



WARRANTY BULLETIN

TO: Dealer Principal, Service Mgr., Service Advr., and Warranty Claims Administrator

NO: D-13-12

DATE: February 13, 2013

SUBJECT: (X45) Headlamp Switch - 2005-2006MY Town and Country, Grand Caravan and Caravan

FOR: U. S. Dealers

All Business Centers

PURPOSE:

To announce an Extended Warranty on the **Headlamp Switch** on select 2005-2006 Chrysler Town and Country, Dodge Grand Caravan and Dodge Caravan (RS).

This warranty extension coverage is unlimited time and miles.

Affected Vehicles:

2005-2006 Chrysler Town and Country, Dodge Grand Caravan and Caravan (RS)

Note: This Extended Warranty Bulletin applies to RS vehicles built between March 1, 2004 (MDH 0301XX) and November 30, 2005 (MDH 1130XX).

TIMING:

Effective Immediately

ACTION:

Always check VIP to verify if a vehicle is involved in a warranty extension. A vehicle involved in this Warranty Extension will display an **(X45) Headlamp Switch** message in VIP. If no X45 coverage message displays in VIP, no further action is required on your behalf.

All technicians should familiarize themselves with Service Bulletin #08-008-13 dated February 13, 2013 before replacing the Headlamp Switch on referenced vehicles. This Service Bulletin has been released to assist all dealers in the proper diagnosis and replacement of the Headlamp Switch.

The Global Claim System (GCS) will only honor the extended warranty coverage on the labor operation number(s) listed in the Service Bulletin.

Refer to Service Bulletin #08-008-13 dated February 13, 2013 for additional Part and LOP Information.

Updates
WAM



ADDITIONAL INFORMATION:

If a customer has already experienced this concern and has already paid to have it repaired, the customer should be advised to send their original receipts and/or other adequate proof of payment to the following address for reimbursement:

Chrysler Customer Care
P.O. Box 21-8004
Auburn Hills, MI 48321-8004
Attention: Reimbursement

Customers with questions or concerns about this issue are being asked to contact their dealership. In the event further assistance is necessary, customers should be advised to contact 1-800-CHRYSLER (247-9753) or 1-800-4-A-Dodge (2-3634).

Please ensure that 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.



CHRYSLER GROUP LLC

Owner Name
1234 Anywhere St
Anytown, St XXXXX
VIN: xxxxxxxxxxxxxxxxxxxx

Dear (Name):

This letter is to inform you that the warranty period (3 years or 36,000 miles) on your minivan’s headlamp switch has been extended to a lifetime warranty. This extended headlamp switch warranty coverage applies to select model year 2005 – 2006 Dodge Caravan, Dodge Grand Caravan and Chrysler Town & Country minivans. Our records show that you either own or lease one of the minivans affected by this extended warranty.

We are extending the headlamp switch warranty period because some of the affected minivan population may experience the following when the headlamp switch is in (or moved to) the ON position:

- both headlights may fail to illuminate while the park lamps remain illuminated
- both headlights may illuminate and then extinguish while the park lamps remain illuminated

Note: These conditions are typically intermittent and can be corrected if the headlamp switch is toggled off and on. However, over time the condition is likely to recur and worsen, and eventually your headlamps may not illuminate at all.

If you are experiencing one or both of the above conditions now or in the future, simply contact your dealer to have the headlamp switch replaced at no cost to you. If you do not experience one or both these conditions, then your headlamp switch is operating correctly and no repair is necessary.

This warranty extension applies only to the interrupted functionality of both headlamps as a result of the headlamp switch. Other conditions, such as the loss of a single headlamp function, the interruption of headlamp function coupled with an interruption of other interior or exterior lighting, dimming or flickering of the headlamps with changes in engine speed, or the operation of your vehicle’s other electrical equipment (e.g. power seats, power windows, etc.) are not caused by the headlamp switch and are not covered under this headlamp switch lifetime warranty.

If you have already experienced this headlamp switch condition and previously paid for a repair, you may be eligible to receive a reimbursement. You may complete the enclosed Customer Reimbursement Claim Form and send your original receipts, invoices and/or repair order to the following address for reimbursement. Your claim will be acted upon within 60 days of receipt:

Chrysler Customer Assistance Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

If you have questions or need any assistance, please contact your dealer or the Chrysler Customer Assistance Center between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday and Sunday 9:00 AM to 5:00 PM, EST. They can be reached at 1-800 4-A-Dodge (423-6343) or 1-800-CHRYSLER (247-9753).

Please keep this letter in your glove box along with your minivan’s other warranty information for future reference if necessary. This warranty extension applies only to the headlamp switch/interrupted functionality of both headlamps condition described above; the other terms and the “What’s Not Covered” items of your warranty remain the same as stated in your Warranty Information book.

Chrysler is taking this action to demonstrate its commitment to your continued satisfaction.

Chrysler Group LLC