

# X29 Lifetime Warranty Extension

This is not A  
Recall



RAM

CHRYSLER

Jeep



December 7, 2010

This letter is to inform you that the warranty period on your Dodge Ram Truck Engine Control Module (ECM) has been extended to lifetime coverage. This ECM extended warranty coverage applies to 2004-2005 2500/3500 5.9L Engine Dodge Ram Trucks with California Emissions.

We are extending the warranty period on your ECM because in some instances the software programming of your vehicle's ECM may fail to accurately report diagnostic system information that can result in a failure of certain state-mandated inspection and maintenance (I/M) tests. **If your vehicle is operating properly, there is nothing you are required to do.** If you are experiencing the conditions as described in this warranty extension, simply contact your dealer to have the repairs performed. Your dealer will reprogram the ECM to address this potential issue at no cost to you.

If you have already experienced this ECM concern and have paid to have it repaired, 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:

Chrysler Customer Assistance Center  
P.O. Box 21-8007  
Auburn Hills, MI 48321-8007

If you have questions or need any assistance, please contact your dealer or the Chrysler Customer Assistance Center between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday 9:00 AM to 5:00 PM, EST. They can be reached at 1-866-726-4636.

Please keep this letter with your vehicle's other warranty information for future reference if necessary. The warranty extension applies to the above components only; the other terms of your warranty remain the same.

Chrysler is taking this action to demonstrate its commitment to your continued satisfaction.

Chrysler Group LLC

Date Claim Submitted: \_\_\_\_\_

17-Digit Vehicle Identification Number (VIN): \_\_\_\_\_

Mileage at Time of Repair: \_\_\_\_\_ Date of Repair: \_\_\_\_\_

Customer First &amp; Last Name (please print): \_\_\_\_\_

Street Address or PO Box Number: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Daytime Telephone Number (include Area Code): \_\_\_\_\_

Evening Telephone Number (include Area Code): \_\_\_\_\_

Amount of Reimbursement Requested: \$ \_\_\_\_\_

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What repair was completed, when it was done, and who did it.
- The total cost of the repair expense and the date of payment. (Copy of the front and back of cancelled check, copy of credit card receipt, credit card itemized invoice, etc.)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer Signature: \_\_\_\_\_

The two methods for submission are by postal mail or electronically. For postal submission please mail this claim form and the required documents to:

Chrysler Customer Assistance Center  
P.O. Box 21-8007  
Auburn Hills, MI 48321-8007

If you have a scanner and desire electronic document submission, please go to [www.dodge.com/dodgecares](http://www.dodge.com/dodgecares) and complete the webform. Indicate in the narrative "X29 Repair Reimbursement – Request for Electronic Document Submission Link". Instructions will be sent to your email address to scan and submit your documents electronically.

Your claim will be acted upon within 60 days of receipt. If you have any questions, please contact RAM Customer Care at 1-866-RAM-INFO (866-726-4636).