



# FCA CARIBBEAN WARRANTY BULLETIN

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

**NO:** ID-25-12

**DATE:** September 10, 2025

**SUBJECT:** (XT1) High Voltage Battery Pack  
- Select 2017 - 2021 Chrysler Pacifica/  
Voyager (RU)

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

## PURPOSE:

To announce a warranty extension on the **High Voltage Battery Pack** on the following select vehicles:

- 2017 - 2021 Chrysler Pacifica (RU)
- 2017 - 2021 Chrysler Voyager (RU)

## Affected Vehicles:

This warranty extension bulletin applies only to the following select vehicles:

- Vehicles built on or before October 21, 2021 (MDH 1021XX) equipped with a 3.6L V6 Hybrid Engine (Sales Code EH3).

**NOTE:** This warranty extension coverage period is Unlimited years / Unlimited miles from the **vehicle's In-Service Date**.

We are extending the warranty period on the High Voltage Battery Pack because some of the vehicles within the above referenced population may experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle may exhibit one or more of the following Diagnostic Trouble Codes (DTCs):

- P0EDD-00 – Hybrid/EV Battery Pack “B” Deterioration
- P0BBE-00 – Hybrid Battery Pack Voltage Variation
- P1C5E-00 – Battery State of Health Failed

**NOTE:** Any warranty qualifying issues outside of these specific DTCs will continue to be covered per the HV battery standard warranty coverage.

## 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 **(XT1) HV Battery Pack** message in VIP. If no (XT1) 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 08-299-25 before replacing the High Voltage Battery Pack on select vehicles. This Technical Service Bulletin has been released to assist all dealers in the proper diagnosis and replacement of the High Voltage Battery Pack.

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 08-299-25 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

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.

