

# WARRANTY BULLETIN



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

NO: D-20-10

DATE: August 26, 2020

SUBJECT: (X88) Active Head Restraint –  
Select 2014/ 2015/ 2016/ 2017/ 2018 Dodge  
Durango (WD) and Select 2014 – 2018 Jeep  
Grand Cherokee (WK) (Rev. A)

FOR: All U.S. Dealers

All U.S. Business Centers

\*\*\*\*\*Revisions are noted in RED\*\*\*\*\*

## PURPOSE:

To announce a warranty extension on the **Active Head Restraint** on the following vehicles:

- 2014 - 2015 Dodge Durango (WD)
- 2016 – 2018 Dodge Durango (WD)
- 2014 – 2018 Jeep Grand Cherokee (WK)

**NOTE:** This warranty extension coverage period is 10 Years / Unlimited mileage 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 **(X88) Active Head Restraint** message in VIP. If no (X88) 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 23-018-20 **Rev. C** before replacing the Active Head Restraint on select vehicles. This Service Bulletin has been released to assist all dealers in the proper diagnosis and replacement of the Active Head Restraint.





**NOTE:** Due to the complexity of this Warranty Extension, an inspection must be performed and confirmation of failure must be completed before ordering parts. **ONLY order parts if the striker pin is not attached to the sled bracket. This will result in the Active Head Restraint to be unable to reset.** The failure rate for this condition is extremely low.

The Global Claim System (GCS) will honor the warranty extension coverages on the standard warranty labor operation number(s).

Refer to Service Bulletin 23-018-20 Rev. C for Part and LOP information.

**NOTE:** This issue will span over 5 warranty extensions:

- **X84:** 2010 - 2018 Dodge Journey (JC), 2010 - 2014 Dodge Avenger/Chrysler 200 (JS) - TBD
- **X85:** 2010 - 2012 Dodge Nitro (KA), 2010 - 2013 Jeep Liberty (KK) - TBD
- **X86:** 2010 - 2017 Jeep Compass (MK), 2010 - 2012 Dodge Caliber (PM) - TBD
- **X87:** 2010 - 2017 Dodge Caravan (RT) - TBD
- **X88:** 2011 - 2018 Dodge Durango (WD), 2011 - 2018 Jeep Grand Cherokee (WK)

Each campaign will contain phased launches based on part availability.

**X88 Warranty Extension covers:**

- Phase 1 – Select 2014 - 2015 Dodge Durango (WD)
- **Phase 2 - Select 2016 - 2018 Dodge Durango (WD), Select 2014 - 2018 Jeep Grand Cherokee (WK)**
- Phase 3 - Select 2011 - 2013 & 2017 - 2018 Dodge Durango (WD), 2011 - 2018 Jeep Grand Cherokee (WK) – **TBD**





## ADDITIONAL INFORMATION:

If a customer has already experienced this specific condition and paid to have it repaired, please direct them to [www.fcarecallreimbursement.com](http://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:

- Dodge Brand Vehicles: 1.800.423.6343 or 1.800.4ADodge
- Jeep Brand Vehicles: 1.877.426.5337 or 1.877.IAM.Jeep

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

## WARRANTY OPERATIONS

FCA US 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.





## Frequently Asked Questions

**Q: When will this warranty extension launch and be available for other vehicles?**

A: Due to the large amount of parts, and the complexity (material, color, stitching, etc.), warranty extension availability for vehicles will be based on part manufacturing timing. Older model year vehicles, or discontinued model lines will launch at a later date.

**Q: Once other vehicles become available for this warranty extension, how long will it take to receive the part?**

When the warranty extension becomes available for a vehicle, this means that parts are located at local part distribution centers. Therefore, the part will be ready to order and shipped to dealerships upon confirmation that the affected Active Head Restraint is unable to reset.

**How will I know when other vehicles are added to the warranty extension?**

Each warranty extension will have its own warranty bulletin. As a model year and/or vehicle model becomes available for the warranty extension, the existing warranty bulletin and service bulletin for each warranty extension will be updated to reflect this. These updated warranty bulletins and service bulletins will be available via DealerCONNECT.

Customers will also be notified once their parts become available.



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

Dear (Name):

This letter is to inform you that the warranty period on your vehicle’s Active Head Restraint has been extended from 3 years or 36,000 miles to 10 Years / Unlimited miles. This warranty extension on the Active Head Restraint applies to certain 2014 – 2018 Dodge Durango and certain 2014 – 2018 Jeep Grand Cherokee vehicles. Our records show that you either own or lease one of the vehicles affected by this warranty extension.

We are extending the Active Head Restraint warranty period because some of the vehicles within the above referenced population may experience inadvertent deployment on the Front Right, Left, or Both Active Head Restraint(s). Once deployed, it is unable to be reset due to internal damage of the head restraint. If you are experiencing any of these conditions now, or if you experience them in the future, simply contact your dealer to have the appropriate repairs performed. **If you do not experience this condition, then your Active Head Restraint 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.fcarecallreimbursement.com](http://www.fcarecallreimbursement.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 FCA US LLC Customer Care. FCA US LLC Customer Care is available 24 hours a day / 7 days a week. They can be reached at: 1-800-423-6343 (1-800-4ADodge) or 1-877-426-5337 (1-877-IAM-Jeep).

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 Active Head Restraint 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

