

# FCA CARIBBEAN WARRANTY BULLETIN



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

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

**NO:** ID-23-21

**DATE:** September 13, 2023

**FOR:** Puerto Rico and US Virgin Islands

## **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.

### **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.

- 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 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.

