

FCA CARIBBEAN WARRANTY BULLETIN



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

NO: ID-23-11

DATE: June 7, 2023

SUBJECT: (XJ1) Power Transfer Unit (PTU) -
Select 2014 - 2017 Jeep Cherokee (KL)

FOR: Puerto Rico and US Virgin Islands

PURPOSE:

To announce a warranty extension on the **Power Transfer Unit** on the following vehicles:

- 2014 - 2017 Jeep Cherokee (KL)

Affected Vehicles:

This warranty extension bulletin applies only to the following vehicles:

- KL vehicles built on or after April 14, 2014 (MDH 0414XX) and on or before October 10, 2016 (MDH 1010XX) equipped with Jeep Active Drive II (Sales Code DK4).

NOTE: This warranty extension coverage period is 15 Years / Unlimited miles from the vehicle's In-Service Date.

TIMING:

Effective Immediately

ACTION:

This bulletin supersedes ID-21-10 (Warranty Extension X89).

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 **(XJ1) Power Transfer Unit** message in VIP. If no (XJ1) 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 Technical Service Bulletin 21-014-23 before replacing the Power Transfer Unit on select vehicles.





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

Refer to Technical Service Bulletin 21-014-23 for Part and LOP information. Not using the LOP(s) and Part(s) listed in the Technical Service Bulletin may result in non-payment of your claim.

ADDITIONAL INFORMATION:

If a customer has already experienced this specific condition and paid to have it repaired, please have the customer mail their original and/or adequate proof of payment to the following address for reimbursement consideration:

FCA CARIBBEAN LLC CUSTOMER CARE
PO Box 191857
San Juan, PR 00919 - 1857
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.

- 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 International Operations LLC reserves the right to change any or all of the rules set forth in the Warranty Administration Manual by means of Warranty Bulletins and also by making the amended manual available to you on DealerCONNECT.

