

WARRANTY BULLETIN



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

NO: D-20-19

DATE: November 25, 2020

SUBJECT: (X87) Active Head Restraint –
Select 2012 – 2017 Dodge Grand Caravan
(RT) (Rev. A)

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

*****Revisions are noted in RED*****

PURPOSE:

To announce a warranty extension on the **Active Head Restraint** on the following vehicles:

- 2012 – 2017 Dodge Grand Caravan (RT)

NOTE: This warranty extension coverage period for 2012 – 2017 model year vehicles is 10 Years / Unlimited Miles 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 **(X87) Active Head Restraint** message in VIP. If no (X87) 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 **23-030-20 Rev. A** before replacing the Active Head Restraint on select vehicles. This Service Bulletin has been released to assist all dealers in the proper diagnosis and replacement of the Active Head Restraint.

NOTE: Due to the complexity of this Warranty Extension, an inspection must be performed and confirmation of failure must be completed before ordering parts. For 2012-2018, the dealer inspection must occur within the warranty extension period. The repair can occur outside of this time period. **ONLY** order parts if the striker pin is not attached to the sled bracket. This will





result in the Front Active Head Restraint to not be resettable due to internal damage. The failure rate for this condition is extremely low. In the instance a customer vehicle qualifies and parts are ordered (it may take 2-5 months for the part to arrive at the dealership), notify the customer when the part becomes available and then complete the repair. The part delivery timing is due to the large number of unique trim and color combinations.

The Global Claim System (GCS) will honor the warranty extension coverages on the standard warranty labor operation number(s).

Refer to Service Bulletin [23-030-20 Rev. A](#) for Part and LOP information.

NOTE: [This issue will span over 7 warranty extensions:](#)

- **X84:** 2012 - 2018 Dodge Journey (JC), 2012 - 2014 Dodge Avenger/Chrysler 200 (JS)
- **X85:** 2012 Dodge Nitro (KA), 2012 - 2013 Jeep Liberty (KK)
- **X86:** 2012 - 2017 Jeep Compass/Jeep Patriot (MK), 2012 Dodge Caliber (PM)
- **X87:** 2012 - 2017 Dodge Caravan (RT)
- **X88:** 2012 - 2018 Dodge Durango (WD), 2012 - 2018 Jeep Grand Cherokee (WK)
- **X91:** 2010 Dodge Journey (JC), Dodge Avenger/Chrysler Sebring (JS), Dodge Nitro (KA), Jeep Liberty (KK), Jeep Compass/Jeep Patriot (MK), Dodge Caliber (PM), Dodge Caravan (RT), Jeep Grand Cherokee (WK)
- **X92:** 2011 Dodge Journey (JC), Dodge Avenger/Chrysler 200 (JS), Dodge Nitro (KA), Jeep Liberty (KK), Jeep Compass/Jeep Patriot (MK), Dodge Caliber (PM), Dodge Caravan (RT), Dodge Durango (WD), Jeep Grand Cherokee (WK)

X87 Warranty Extension covers:

- **2012 - 2017 Dodge Grand Caravan (RT)**

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 FCA Recall Customer Care. FCA Recall Customer Care are available from 7 AM - 11 PM, Monday - Friday and 9 AM to 5 PM on Saturday. They can be reached at: 1-800-853-1403.

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

WARRANTY OPERATIONS

FCA US 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.

