

Warranty Bulletin



TO: Dealer Principal, Service Mgr., Sales Mgr., and Warranty Claims Administrator	NO: D-11-44 DATE: April 24, 2012
SUBJECT: (X35) - Extended Warranty – <i>Front Wheel Bearings</i> – 2008-2010 MY Minivans (RT) (Rev. A)	FOR: U.S. Dealers U.S. Business Centers

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

PURPOSE:

To announce an Extended Warranty on *Front Wheel Bearings* on select 2008-2010 Town and Country and Dodge Caravan minivans to 5 years or 90,000 miles (whichever occurs first) per the original In-Service Date of the vehicle.

Note: This Warranty Extension applies only to vehicles originally shipped, sold and currently registered in the following cold weather (35) states:

- | | | | | |
|-------------|---------------|---------------|--------------|---------------|
| Alaska | Iowa | Minnesota | New York | Vermont |
| Colorado | Kansas | Missouri | Ohio | Virginia |
| Connecticut | Kentucky | Montana | Oregon | Washington |
| Delaware | Maine | North Dakota | Pennsylvania | Washington DC |
| Idaho | Maryland | Nebraska | Rhode Island | West Virginia |
| Illinois | Massachusetts | New Hampshire | South Dakota | Wisconsin |
| Indiana | Michigan | New Jersey | Utah | Wyoming |

NOTE: This bulletin applies to vehicles built before October 15, 2010 (MDH 1015XX).

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 X35 message in VIP on the Coverage tab. If no X35 coverage message displays in VIP, no further action is required on your part.

All technicians should familiarize themselves with **Service Bulletin 02-004-12 dated April 24, 2012** before repairing and/or replacing the Front Wheel Bearings on applicable vehicles. This Service Bulletin has been released to assist all dealers in the proper diagnosis and replacement of Front Wheel Bearings.

Reference **Service Bulletin 02-004-12 dated April 24, 2012** 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 > X35 > 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 Chrysler (247-9753) or 1-800-4-A-Dodge (423-6343).

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

WARRANTY OPERATIONS



VIN: xxxxxxxxxxxxxxxxx
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 minivan's front wheel bearings has been extended to 5 years or 90,000 miles, whichever occurs first. This extended front wheel bearing warranty coverage applies to select Chrysler Town & Country and Dodge Grand Caravan model year 2008 – 2010 minivans.

We are extending the warranty period on your front wheel bearings because some of the minivans operated in cold weather regions, may experience premature wear resulting in a growl, hum or grind noise while driving. **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 5 year or 90,000 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 front wheel hubs, 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. Please contact 1-800 Chrysler (247-9753) or 1-800-4-A-Dodge (423-6343).

Chrysler Group LLC