

SB-10057063-8392

Warranty Bulletin



TO: Dealer Principal, Service Mgr., Sales Mgr., and Warranty Claims Administrator	NO: D-11-40 DATE: September, 2011
SUBJECT: (X31) - Extended Warranty - Back Glass Adhesion-2005 Chrysler Crossfire Roadster Convertible (ZH)	FOR: U.S. Dealers U.S. Business Centers

PURPOSE:

To announce an Extended Warranty on Back Glass Adhesion on select 2005 MY Chrysler Crossfire Roadster Convertible vehicles to 10 years or 100,000 miles (whichever occurs first) per the original In-Service Date of the vehicle.

Note: This Warranty Extension applies only to 2005 Chrysler Crossfire Roadster Convertibles shipped to dealers in the following states:

Alabama	Louisiana	South Carolina
Florida	Missouri	Tennessee
Georgia	North Carolina	Texas

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 X31 message in VIP on the Coverage tab. If no X31 coverage message displays in VIP, no further action is required on your part.

All technicians should familiarize themselves with Service Bulletin 23-035-11 dated September, 2011 before repairing and/or replacing the back glass assembly on referenced vehicles. This Service Bulletin has been released to assist all dealers in the proper diagnosis and replacement of the back glass assembly.

Reference Service Bulletin 23-035-11 for required Part(s) and LOP information.

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

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 > 2005 > X31 > 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 appropriate 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 1-800-247-9753 (Chrysler).

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

WARRANTY OPERATIONS



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

Dear (Name):

This letter is to inform you that the warranty period on your 2005 Chrysler Crossfire Roadster convertible has been extended to 10 years or 100,000 miles, whichever occurs first. This extended warranty coverage applies to the back glass adhesion on your vehicle.

We are extending the warranty period on your back glass adhesion because some of the affected vehicle population may experience the back glass coming loose and/or becoming detached from the convertible top soft fabric. **If your vehicle is operating properly, there is nothing you are required to do.**

If you are experiencing this condition now or in the future, simply contact your dealer to have the repairs performed. 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 back glass due to this adhesion condition, 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 Chrysler Customer Assistance Center between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday 9:00 AM to 5:00 PM, EST. They can be reached at 1-800-247-9753.

Chrysler Group LLC