

Warranty Bulletin



TO: Dealer Principal, Service Mgr., Sales Mgr., Service Advisor and Warranty Claims Administrator	NO: D-11-25 DATE: April 18, 2012
SUBJECT: (X34) - Extended Warranty Transmission Oil Cooler (TOC) Lines-2008-2010 MY Jeep Wrangler (JK) (Rev. A)	FOR: U.S. Dealers U.S. Business Centers

*******REVISION*******
Changes are noted in RED

PURPOSE:

To announce an Extended Warranty on Transmission Oil Cooler Lines on select 2008-2010 MY Jeep Wrangler vehicles.

This warranty has been extended to 7 years or 70,000 miles (whichever occurs first) per the original In-Service Date of the vehicle.

This Extended Warranty Bulletin applies to vehicles equipped with 3.8L engine (sales code EGT) and an automatic transmission (sales code DGV) built before March 10, 2010 (MDH0410XX).

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 X34 message in VIP on the Coverage tab. If no X34 coverage message displays in VIP, no further action is required on your part.

All technicians should familiarize themselves with Service Bulletin 21-006-11 dated June, 2011 before repairing and/or replacing the Transmission Oil Cooler Lines on referenced vehicles. This Service Bulletin has been released to assist all dealers in the proper diagnosis and replacement of the Transmission Oil Cooler Lines.

Reference Service Bulletin 21-006-11 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 > 2008-2010 > X34 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
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 1-877-426-5337 (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):

We are resending this letter because the original letter you received provided an incorrect phone number for the Customer Assistance Center. We do apologize for the inconvenience. This letter is to inform you that the warranty period on select 2008-2010 Jeep Wrangler, has been extended to 7 years or 70,000 miles, whichever occurs first. This extended warranty coverage applies to your transmission cooler lines.

We are extending the warranty period on your transmission cooler lines because some of the affected vehicle population could experience weeping fluid at the hose to tube crimp joint. **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 of your warranty remain the same

If you have already paid for the replacement of your transmission cooler lines, 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 9:00 AM to 5:00 PM, EST. They can be reached at 1-877-426-5337.

Chrysler Group LLC