

FCA CARIBBEAN WARRANTY BULLETIN



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

NO: ID-23-07

DATE: June 12, 2024

SUBJECT: (XE1) eFlite Si-eVT
Transmission – Certain 2017 - 2023
Chrysler Pacifica (RU) (Rev. A)

FOR: Puerto Rico

*****Revisions are noted in Red*****

PURPOSE:

To announce a warranty extension on the eFlite Si-eVT Transmission (Sales Code DFQ) on the following vehicles:

- 2017 - 2023 Chrysler Pacifica (RU)

Affected Vehicles:

This warranty extension bulletin applies only to vehicles equipped with a:

- 3.6L V6 Hybrid Engine (Sales Code EH3) and an eFlite Si-eVT Transmission (Sales Code DFQ) built on or after August 12, 2016 (MDH 0812XX) and on or before December 27, 2022 (MDH 1227XX)

NOTE: This warranty extension coverage period is Unlimited 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 (XE1) RU PHEV Transmission message in VIP. If no (XE1) 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 **21-042-24** before replacing the Transmission on select vehicles.

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

Refer to Technical Service Bulletin **21-042-24** 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.

- Chrysler Brand Vehicles: 1.800.247.9753 or 1.800.Chrysler

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.

