

Warranty Bulletin



CHRYSLER GROUP LLC

TO: Dealer Principal, Service Mgr., Sales Mgr., and Warranty Claims Administrator	NO: D-12-07 DATE: January 20, 2012
SUBJECT: (X39) <i>Fuel Tank Inlet Check Valve</i> (<i>Fuel Filler Tube</i>) - 2006-2008 MY Durango/Aspen	FOR: U. S. Dealers U. S. Business Centers

PURPOSE:

To announce an Extended Warranty for **Fuel Tank Inlet Check Valve** on 2006-2008 MY Dodge Durango (HB) and Chrysler Aspen (HG).

This warranty extension is unlimited time and miles.

Affected Vehicles:

2006 – 2008 Durango (HB)
2007 – 2008 Aspen (HG)

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 *X39 Inlet Check Valve* message in VIP. If no X39 coverage message displays in VIP, no further action is required on your behalf.

All technicians should familiarize themselves with **Service Bulletin #14-001-12 dated January 20, 2012** before replacing the Fuel Tank Inlet Check Valve on referenced vehicles. This Service bulletin has been released to assist all dealers in the proper diagnosis and replacement of the Fuel Tank Inlet Check Valve.

The Global Claim System (GCS) will only honor the extended warranty coverage on the labor operation number referenced below:

- 14-60-15-92 Tube, Fuel Filler Replace (C) Skill Level = B; Training Level = 3 @ .6 hrs.

Refer to Service Bulletin #14-001-12 dated January 20, 2012 for additional 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 > 2006-2008 > X39 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 1-800-247-9753 (Chrysler) or 1-800-4-A-Dodge (2-36343).

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

WARRANTY OPERATIONS



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 the fuel tank inlet check valve for certain 2006 – 2008 model year Dodge Durango and Chrysler Aspen vehicles has been extended to include lifetime coverage to repair a certain condition that may occur during refueling of the vehicle. Our records show that you either own or lease one of the vehicles affected by this extended lifetime warranty.

We are extending the fuel tank inlet check valve warranty period because some of the affected vehicle population may experience fuel spilling out of the filler port during refueling, typically after the fuel fill station nozzle has automatically shut off. If you are experiencing this condition now or in the future, simply contact your dealer to have the repairs performed. Conversely, if you do not experience this condition, then your fuel fill system is operating correctly and no repair is necessary.

If you have already experienced this fuel spill 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 21-8007
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 and Sunday 9:00 AM to 5:00 PM, EST. They can be reached at 1-800 Chrysler (247-9753) or 1-800-4-A-Dodge (423-6343).

Please keep this letter in your glove box along with your vehicle's other warranty information for future reference if necessary. This warranty extension applies only to the inlet check valve/fuel spill back 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