

Warranty Bulletin



TO: Dealer Principal, Service Mgr., Sales Mgr., and Warranty Claims Administrator	NO: D-10-28 DATE: September, 2010
SUBJECT: Front Brake Component Extended Warranty 2008MY Dodge Caravan and Chrysler Town and Country (RT) -X25 (REVISION)	FOR: Dealers – Business Centers

PURPOSE:

To announce an Extended Warranty for front brake components (rotors and pads) on 2008 Model Year Town and Country and Grand Caravan models.

This warranty has been extended to 3 years or 36,000 miles (whichever occurs first) under the Basic Limited Warranty.

TIMING:

Effective Immediately

ACTION:

Disregard any reference to Warranty Bulletin **D-10-19** dated **August 2010**.

Always check VIP to verify if a vehicle is involved in a Warranty Extension. A vehicle involved in this Warranty Extension will display X25 in VIP. If not, no further action is required on your behalf.

All technicians should familiarize themselves with **Service Bulletin 05-003-10** dated **August 2010** before repairing and/or replacing front brake components on referenced vehicles. This Service bulletin has been released to assist all dealers in the proper diagnosis and replacement of the front brake components.

Measuring the rotors is not required when Service Bulletin 05-003-10 is performed.

If a vehicle exhibits Front Brake Pad Lining Life symptoms, installing new brake linings and replacing both brake rotors is required. **Note: This Warranty Extension only addresses Front Pad Lining life complaints.**

Refer to Service Bulletin 05-003-10 for required Part(s) and LOP information.

Note: The cutting of rotors is NOT allowed on 2008 Minivans. Replacement of rotors is required.

The following deductibles will be applied to the Warranty Claim and paid by the customer for the repair and/or replacement of the front brake components based upon time and/or miles:

- Before 12 Months/12,000 Miles \$0
- After 12 Months/12,000 Miles but before 24 Months/24,000 Miles \$50
- After 24 Months/24,000 Miles but before 36 Months/36,000 Miles \$100

A generic copy of the customer letter is attached to this bulletin and can also be found in DealerCONNECT > eFiles > Service > Warranty > Glove Box Materials > 2008 > X25 Warranty Extension Customer Letter.

IMPORTANT: Please print and include a copy of this letter in the glove box package of any involved vehicle as noted in VIP that is in your new or used vehicle inventory.

ADDITIONAL INFORMATION:

If a customer has already experienced this concern and has already paid to have it repaired, the customer should be advised to send their original receipts and/or other adequate proof of payment to the following address for reimbursement:

Chrysler Customer Assistance
P.O. Box 21-8004
Auburn Hills, MI 48321-8004
Attention: Reimbursement

Customers with questions or concerns about this issue are being asked to contact their dealership. In the event further assistance is necessary, customers should be advised to contact 1-800 Chrysler (247-9753) or 1-800-4-A-Dodge (2-36343).

Please ensure that all affected dealership personnel are aware of this bulletin.

WARRANTY OPERATIONS



Chrysler Group LLC

FRONT BRAKE LIMITED WARRANTY EXTENSION FOR 2008 DODGE GRAND CARAVAN AND CHRYSLER TOWN AND COUNTRY VEHICLES

Dear: (Name)

The Basic Limited Warranty applicable to your vehicle covers the cost of parts and labor necessary to repair braking components that fail due to a defect in materials, workmanship or factory preparation within the 12 months period following your vehicle's in service date or until there are 12,000 miles on the odometer, whichever comes first. Chrysler is offering an extension to the terms of your Basic Limited Warranty for the purpose of enhancing your overall experience as a Chrysler customer.

The problem is... **The front brakes on your vehicle (VIN: xxxxxxxxxxxxxxxxx) may need pads and rotors replaced earlier than expected. The brake performance is not affected in any way by this issue.**

What your dealer will do... **Should the front brake components on your vehicle need to be replaced due to a defect in materials, workmanship or factory preparation after the expiration of 12 months or 12,000 miles but before 24 months or 24,000 miles on the odometer, whichever comes first, Chrysler will pay for the cost of parts and labor necessary to replace them less a \$50 deductible.**

Furthermore, should the front brake components on your vehicle need to be replaced due to a defect in materials, workmanship or factory preparation after the expiration of 24 months or 24,000 miles on the odometer but before 36 months or 36,000 miles on the odometer, whichever comes first, Chrysler will pay for the cost of parts and labor necessary to replace them less a \$100 deductible.

What you must do... **Simply contact your dealer to schedule a service appointment, if you feel that your front brakes are in need of replacement. Remember to bring this letter with you to your dealer. Please make sure to store this letter with your vehicle's other warranty information for future reference.**

If you need help... **If you have questions or concerns which your dealer is unable to resolve, please contact 1-800 Chrysler (247-9753) or 1-800-4-A-Dodge (2-36343)**

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement less the applicable deductible:

Chrysler Customer Assistance
P.O. Box 21-8004
Auburn Hills, MI 48321-8004
Attention: Reimbursement

Chrysler places great value on your loyalty and satisfaction with your vehicle, and as such we apologize in the event that this issue may have caused you any inconvenience.

Thank you again for your loyalty,

Chrysler Group LLC