

WARRANTY BULLETIN



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

NO: D-20-19

DATE: December 17, 2020

SUBJECT: (X87) Active Head Restraint –
Select 2012 – 2017 Dodge Grand
Caravan/**Chrysler Town & Country (RT)**
(Rev. B)

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:

- 2012 – 2017 Dodge Grand Caravan/**Chrysler Town & Country (RT)**

NOTE: This warranty extension coverage period for 2012 – 2017 model year vehicles is **10 Years / Unlimited 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 **(X87) Active Head Restraint** message in VIP. If no (X87) 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 23-030-20 Rev. A 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. For 2012-2018, the dealer inspection must occur within the warranty extension period. The repair can occur outside of





this time period. **ONLY** order parts if the striker pin is not attached to the sled bracket. This will result in the Front Active Head Restraint to not be resettable due to internal damage. The failure rate for this condition is extremely low. In the instance a customer vehicle qualifies and parts are ordered (it may take 2-5 months for the part to arrive at the dealership), notify the customer when the part becomes available and then complete the repair. The part delivery timing is due to the large number of unique trim and color combinations.

The Global Claim System (GCS) will honor the warranty extension coverages on the standard warranty labor operation number(s). **This repair is only eligible for warranty reimbursement on Front Active Head Restraints if the striker pin is not attached to the sled bracket and the Active Head Restraint will not reset. Warranty claims for Active Head Restraints that do not match the failure mode described are not eligible for reimbursement and will be subject to chargeback if submitted.**

Refer to Service Bulletin 23-030-20 Rev. A for Part and LOP information.

NOTE: This issue will span over 7 warranty extensions:

- **X84:** 2012 - 2018 Dodge Journey (JC), 2012 - 2014 Dodge Avenger/Chrysler 200 (JS)
- **X85:** 2012 Dodge Nitro (KA), 2012 - 2013 Jeep Liberty (KK)
- **X86:** 2012 - 2017 Jeep Compass/Jeep Patriot (MK), 2012 Dodge Caliber (PM)
- **X87:** 2012 - 2017 Dodge Caravan/**Chrysler Town & Country (RT)**
- **X88:** 2012 - 2018 Dodge Durango (WD), 2012 - 2018 Jeep Grand Cherokee (WK)
- **X91:** 2010 Dodge Journey (JC), Dodge Avenger/Chrysler Sebring (JS), Dodge Nitro (KA), Jeep Liberty (KK), Jeep Compass/Jeep Patriot (MK), Dodge Caliber (PM), Dodge Caravan/**Chrysler Town & Country (RT)**
- **X92:** 2011 Dodge Journey (JC), Dodge Avenger/Chrysler 200 (JS), Dodge Nitro (KA), Jeep Liberty (KK), Jeep Compass/Jeep Patriot (MK), Dodge Caliber (PM), Dodge Caravan/**Chrysler Town & Country (RT)**, Dodge Durango (WD), Jeep Grand Cherokee (WK)

X87 Warranty Extension covers:

- **2012 - 2017 Dodge Grand Caravan/**Chrysler Town & Country (RT)****





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 FCA Recall Customer Care. FCA Recall Customer Care are available from 7 AM - 11 PM, Monday - Friday and 9 AM to 5 PM on Saturday. They can be reached at: 1-800-853-1403.

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.



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

Dear (Name):

This letter is to inform you that the warranty period on your vehicle's Front Seat Active Head Restraints has been extended from 3 years or 36,000 miles to 10 Years / Unlimited Miles from the In-Service date. This warranty extension on the Active Head Restraint applies to certain [2012 – 2018 Dodge Journey, 2012 – 2014 Dodge Avenger/Chrysler 200, 2012 Dodge Nitro & 2012 - 2013 Jeep Liberty, 2012 – 2017 Jeep Compass/Jeep Patriot & 2012 Dodge Caliber, 2012 – 2017 Dodge Grand Caravan/Chrysler Town & Country, 2012 – 2018 Dodge Durango & 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 of one or both of the Front Seat Active Head Restraint(s). Once deployed, your head restraint may not be resettable due to internal damage of the head restraint. If your head restraint is deployed, or deploys within the time frame of your warranty extension, simply contact your dealer to determine whether replacement is covered by this warranty extension. **The replacement process involves three steps: dealership inspection, part ordering, and separate appointment for installation. The dealer inspection must occur within the warranty extension period, and the repair can occur outside of this time period. In the instance that your vehicle qualifies for this head restraint replacement, the dealer will order the parts, notify you when the parts become available, and then complete the repair. It may take 2-5 months for your part to arrive at the dealership to complete the repairs. The part delivery timing is due to the large number of unique trim and color combinations. Your Front Active Head Restraint(s) will be manufactured specifically for your vehicle. If your head restraint is not deployed, replacement is not necessary at this time.**

If you have previously paid for a head restraint replacement, you may be eligible for reimbursement. Visit 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 Recall Customer Care. FCA Recall Customer Care are available from 7 AM - 11 PM, Monday - Friday and 9 AM to 5 PM on Saturday. They can be reached at: 1-800-853-1403.

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

