

WARRANTY BULLETIN



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

NO: D-16-26

DATE: November 23, 2016

SUBJECT: (X70) Reprogram Powertrain
Control Module (PCM) – 2003 Chrysler PT
Cruiser (PT)

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

PURPOSE:

To announce a warranty extension on Reprogramming the PCM on the following vehicles:

- 2003 Chrysler PT Cruiser (PT)

Affected Vehicles:

This warranty extension bulletin applies only to vehicles built with a:

- 2.4L I4 DOHC 16V HO Turbo Engine (Sales Code EDV) equipped with a 5-Speed HD Manual G288 Transmission (Sales Code DDD)

NOTE: This warranty extension coverage period is Lifetime 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 **(X70) PCM Reprogram** message in VIP. If no (X70) 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 18-112-16 before reprogramming the PCM on select vehicles. This Service Bulletin has been released to assist all dealers in the proper diagnosis and reprogramming of the PCM.

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

Refer to Service Bulletin 18-112-16 for Part and LOP information.

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

Updates
WAM





ADDITIONAL INFORMATION:

If a customer has already experienced this specific condition and paid to have it repaired, please direct them to www.fcarecallreimbursement.com to submit their reimbursement request online. Customers can also mail their original receipts and / or other adequate proof of payment to the following address for reimbursement consideration:

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

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 Reprogramming of the Powertrain Control Module (PCM) has been extended to Lifetime. This extended Reprogramming the PCM warranty coverage applies to certain 2003 model year Chrysler PT Cruiser vehicles. Our records show that you either own or lease one of the vehicles affected by this extended warranty.

We are extending Reprogramming the PCM warranty period because some of the affected vehicle population may experience an inability to clear OBD readiness for catalyst monitor which would prevent passing inspection, maintenance, testing and prohibit them from renewing their vehicle registration. If you are experiencing this condition now or in the future, simply contact your dealer to have the appropriate repairs performed. **Conversely, if you do not experience this condition, then your Reprogramming the PCM is operating correctly and no repair is necessary.**

If you have already experienced this 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).

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 Reprogramming the PCM 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

