

September 11, 2009

TO: ALL CHRYSLER, DODGE AND JEEP DEALERS

FROM: SERVICE OPERATIONS

SUBJECT: RAPID RESPONSE TRANSMITTAL #09-059
5/100 Powertrain Warranty (Owner Manual Kit Replacement)

INVOLVED VEHICLES:

2010 (DS) Ram 1500 Pickup
2010 (JC) Journey
2010 (JK) Wrangler
2010 (JS) Avenger/Sebring
2010 (KA) Nitro
2010 (KK) Liberty
2010 (LC) Challenger
2010 (LX) 300/Magnum/Charger
2010 (ND) Dakota
2010 (RT) Caravan/Town & Country
2010 (WK) Grand Cherokee
2010 (XK) Commander

NOTE: This Rapid Response Transmittal affects unsold vehicles only.

NOTE: The VIN List is available on DealerCONNECT for all affected dealers. The VIN List has been inserted in the Service Tab under Rapid Response Transmittals. The dealers receiving the Rapid Response Transmittal Service Action are the "Ship To" dealers and the VIN's listed are specific to their dealership. All involved vehicles will be loaded into the VIP system.

DISCUSSION:

A number of early built 2010 models shipped with an owner's manual kit that included warranty information that references the Lifetime Powertrain Warranty. Beginning with the 2010 model year, all vehicles have a 5/100 Powertrain Warranty.

Dealers are required to **remove and discard** all owner manual kits that end in an AA part number. Before delivering 2010 models, owner manual kits that end in an AB or later part number must be installed.

PARTS REQUIRED:

Each dealer will receive enough AB level 2010 owner manual kits to accommodate the number and type of vehicles involved.

NOTE: Shipment of owner manual kits will begin on Monday September 14, 2009. The kits will ship ground UPS to the attention of the Dealer Principle. A yellow label “2010 Chrysler Glovebox Kits” is affixed to each package to easily identify the contents for the dealer. You may receive more than 1 shipment of 2010 kits as they will be released based on vehicle KZ (ship) status.

REPAIR PROCEDURE:

1. Remove and **discard** any 2010 model owner’s manual kit that ends with an **AA part number**.
2. **Install** a 2010 owner’s manual kit that ends in an **AB or later part number**.

NOTE: The VIN Lists will be updated regularly as additional vehicles are identified.

NOTE: Based on differences of owner kit handling between Dealers, ensure all 2010 owner kits ending with an AA part number are scrapped.

POLICY: Reimbursable within the provisions of the warranty.

NOTE: USE OF THE LABOR OPERATION INCLUDED WITH THIS SERVICE ACTION ON VEHICLES OTHER THAN THOSE INVOLVED MAY BE SUBJECT TO CHARGE BACK.

NOTE: Use part GLOVEBOXKIT (PN) on the RO with a \$5.00 allowance

TIME ALLOWANCE:

LABOR OPERATION NO:

23-11-35-97 Install AB level or later Owner Manual Kit (D) 0.0 Hrs.

This Labor Operation Number is a no cost LOP and must be used to track the installation of the correct kit.

FAILURE CODE: ZZ - Service Action

If you have any questions, contact your Business Center.