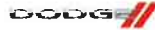


# Warranty Bulletin



CHRYSLER GROUP LLC

<b>TO:</b> Dealer Principal, Service Mgr., Sales Mgr., and Warranty Claims Administrator	<b>NO:</b> D-11-07
<b>SUBJECT:</b> Front Brake Component Extended Warranty 2009 MY Dodge Journey (JC) –(X30)	<b>DATE:</b> February, 2011
	<b>FOR:</b> U.S. Dealers U.S. Business Centers

## PURPOSE:

To announce an Extended Warranty for front brake components (rotors and pads) on 2009 Model Year Dodge Journey's.

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

## TIMING:

Effective Immediately

## ACTION:

**Always** check VIP to verify if a vehicle is involved in a Warranty Extension. A vehicle involved in this Warranty Extension will display X30 in VIP. If not, no further action is required on your behalf.

All technicians should familiarize themselves with **Service Bulletin 05-003-11 dated February 18, 2011** 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.

**NOTE: Measuring the rotors is not required when Service Bulletin 05-003-11 is performed.**

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

**Refer to Service Bulletin 05-003-11 for required Part(s) and LOP information.**

Note: The cutting of rotors is NOT allowed on 2009 Dodge Journey's. 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 > 2009 > X30 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 1-800-4-A-Dodge (2-36343).

**Please ensure that all affected dealership personnel are aware of this**

**WARRANTY OPERATIONS**



CHRYSLER GROUP LLC

VIN: xxxxxxxxxxxxxxxxxxxx

Owner Name

1234 Anywhere St

Anytown, St XXXXX

Dear (Name):

This letter is to inform you that the warranty period on your 2009 Dodge Journey Front Brake components, has been extended to 3 years or 36,000 miles, whichever occurs first. This extended warranty coverage applies to the front pads and rotors on your vehicle.

We are extending the warranty period on your front braking components because some vehicles may need pads and rotors replaced earlier than expected. **If your vehicle is operating properly, there is nothing you are required to do.** Should the front pads and rotors on your vehicle require replacement after the expiration of 12 months or 12,000 miles but before 24 months or 24,000 miles, whichever comes first, Chrysler LLC will pay for the cost of parts and labor necessary to replace them less a \$50 deductible. Furthermore, should the front pads and rotors on your vehicle need to be replaced after the expiration of 24 months or 24,000 miles but before 36 months or 36,000 miles, whichever comes first, Chrysler LLC will pay for the cost of parts and labor necessary to replace them less a \$100 deductible.

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. The warranty extension applies to the above components only; the other terms of your warranty remain the same

If you have already paid for the replacement of your front pads and rotors, you may be eligible to receive a reimbursement. You may complete the enclosed Customer Reimbursement Claim Form and send your original receipts, invoices and/or repair order to the following address for reimbursement, your claim will be acted upon within 60 days of receipt:

Chrysler Customer Assistance Center  
P.O. Box 21-8007  
Auburn Hills, MI 48321-8007

If you have questions or need any assistance, please contact your dealer or the Chrysler Customer Assistance Center between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday 9:00 AM to 5:00 PM, EST. They can be reached at 1-800-423-6343.

Chrysler Group LLC