



WARRANTY BULLETIN

TO: Dealer Principal, Service Manager,
Service Advisor and Warranty Claims
Administrator

NO: D-14-12
DATE: June 10, 2014

SUBJECT: (X56) – 3.6L Left Cylinder
Head – Select 2011-2013 Vehicles

FOR: All U.S. Dealers
All U.S. Business Centers

PURPOSE:

To announce an Extended Warranty on the **3.6L Left Cylinder Head** in an effort to monitor and correct quality issues in a timely and efficient manner.

The warranty extension coverage period is 10 years / 150,000 miles (*whichever occurs first*) from the vehicles In-Service Date.

Applicable Vehicles:

2011 Vehicles:

Jeep Grand Cherokee (WK); Dodge Durango (WD); Town and Country / Caravan (RT); Dodge Avenger (JS); Dodge Journey (JC); Dodge Challenger (LC); Dodge Charger (LD); Chrysler 300 (LX)

2012 Vehicles:

Jeep Grand Cherokee (WK); Jeep Wrangler (JK); Dodge Durango (WD); Town and Country / Caravan (RT); Dodge Avenger (JS); Dodge Journey (JC); Dodge Challenger (LC); Dodge Charger (LD); Chrysler 300 (LX)

Select 2013 Vehicles:

Jeep Grand Cherokee (WK); Dodge Durango (WD); Jeep Wrangler (JK); Town and Country / Caravan (RT); Dodge Avenger (JS); Dodge Journey (JC); Dodge Challenger (LC); Dodge Charger (LD); Chrysler 300 (LX)

TIMING:

Effective Immediately

ACTION:

Always check *DealerCONNECT* > *VIP* to verify if a vehicle is involved in this warranty extension. A vehicle involved in this Warranty Extension will display an **(X56) 3.6L Left Cylinder Head** message in *VIP*. If no (X56) coverage message displays in *DealerCONNECT* > *VIP*, no further action is required on your behalf.



All technicians should familiarize themselves with Service Bulletin # 09-002-14 before replacement of the 3.6L Left Cylinder Head. This Service Bulletin has been released to assist all dealers in the proper diagnosis and replacement of the 3.6L Left Cylinder Head.

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 #09-002-14 for additional Part and LOP Information.

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 1-877-IAM-Jeep (426-5337) or 1-800-4-A-Dodge (2-3634) or 1-800-Chrysler (247-9753).

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.

Owner Name
1234 Anywhere St
Anytown, St XXXXX
VIN: xxxxxxxxxxxxxxxxx

Dear (Name):

This letter is to inform you that the warranty period (5 years or 100,000 miles) on your vehicle's 3.6L engine (sales code ERB) left cylinder head has been extended to 10 years or 150,000 mile coverage. Our records show that you either own or lease one of the below listed select model year 2011 – 2013 vehicles affected by this extended 3.6L engine left cylinder head warranty coverage.

2011 – Grand Cherokee, Durango, Minivan, 200, Avenger, Journey, 300, Charger or Challenger
2012 – Grand Cherokee, Durango, Minivan, 200, Avenger, Journey, 300, Charger, Challenger or Wrangler
2013 - Grand Cherokee, Durango, Minivan, 200, Avenger, Journey, 300, Charger, Challenger or Wrangler

We are extending the 3.6L engine left cylinder head warranty period because some of the affected vehicle population may experience a valve guide and valve seat wear condition on the left cylinder head, which may result in misfire and subsequent illumination of the Malfunction Indicator Light (MIL). 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 left cylinder head is operating correctly and no repair is necessary.**

If you have already experienced this misfire and subsequent illumination of the Malfunction Indicator Light 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 21-8004
Auburn Hills, MI 48321-8004

If you have questions or need any assistance, please contact your dealer or the Chrysler Customer Assistance Center at 1-800-CHRYSLER (247-9753), 1-800-4-A-Dodge (423-6343) or 1-877-I AM- JEEP (426-5337).

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 3.6L engine (sales code ERB) left cylinder head 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