

# WARRANTY BULLETIN



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

**NO:** D-21-15

**DATE:** November 10, 2021

**SUBJECT:** (X98) Driver and Passenger  
Sliding Door Power Lock Actuators -  
2015 - 2017 Dodge Grand Caravan (RT) and  
2015 - 2016 Chrysler Town & Country (RT)

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

## PURPOSE:

To announce a warranty extension on the Driver and Passenger Sliding Door Power Lock Actuators on the following vehicles:

- 2015 - 2017 Dodge Grand Caravan (RT)
- 2015 - 2016 Chrysler Town & Country (RT)

## Affected Vehicles:

This warranty extension bulletin applies only to the following vehicles:

- RT vehicles built on or after May 01, 2015 (MDH 0501XX) and on or before January 09, 2017 (MDH 0109XX) equipped with Power Locks (Sales Code JPB)

**NOTE:** This warranty extension coverage period is 15 years / 150,000 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 **(X98) Sliding Door Actuators** message in VIP. If no (X98) 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 23-036-21 before replacing the Driver and Passenger Sliding Door Power Lock Actuators on select vehicles. This Service Bulletin has been released to assist all dealers in the proper diagnosis and replacement of the Driver and Passenger Sliding Door Power Lock Actuators.

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

Refer to Service Bulletin 23-036-21 for 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](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.

- Chrysler Brand Vehicles: 1.800.247.9753 or 1.800.Chrysler
- Dodge Brand Vehicles: 1.800.423.6343 or 1.800.4ADodge

**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: xxxxxxxxxxxxxxxxx

Dear (Name):

This letter is to inform you that the warranty period on your vehicle's Driver and Passenger Sliding Door Power Lock Actuators has been extended from 3 years or 36,000 miles to 15 years / 150,000 miles. This warranty extension on the Driver and Passenger Sliding Door Power Lock Actuators applies to certain [2015 - 2017 Dodge Grand Caravan and 2015 - 2016 Chrysler Town & Country] vehicles. Our records show that you either own or lease one of the vehicles affected by this warranty extension.

We are extending the warranty period on the Driver and Passenger Sliding Door Power Lock Actuators because some of the vehicles within the above referenced population may experience a clicking/buzzing sound when cycling the sliding door power locks, inoperable power locks on the sliding doors, or sliding doors stuck closed due to a failed lock actuator. If you are experiencing one of these conditions now, or if you experience them in the future, simply contact your dealer to have the appropriate repairs performed. **Conversely, if you do not experience one of these conditions, then your Driver and Passenger Sliding Door Power Lock Actuators are operating correctly and no repair is necessary.**

If you have already experienced one of these conditions 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 (1-800-4-ADodge) or 1-800-247-9753 (1-800-CHRYSLER).

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 Driver and Passenger Sliding Door Power Lock Actuators 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

