FCA CARIBBEAN WARRANTY BULLETIN

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

SUBJECT: (XF1) Steering Damper – Select 2018 - 2020 Jeep Wrangler (JL), 2020 Jeep Gladiator (JT) and 2018 Jeep Wrangler (JK) (Rev. A)

NO: ID-23-10
DATE: November 8, 2024

FOR: Puerto Rico

**********Revisions are noted in RED**********

PURPOSE:

To announce a warranty extension on the Steering Damper on the following vehicles:

- 2018 - 2020 Jeep Wrangler (JL)
- 2020 Jeep Gladiator (JT)
- 2018 Jeep Wrangler (JK)

Affected Vehicles:

This warranty extension bulletin applies only to the following vehicles:

- JL and JT vehicles built on and before August 11, 2020 (MDH 0811XX).

NOTE: This warranty extension coverage period is 8 Years / 90,000 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 **(XF1) Steering Damper** message in VIP. If no (XF1) 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 19-002-24 Rev. A before replacing the Steering Damper 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 19-002-24 Rev. A 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.

- 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.