



WARRANTY BULLETIN

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

NO: D-13-13
DATE: February 28, 2013

SUBJECT: (X44) - Windshield Washer Bottle – *Select 2010-2011 Ram Trucks*

FOR: U. S. Dealers
All Business Centers

PURPOSE:

To announce an Extended Warranty for the *Windshield Washer Bottle* on select 2010-2011 Ram Trucks.

This warranty extension coverage is for 5 years / 100,000 miles from the original in service date.

Affected Vehicles:

- 2010-2011 Ram 2500 (DJ)
- 2010-2011 Ram 3500 (D2)
- 2011 Ram 3500 (DD)
- 2011 Ram 4500/5500 Cab Chassis (DP)

Note: This Extended Warranty Bulletin applies to vehicles built between March 27, 2009 (MDH 0327XX) and March 30, 2011 (MDH 0330XX) with the 6.7L Cummins Turbo Diesel (Sales Code ETJ).

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 **(X44) Washer Bottle** message in VIP. If no X44 coverage message displays in VIP, no further action is required on your behalf.

All technicians should familiarize themselves with Service Bulletin #08-010-13 dated February, 2013 before replacing the Windshield Washer Bottle on referenced vehicles. This Service Bulletin has been released to assist all dealers in the proper diagnosis and replacement of the Windshield Washer Bottle.

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

Refer to Service Bulletin #08-010-13 dated February, 2013 for additional Part and LOP Information.

Updates
WAM



AUTHENTIC PERFORMANCE



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 Care
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 1-866-726-4636.

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

WARRANTY OPERATIONS

Chrysler Group LLC reserves the right to change any or all of the rules set forth in the Dealer Policy Manual and the Warranty Administration Manual by means of Warranty Bulletins and also by making the amended manual available to you on DealerCONNECT.



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 truck's windshield washer reservoir has been extended to 5 years or 100,000 miles, whichever occurs first. This extended windshield washer reservoir warranty coverage applies to select model year 2010 - 2011 Ram 6.7L Cummins diesel engine trucks.

We are extending the warranty period on your windshield washer reservoir as it may develop stress cracks, allowing the washer fluid to leak. **If your windshield washer reservoir is not experiencing this condition, 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 100,000 mile period), simply contact your dealer to schedule a service appointment.

NOTE: This extended windshield washer reservoir warranty does not cover any other components.

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 experienced this windshield washer reservoir condition and have paid to have it repaired, 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 21-8004
Auburn Hills, MI 48321-8004

If you have questions or need any assistance, please contact your dealer or the Ram 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 1-866-RAM-INFO (726-4636).

Chrysler Group LLC