

WARRANTY BULLETIN



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

NO: D-16-15
DATE: June 30, 2016

SUBJECT: (X63) Exhaust Gas Recirculation
(EGR) Valve – 2012 - 2013 Ram 1500 Pickup
(DS)

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

Updates
WAM

PURPOSE:

To announce an extended warranty for the EGR Valve on the following select vehicles:

- 2012-2013 – Ram 1500 Pickup (DS)

Affected Vehicles:

This extended warranty bulletin applies only to vehicles equipped with a:

- 4.7L Magnum V8 engine (Sales Code EVE)

NOTE: This warranty extension coverage period is 6 years / 100,000 miles from the vehicle's In-Service Date.

TIMING:

Effective Immediately

ACTION:

Always check *DealerCONNECT* or *wiADVISOR VIP* to verify if a vehicle is involved in a warranty extension. A vehicle involved in this warranty extension will display an **(X63) EGR Valve** message in VIP. If no (X63) coverage message displays in VIP, the vehicle is not in the scope of this warranty extension and no further action is required on your behalf.

All technicians are required to familiarize themselves with Service Bulletin 09-010-16 before replacing the EGR Valve on referenced vehicles. This Service Bulletin has been released to assist all dealers in the proper diagnosis and replacement of the EGR Valve.

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

Refer to Service Bulletin 09-010-16 for additional Part and LOP information.

A copy of the generic owner letter is attached to this bulletin.





ADDITIONAL INFORMATION:

If a customer has already experienced this specific condition and paid to have it repaired, please direct them to www.fcarecallreimbursement.com to submit their reimbursement request online. Customers can also mail their original receipts and / or other adequate proof of payment to the following address for reimbursement consideration:

FCA US LLC Customer Care
P.O. Box 21-8004
Auburn Hills, MI 48321-8004
Attention: Reimbursement

Customers with questions or concerns about this issue are advised to contact their dealership. In the event further assistance is necessary, customers should be advised to contact Customer Care at the following:

- RAM Information Center: 1.866.726.4636 or 1.866.RAM.INFO

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

WARRANTY OPERATIONS

FIAT USA 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 (3 years or 36,000 miles) on your vehicle's 4.7L engine Exhaust Gas Recirculation (EGR) Valve has been extended to 6 years/100,000 miles. This extended 4.7L EGR Valve warranty coverage applies to certain 2012-2013 model year Ram 1500 pickup trucks. Our records show that you either own or lease one of the vehicles affected by this extended warranty.

We are extending the 4.7L EGR Valve warranty period because some of the affected vehicle population 4.7L EGR Valve pintle may accumulate soot and under certain conditions, could stick, illuminating the Malfunction Indicator Light (MIL). If you are experiencing this condition now or in the future, simply contact your dealer to have the appropriate repairs performed. **Conversely, if you do not experience this condition, then your 4.7L EGR Valve is operating correctly and no repair is necessary.**

If you have already experienced this condition and previously paid for a repair, you may be eligible to receive a reimbursement. Visit www.fcacallreimbursement.com to submit an online reimbursement request. You may also 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:

FCA US LLC Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004
Attn: Reimbursement

If you have questions or need any assistance, please contact your dealer or the RAM Information Center. The RAM Information Center is available 24 hours a day, 7 days a week and can be reached at: 1-866-RAM-INFO (726-4636).

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 4.7L EGR Valve 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.

FCA US LLC is taking this action to demonstrate its commitment to your continued satisfaction.

FCA US LLC

