          | 0.0        | 0.00               |              |
| Total: 1                  |          |             |              |            |            | Total Amount: 0.00 |              |

On the Special Service tab, enter Special Service LOP 95-22-22-01, select "Other" from the Special Service Description drop down, complete the Document Number Field and enter the \$10.00 Handling Fee in the Total Amount field.

DealerCONNECT > Service > Claim Administration > Claim Entry

Submit Claim   Print Preview   New Claim/Search

VIN: 3C4NJCAB8JT123456 -- 2018-JEEP COMPASS SPORT 4X2

Claim Number: A00003   Date Received: April 1, 2021   Date Completed: April 15, 2021   Odometer: 6 Miles   Currency: USD   Location Code: 0 - {C,D,J,R,X,Y} 800 CHRYSLER DR.

Claim   Condition   Part   Labor   Special Service   Total   Narrative   Message Code Summary   Attachment

Condition: 3   Claim Type: W-Warranty   Status: Rejected

Line   Special Service List\*   LOP   Document Number   Total Amount\*

02   [Select a Special Service]   [ ]   [ ]   [ ]

\* - Required Field

Save   Continue   Clear   Delete

Click on the line in the select list below to make it available for View, Update, or Delete in the top portion of this screen.

| Line                      | Special Service Description | LOP      | Document Number | Amount | Days | Message Code        |
|---------------------------|-----------------------------|----------|-----------------|--------|------|---------------------|
| <input type="radio"/> S01 | Other                       | 95222201 | 12345678        | 10.00  | 0    |                     |
| Total: 1                  |                             |          |                 |        |      | Total Amount: 10.00 |

Note: When repairing more than one tire, use Special Service LOP and submit \$10.00 fee per Tire. For example: If (2) tires were repaired, use Special Service LOP 95-22-22-01 for \$20.00.

## Scenario #2: Tire Replacement

In cases where only one tire is replaced, the claim must be prepared as follows:

Create a claim type "W"

- On the Parts tab, Enter the Appropriate Tire Part Number, Quantity (1) and Unit Price excluding mark-up percentage

DealerCONNECT > Service > Claim Administration > Claim Entry

Part has been added

Submit Claim   Print Preview   New Claim/Search

VIN: 3C4NJCAB8JT123456 -- 2018-JEEP COMPASS SPORT 4X2

Claim Number: A00003   Date Received: April 1, 2021   Date Completed: April 15, 2021   Odometer: 6 Miles   Currency: USD   Location Code: 0 - {C,D,J,R,X,Y} 800 CHRYSLER DR.

Claim   Condition   **Part**   Labor   Special Service   Total   Narrative   Message Code Summary   Attachment

Condition: 3   Claim Type: W-Warranty   Status: Rejected

Line   Part Number\*   Quantity\*   Unit Price\*   Mark-up Percent\*   Failed Part

02              

\* - Required Field

Save   Continue   Clear   Delete

Click on the line in the select list below to make it available for View, Update, or Delete in the top portion of this screen.

| Line | Part Number | Description | Failed Part | Quantity | Unit Price | Mark-up Percent | Total Including Mark-up | Message Code |
|------|-------------|-------------|-------------|----------|------------|-----------------|-------------------------|--------------|
| 02   | Y773422430  | TIRE        | X           | 1        | 189.27     | 0.0             | 189.27                  |              |

Total: 1   Total Amount: 189.27

- On the Labor Tab, Enter Tire Replacement LOP 26-22-01-01 and Select Failure Code 27 from the drop down box. A Labor Hour Time of 0.2 will display.

DealerCONNECT > Service > Claim Administration > Claim Entry

Labor has been updated

Submit Claim   Print Preview   New Claim/Search

VIN: 3C4NJCAB8JT123456 -- 2018-JEEP COMPASS SPORT 4X2

Claim Number: A00003   Date Received: April 1, 2021   Date Completed: April 15, 2021   Odometer: 6 Miles   Currency: USD   Location Code: 0 - {C,D,J,R,X,Y} 800 CHRYSLER DR.

Claim   Condition   Part   **Labor**   Special Service   Total   Narrative   Message Code Summary   Attachment

Condition: 3   Claim Type: W-Warranty   Status: Rejected

Line   LOP\*   Failure Code   Labor Hour\*

02        

\* - Required Field

Quick LOP   Save   Continue   Clear   Delete

Click on the line in the select list below to make it available for View, Update, or Delete in the top portion of this screen.

| Line | LOP      | Description | Failure Code | Causal LOP | Labor Hour | Amount | Message Code |
|------|----------|-------------|--------------|------------|------------|--------|--------------|
| 02   | 26220101 | Tire        | 27           | X          | 0.2        | 8.00   |              |

Total: 1   Total Amount: 8.00

- On the Special Service Tab, Select "Other" from the Special Service List drop down, Enter Special Service LOP 95-22-22-01 in the LOP Field and complete the Document Number Field

DealerCONNECT > Service > Claim Administration > Claim Entry

Special Service has been saved

Submit Claim   Print Preview   New Claim/Search

VIN: 3C4NJCAB8JT123456 -- 2018-JEEP COMPASS SPORT 4X2

Claim Number: A00003   Date Received: April 1, 2021   Date Completed: April 15, 2021   Odometer: 6 Miles   Currency: USD   Location Code: 0 - {C,D,J,R,X,Y} 800 CHRYSLER DR.

Claim   Condition   Part   Labor   **Special Service**   Total   Narrative   Message Code Summary   Attachment

Condition: 3   Claim Type: W-Warranty   Status: Rejected

Line   Special Service List\*   LOP   Document Number   Total Amount\*

02           

\* - Required Field

Save   Continue   Clear   Delete

Click on the line in the select list below to make it available for View, Update, or Delete in the top portion of this screen.

| Line | Special Service Description | LOP | Document Number | Amount | Days | Message Code |
|------|-----------------------------|-----|-----------------|--------|------|--------------|
|------|-----------------------------|-----|-----------------|--------|------|--------------|

In this scenario, because (1) Tire is being replaced, the \$10.00 Handling Fee must be entered in the Total Amount Field.

Note: When replacing more than one tire, you must submit the appropriate LOP per Number of Tires being replaced and use Special Service LOP 95-22-22-01 at \$10.00 per tire replacement.

Ensure that all affected dealership personnel are aware of these instructions.

# Puncture Repair Procedures for Passenger and Light Truck Tires

The excerpts are cited from the U.S. Tire Manufacturers Association's "Puncture Repair Procedures for Passenger and Light Truck Tires" wall chart, which contains the industry recommended puncture repair procedures.

**A plug by itself or a patch by itself is an unacceptable repair.**

Repairs must be performed by **removing the tire from the rim/wheel** assembly to perform a complete inspection to assess all damage that may be present. Repairs are limited to the **tread area only** (see graphic).

Puncture injury cannot be greater than **1/4-inch** (6mm) in diameter; DO NOT make repairs where the injury damage extends into the shoulder/belt edge area OR where the injury extends at an angle into the shoulder area. If there is any question that the injury extends into the shoulder/belt edge area, then the tire must be taken out of service.



For complete USTMA puncture repair procedures, see "Puncture Repair Procedures for Passenger and Light Truck Tires" wall chart or visit [www.ustires.org](http://www.ustires.org).

Repairs **cannot overlap**. A rubber stem, or plug, must be applied to **fill the puncture injury** and a patch must be applied to seal the innerliner. A common repair unit is a one-piece combination unit with a stem and patch.

Not all tires can be repaired. Specific repair limits should be based on recommendations or repair policy of the tire manufacturer and/or type of tire service.

**NEVER** repair a tire that has an existing, improper repair; the tire must be scrapped.

**NEVER** perform an outside-in tire repair or on-the-wheel repair.

**Ask your tire service professional if industry repair procedures are used. Also, some tire manufacturers may have repair limits or restrictions for some tires, such as runflat tires and others.**



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