

# FCA CARIBBEAN WARRANTY BULLETIN



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

**NO:** ID-25-01  
**DATE:** January 30, 2025

**SUBJECT:** (XV1) Driver and Passenger  
Sliding Door Power Lock Actuators -  
2017 - 2019 Dodge Caravan (RT) and 2017 -  
2019 Chrysler Town & Country (RT)

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

## PURPOSE:

To announce a warranty extension on the Driver and Passenger Sliding Door Power Lock Actuators on the following vehicles:

- 2017 - 2019 Dodge Grand Caravan (RT)
- 2017 - 2019 Chrysler Town & Country (RT)

## Affected Vehicles:

This warranty extension bulletin applies only to the following vehicles:

- RT vehicles built on or after January 10, 2017 (MDH 0110XX) equipped with Power Locks (Sales Code JPB)

**NOTE:** This warranty extension coverage period is 10 years / 100,000 mileage 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 **(XV1) Sliding Door Actuators** message in VIP. If no (XV1) 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 23-003-25 before replacing the Driver and Passenger Sliding Door Power Lock Actuators on select vehicles. This Technical Service Bulletin has been released to assist all dealers in the proper diagnosis and replacement of the Driver and Passenger Sliding Door Power Lock Actuators.

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

Refer to Technical Service Bulletin 23-003-25 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 other 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
- Dodge Brand Vehicles: 1.800.423.6343 or 1.800.4ADodge

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.

