

# WARRANTY BULLETIN



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

**NO:** D-16-02

**DATE:** January 15, 2016

**SUBJECT:** (X60) Fuel Tank / Vapor  
Canister– 2004-2005 / Town and Country  
(RS) and Caravan / Grand Caravan (RS)

**FOR:** All U.S. Dealers  
All U. S Business Centers

## PURPOSE:

To announce an extended warranty on the Fuel Tank / Vapor Canister on the following select vehicles:

- 2004-2005 - Dodge Caravan/Grand Caravan (RS)
- 2004-2005 - Chrysler Town and Country (RS)

## Affected Vehicles:

This extended warranty bulletin applies only to vehicles built at:

- St. Louis South (Plant Code "B") from September 1, 2003 MDH (090100) through March 31, 2004 (MDH) 033123.59)
- Windsor Assembly (Plant Code "R" from September 1, 2003 (MDH (090100) through March 31, 2004 (033123.59).

**NOTE:** This warranty extension coverage period is 15 years / unlimited miles from the vehicles In-Service Date.

## TIMING:

Effective Immediately

## ACTION:

Always check *DealerCONNECT* > *VIP* to verify if a vehicle is involved in a warranty extension. A vehicle involved in this warranty extension will display an **(X60) Fuel Tank** message in VIP. If no (X60) 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 Service bulletin 14-001-16 before replacing the Fuel Tank / Vapor Canister on referenced vehicles. This Service Bulletin has been released to assist all dealers in the proper diagnosis and replacement of the Fuel Tank / Vapor Canister.

Updates  
WAM





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

Refer to Service Bulletin 14-001-16 for additional Part and LOP information.

A copy of the generic owner letter is attached to this bulletin.

#### **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 to and / or other adequate proof of payment to the following address to request reimbursement.

FCA US LLC Customer Care  
P.O. Box 21-8004  
Auburn Hills, MI 48321-8004  
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**

FIAT USA LLC reserves the right to change any or all of the rules set forth in the Dealer Policy Manual and the Warranty Administration Manual by means of Warranty Bulletins and also by making the amended manual available to you on DealerCONNECT



Owner Name  
1234 Anywhere St  
Anytown, St XXXXX  
VIN: xxxxxxxxxxxxxxxxxxxx

Dear (Name):

This letter is to inform you that the warranty period (3 years or 36,000 miles) on your vehicle's fuel tank has been extended to 15 years/unlimited miles. This extended fuel tank warranty coverage applies to certain 2004-2005 model year Chrysler Town and Country and Dodge Caravan / Grand Caravan minivans. Our records show that you either own or lease one of the vehicles affected by this extended warranty.

We are extending the fuel tank warranty period because some of the affected vehicle population may experience a condition where the fuel shut-off float, in the multifunction control valve sticks, which may result in the vehicle stalling after refueling. If you are experiencing this condition now or in the future, simply contact your dealer to have the repairs performed. **Conversely, if you do not experience this condition, then your fuel tank multifunction control valve is operating correctly and no repair is necessary.**

If you have already experienced this stalling after refueling condition and previously paid for a repair, 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:

FCA US LLC Customer Center  
P.O. Box 21-8004  
Auburn Hills, MI 48321-8004  
Attn: Reimbursement

If you have questions or need any assistance, please contact your dealer or the FCA US LLC Customer Care. FCA US LLC Customer Care is available 24 hours a day / 7 days a week. They can be reached at: 1-800-247-9753 (800-Chrysler) or 1-800-423-6343 (800-4ADodge).

Please keep this letter in your glove box along with your vehicle's other warranty information for future reference if necessary. This warranty extension applies only to the fuel tank condition described above; the other terms and the "What's Not Covered" items of your warranty remain the same as stated in your Warranty Information book.

FCA US LLC is taking this action to demonstrate its commitment to your continued satisfaction.

FCA US LLC

