



WARRANTY BULLETIN

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

NO: D-13-17

DATE: April 3, 2013

SUBJECT: (X50) RamBox® Lid Discoloration - *Select 2010 Ram 1500 Trucks (DS)*

FOR: U. S. Dealers
All Business Centers

PURPOSE:

To announce an Extended Warranty for *RamBox® Lid Discoloration* on select 2010 Ram 1500 Trucks.

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

Affected Vehicles:

- 2010 Ram 1500 Truck (DS)

Note: This Extended Warranty Bulletin applies to vehicles built between November 18, 2009 (MDH 111813) and July 6, 2010 (MDH 070609) equipped with the RamBox® Cargo Management System (Sales Code XB9).

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 *(X50) RamBox® Lid Discoloration* message in VIP. If no X50 coverage message displays in VIP, no further action is required on your behalf.

All technicians should familiarize themselves with Service Bulletin #23-015-13 dated April 3, 2013 before replacing the RamBox® Lid on referenced vehicles. This Service Bulletin has been released to assist all dealers in the proper diagnosis and replacement of the RamBox® Lid.

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 #23-015-13 dated April 3, 2013 for additional Part and LOP Information.

Updates
WAM

**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.



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 your truck's RamBox lid has been extended to 5 years or 100,000 miles coverage. This extended RamBox lid warranty coverage applies to select model year 2010 Ram 1500 trucks. Our records show that you either own or lease one of the trucks affected by this extended warranty.

We are extending the RamBox lid warranty period because some of the affected truck population may experience a green discoloration of the black exterior RamBox lid. If you are experiencing this condition now or in the future, simply contact your dealer to have the replacement performed.

Conversely, if you do not experience this condition, then your RamBox lid is operating correctly and no replacement is necessary.

If you have already experienced this discoloration condition and previously paid for a replacement, 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 Chrysler Customer Assistance Center Monday through Friday between the hours of 7:00 AM and Midnight, EST or Saturday 8:00 AM to 8:00 PM, EST or Sunday 9:00 AM to 5:00 PM, EST. They can be reached at 1-866-RAM-INFO (726-4636).

Please keep this letter in your glove box along with your truck's other warranty information for future reference if necessary. This warranty extension applies only to the discoloration 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