

WARRANTY BULLETIN



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

SUBJECT: (XL1) Backlite – Select 2019 -
2021 RAM 1500 Pickup (DT)

NO: D-23-17

DATE: September 13, 2023

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

PURPOSE:

To announce a warranty extension on the **Backlite** on the following vehicles:

- 2019 - 2021 RAM 1500 Pickup (DT)

Affected Vehicles:

This warranty extension bulletin applies only to the following vehicles:

- DT vehicles built on and before September 30, 2023 (MDH 0930XX) equipped with a Rear Power Sliding Window (**Sales Code GFE**) or Rear Sliding Window (**Sales Code GFD**).

NOTE: This warranty extension coverage period is **8 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 **(XL1) Backlite** message in VIP. If no (XL1) 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 23-098-23 before replacing the Backlite 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 23-098-23 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 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

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 Backlite has been extended to 8 years/ 150,000 miles. This warranty extension on the Backlite applies to select 2019 - 2021 RAM 1500 Pickup vehicles. Our records show that you either own or lease one of the vehicles affected by this warranty extension.

We are extending the Backlite warranty period because some of the affected vehicles within the above referenced population may experience a water leak from the top of the backlite or a cracked backlite frame resulting in an interior water leak. 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 repair performed. **Conversely, if you do not experience this condition, then your Backlite 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 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: 1-866-726-4636 or 1-866-RAM-INFO.

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 Backlite 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

