



WARRANTY BULLETIN

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

NO: D-16-11
DATE: May 25, 2016

SUBJECT: (X64) HVAC Blend Door Actuator
- 2014-2015 Dodge Grand Caravan and
Chrysler Town & Country (RT)

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

PURPOSE:

To announce an extended warranty on the HVAC Blend Door Actuator on the following vehicles:

- 2014-2015 Dodge Grand Caravan and Chrysler Town & Country (RT)

Affected Vehicles:

This extended warranty bulletin applies only to vehicles built:

- On or after January 13, 2014 MDH (0113XX) and on or before May 25, 2015 MDH (0525XX) and equipped with a Dual Zone Manual Temperature Control System (Sales Code HAD) or a Three Zone Manual Temperature Control System (Sales Code HAK)

NOTE: This warranty extension coverage period is 5 years/ 60,000 miles from the vehicle's 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 **(X64) Right Blend Air Door** message in *VIP*. If no (X64) 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 24-005-16 before replacing the HVAC Blend Door Actuator on select vehicles. This Service Bulletin has been released to assist all dealers in the proper diagnosis and replacement of the HVAC Blend Door Actuator.

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 24-005-16 for Part and LOP information.

Updates
WAM





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

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.

- Dodge brand vehicles: 1.800.423.6343 or 1.800.4ADodge
- 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: xxxxxxxxxxxxxxxxx

Dear (Name):

This letter is to inform you that the warranty period (3 years or 36,000 miles) on your vehicle's Heater Ventilation Air Conditioning (HVAC) Blend Door Actuator has been extended to 5 years/60,000 miles. This extended HVAC Blend Door Actuator warranty coverage applies to certain 2014-2015 model year Dodge Grand Caravan and Chrysler Town & Country vehicles. Our records show that you either own or lease one of the vehicles affected by this extended warranty.

We are extending the HVAC Blend Door Actuator warranty period because some of the affected vehicle population may experience a binding of the right side blend air door resulting in a loss of temperature control on the vehicle's climate control system. 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 HVAC Blend Door Actuator 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. Contact www.fcarecallreimbursement.com to submit an online reimbursement request. You may also 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: 1-800-423-6343 (1-800-4ADodge) or 1-800-247-9753 (1-800-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 HVAC Blend Door Actuator 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

