

Warranty Bulletin



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

NO: D-11-63
DATE: December 21, 2011

SUBJECT: (X41) – *Airbag Clockspring Assembly* –
2007MY Jeep Wranglers (JK)

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

PURPOSE:

To announce an Extended Warranty on *Airbag Clockspring Assembly* for 2007MY Jeep Wranglers.

This warranty has been extended to 10 years or 150,000 miles (whichever occurs first) under the Basic Limited Warranty.

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 a X41 Clockspring message in VIP. If no X41 coverage message displays in VIP, no further action is required on your behalf.

All technicians should familiarize themselves with **Service Bulletin #08-067-11 dated December 21, 2011** before replacing the Airbag Clockspring Assembly on referenced vehicles. This Service bulletin has been released to assist all dealers in the proper diagnosis and replacement of the Airbag Clockspring.

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

Refer to Service Bulletin #08-067-11 dated December 21, 2011 for required Part and LOP information.

A generic copy of the customer letter is attached to this bulletin and can also be found in DealerCONNECT > eFiles > Service > Warranty > Glove Box Materials > 2007 > X41 Warranty Extension Customer Letter.

IMPORTANT: Please print and include a copy of this letter in the glove box package of any involved vehicle as noted in VIP that is in your new or used vehicle inventory.

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 Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007
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 1-877-426-5337 (JEEP).

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

WARRANTY OPERATIONS



CHRYSLER GROUP LLC

VIN: xxxxxxxxxxxxxxxxxxxx

Owner Name
1234 Anywhere St
Anytown, St XXXXX

Dear (Name):

This letter is to inform you that the warranty period (3 years or 36,000 miles) on your Wrangler's clockspring has been extended to 10 years or 150,000 miles, whichever occurs first. This extended clockspring warranty coverage applies to select model year 2007 Wranglers.

We are extending the warranty period on your clockspring because some of the affected vehicle population may experience an airbag lamp illumination caused by a steering column clockspring issue. **If your vehicle is operating properly, there is nothing you are required to do.**

If you are experiencing the condition as described in this warranty extension (within the 10 year or 150,000 mile period), simply contact your dealer to schedule a service appointment. Remember to bring this letter with you to your dealer. Please make sure to store this letter with your vehicle's other warranty information for future reference. The warranty extension applies to the above components only; the other terms and the "What's Not Covered" items of your warranty remain the same as stated in your Warranty Information book.

If you have already paid for the replacement of your airbag clockspring, 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 21-8007
Auburn Hills, MI 48321-8007

If you have questions or need any assistance, please contact your dealer or the Jeep 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. Please contact 1-877- I AM JEEP (426-5337).

Chrysler Group LLC