

SB-10056513-6651



WARRANTY BULLETIN

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

NO: D-14-23

DATE: September 9, 2014

SUBJECT: (X49) Fuel Tank Inlet Check Valve (Fuel Filler Tube) – 2007-2008 MY Ram 1500 Pickup (DR)

FOR: U. S. Dealers

All Business Centers

PURPOSE:

To announce an Extended Warranty on the *Fuel Tank Inlet Check Valve* on select 2007-2008 MY Ram 1500 Pickup Trucks (DR).

This warranty extension coverage is unlimited time and miles.

Affected Vehicles:

This Extended Warranty Bulletin applies only to vehicles built at:

- St. Louis (Plant Code "J") from February 1, 2007 MDH (020108) through June 30, 2008 MDH (063023)
- Dodge City (Plant Code "S") from February 1, 2007 MDH (020100) through June 20, 2008 MDH (062012)

TIMING:

Effective Immediately

ACTION:

Always check *DealerCONNECT > VIP* to verify if a vehicle is involved in a warranty extension. A vehicle involved in this Warranty Extension will display an **(X49) Inlet Check Valve** message in VIP. If no (X49) coverage message displays in VIP, no further action is required on your behalf.

All technicians should familiarize themselves with Service Bulletin #14-003-14 before replacing the Fuel Tank Inlet Check Valve on referenced vehicles. This Service Bulletin has been released to assist all dealers in the proper diagnosis and replacement of the Fuel Tank Inlet Check Valve.

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 #14-003-14 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-RAM-INFO (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: xxxxxxxxxxxxxxxxx

Dear (Name):

This letter is to inform you that the warranty period (3 years or 36,000 miles) on the fuel tank inlet check valve for certain 2007 – 2008 model year Ram 1500 trucks has been extended to include lifetime coverage to repair a certain condition that may occur during refueling of the truck. Our records show that you either own or lease one of the trucks affected by this extended lifetime warranty.

We are extending the fuel tank inlet check valve warranty period because some of the affected truck population may experience fuel spilling out of the filler port during refueling, typically after the fuel fill station nozzle has automatically shut off. 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 fuel fill system is operating correctly and no repair is necessary.

If you have already experienced this fuel spill 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 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 inlet check valve/fuel spill back 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