June 2011

Distributor/Dealer Service Instructions for:

Customer Satisfaction Notification L15
Right Side Door Latches

Models

2010 (JC) Dodge Journey

*NOTE: This notification applies only to the above vehicles equipped with power door locks (**sales code JPB**) built through August 20, 2010 **(MDH 082023)**.*

2010 – 2011 (KA) Dodge Nitro

(KK) Jeep Liberty

*NOTE: This notification applies only to the above vehicles equipped with power door locks (**sales code JPH**) built from through August 18, 2010 **(MDH 081812)**.*

IMPORTANT: Some of the involved vehicles may be in distributor/dealer vehicle inventory. Distributors/Dealers should complete this service on these vehicles before retail delivery. Distributors/Dealers should also perform this repair on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The right front door latch and right rear door latch on about 13,000 the above vehicles may develop a ratcheting sound while using the power door locks.

Repair

The right front door latch and rear door latch must be replaced.

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Parts Information

Part Number **Description**

CEBAL151AA Latch, Right Front Door (JC Models)

Each package contains one door latch.

Part Number **Description**

CEB1L152AA Latch, Right Rear Door (JC Models)

Each package contains one door latch.

Part Number **Description**

CEAAL153AA Latch, Right Front Door (KA/KK Models)

Each package contains one door latch.

Part Number **Description**

CEAAL154AA Latch, Right Rear Door (KA/KK Models)

Each package contains one door latch.

Each dealer, to whom vehicles in the notification were assigned, will receive enough right side door latches to service about 20% of those vehicles.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

A. Replace Right Front Door Latch (KA/KK models)

1. Remove and save window switch (Figure 1).
2. Remove the inside door release handle lever bezel (Figure 1).
3. Remove the door panel retaining screw located behind the door release handle lever bezel (Figure 1).
4. Open the door panel lower access cover and remove the retaining screw (Figure 1 Insert).
5. Remove and save the door panel (Figure 1).

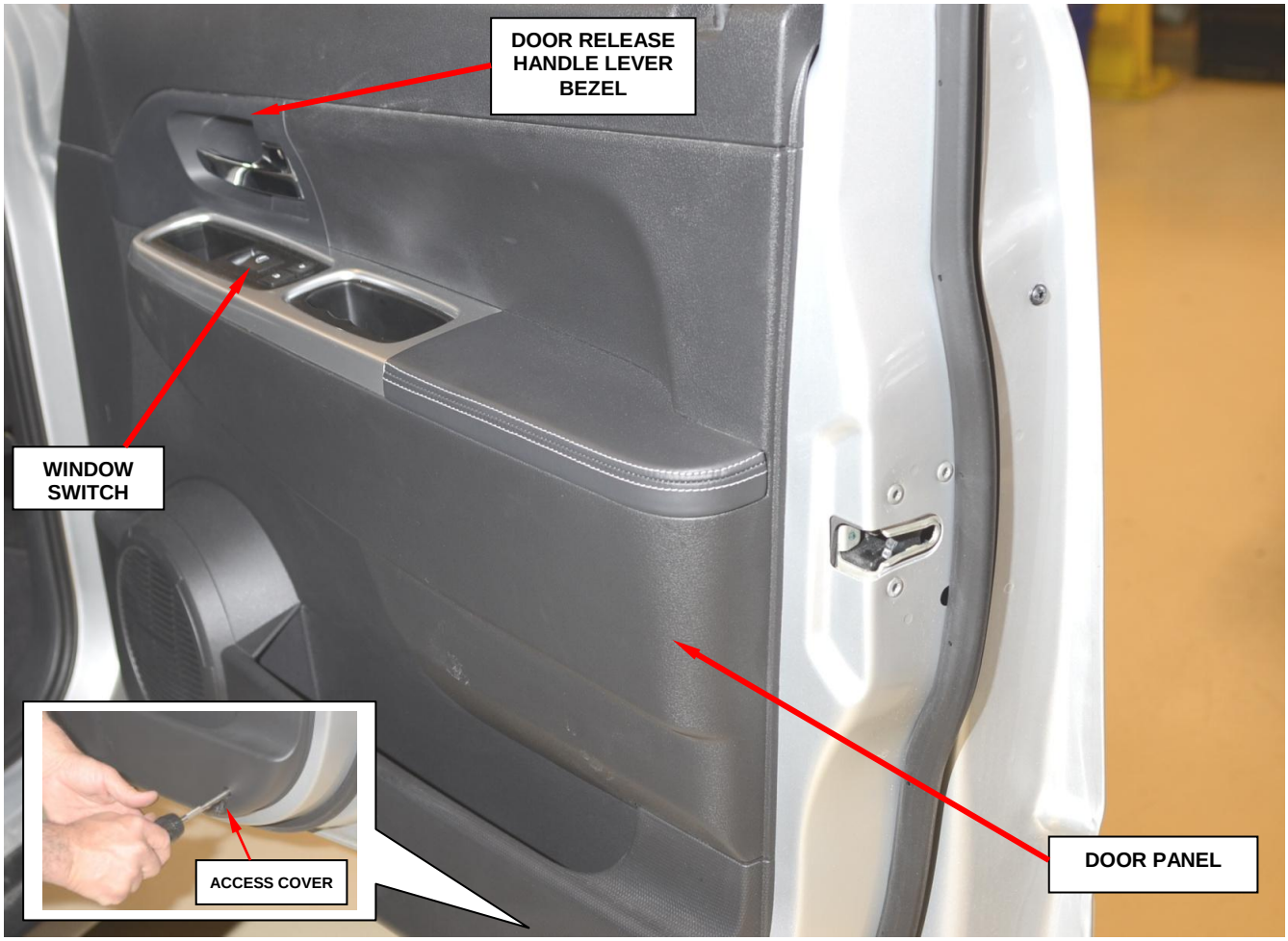


Figure 1 – Door Components

Service Procedure (Continued)

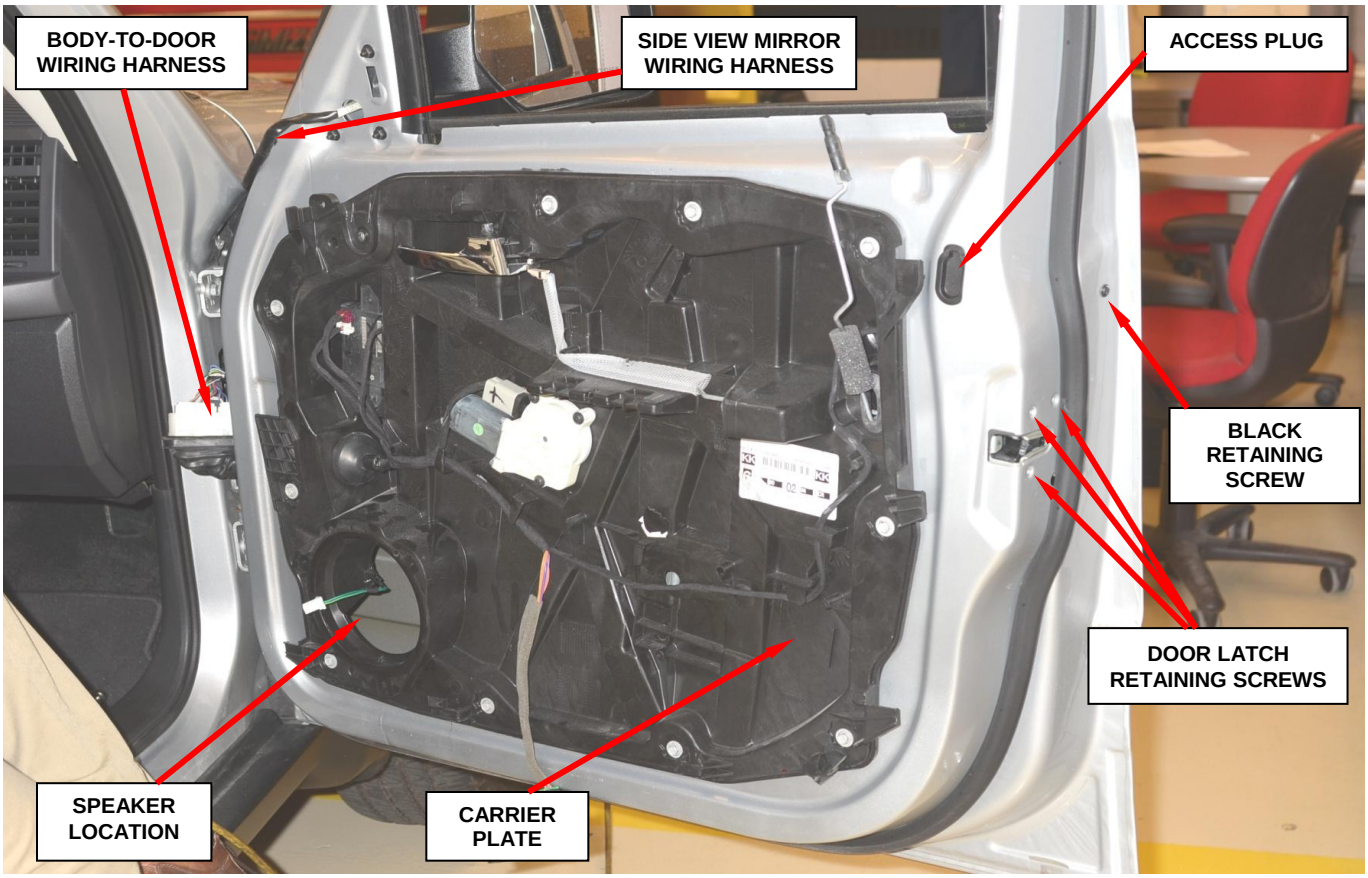


Figure 2 – Door Access Plug

6. Remove and save the door speaker (Figure 2).
7. Disconnect the body-to-door wiring harness (Figure 2).
8. Disconnect side view mirror wiring harness (Figure 2).
9. Remove and save the inner door glass seal at the top of the door frame.
10. Disconnect the door glass from the window regulator lift channel and remove the door glass from the door.
11. Remove and save the door access plug to gain access to the outside door handle retaining nut (Figure 2).
12. Using a 10mm socket, remove and save the outside door handle nut.
13. Remove and save the black retaining screw located next to the weather strip (Figure 2).

Service Procedure (Continued)

14. Remove and save the three door latch retaining screws (Figure 2).

15. Remove and save the carrier mounting bolts.

16. Remove the door carrier from the door.

17. Remove and discard the original door latch.

18. Install the new door latch.

19. Install the door carrier into the door.

20. Install the carrier mounting bolts (Figure 2).

21. Install the three door latch retaining screws (Figure 2).

22. Install the black retaining screw located next to the weather strip next to the door latch (Figure 2).

23. Using a 10mm socket, install the outside door handle nut and install then install the door access plug.

24. Install the door glass into the door and snap the door glass into the window regulator lift channel.

25. Install the inner door glass seal at the top of the door frame.

Service Procedure (Continued)

26. Connect the side view mirror wiring harness (Figure 2).

27. Connect the body-to-door wiring harness (Figure 2).

28. Install the door speaker (Figure 2).

29. Install the door panel.

30. Install the door panel lower retaining screw and access cover (Figure 1).

31. Install the door panel retaining screw located behind the door release handle lever bezel (Figure 1).

32. Install the inside door release handle lever bezel (Figure 1).

33. Install the window switch (Figure 1).

34. Check window glass and door latch operation.

35. Clean door glass as required.

Service Procedure (Continued)

B. Replace Right Rear Door Latch (KA/KK models)

1. Remove and save window switch (Figure 3).
2. Remove and save the inside door release handle lever bezel (Figure 3).
3. Remove and save the door panel retaining screw located behind the door release handle lever bezel (Figure 3).
4. Open the door panel lower access cover and remove the retaining screw (Figure 3).
5. Remove and save the door panel.

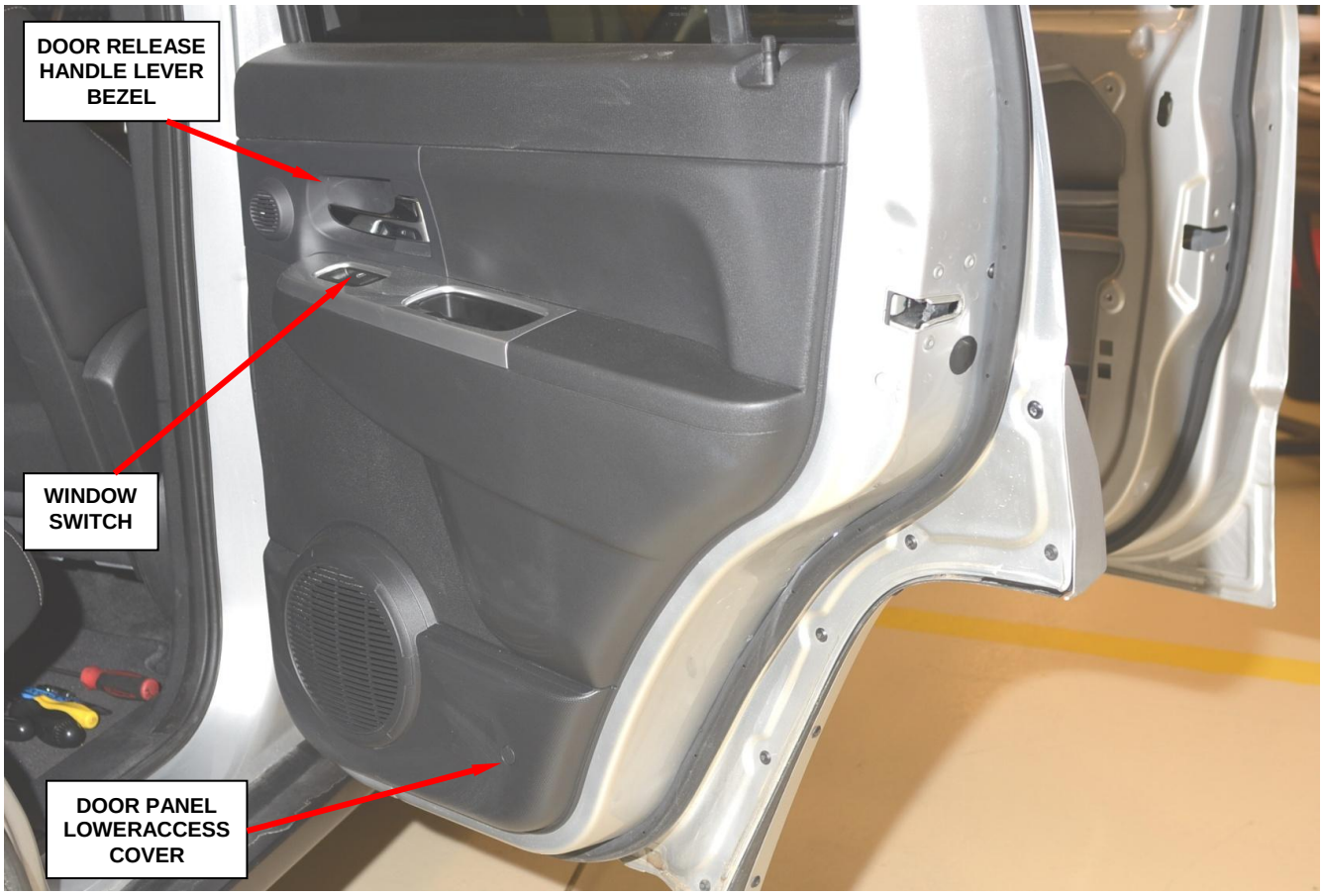


Figure 3 – Door Components

Service Procedure (Continued)

6. Remove and save the door speaker.

7. Disconnect the body-to-door wiring harness.

8. Remove and save the inner door glass seal at the top of the door frame.

9. Disconnect the door glass from the window regulator lift channel and lift the door glass to the full up position and tape in place.

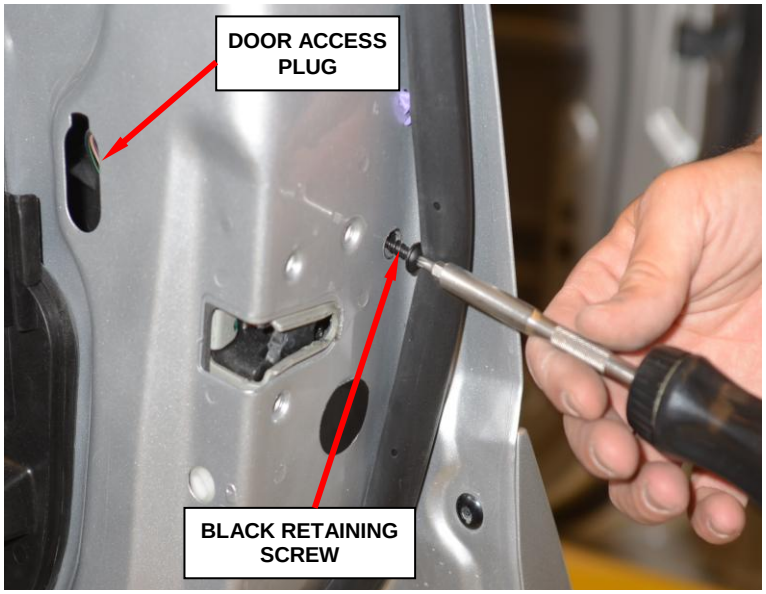


Figure 4 – Door Access Plug

10. Remove and save the door access plug to gain access to the outside door handle retaining nut (Figure 4).

11. Using a 10mm socket, remove and save the outside door handle nut.

12. Remove and save the black retaining screw located under the weather strip next to the door latch (Figure 4).

13. Remove and save the three door latch retaining screws (Figure 5).

14. Remove and save the carrier mounting bolts.

15. Remove and save the door carrier from the door.

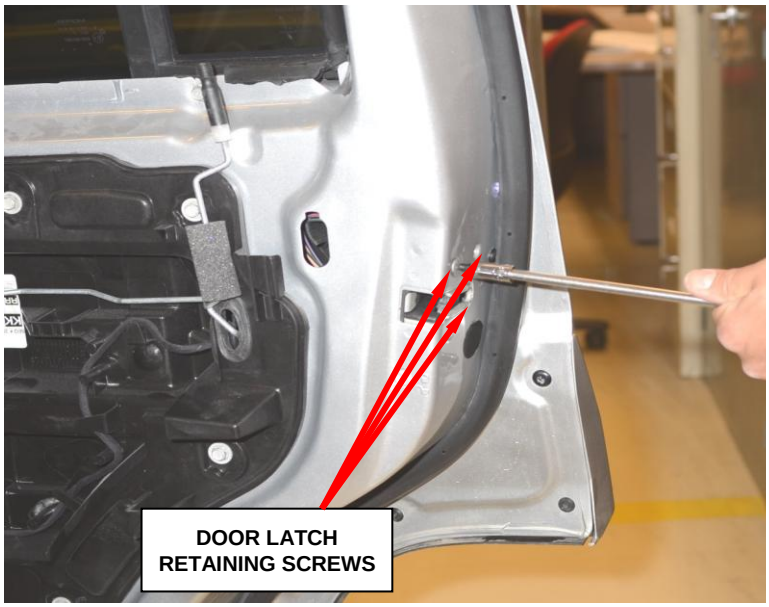


Figure 5 – Door Latch Retaining Screws

Service Procedure (Continued)

16. Remove and discard the original door latch.
17. Install the new door latch.
18. Install the door carrier into the door.
19. Install the carrier mounting bolts.
20. Install the three door latch retaining screws (Figure 5).
21. Install the black retaining screw located under the weather strip next to the door latch (Figure 4).
22. Using a 10mm socket, install the outside door handle nut and install then install the door access plug.
23. Remove the tape holding the door glass and snap the glass into the window regulator lift channel.
24. Install the inner door glass seal at the top of the door frame.
25. Connect the body-to-door wiring harness.
26. Install the door speaker.
27. Install the door panel.
28. Install the door panel lower retaining screw and access cover (Figure 3).
29. Install the door panel retaining screw located behind the door release handle lever bezel (Figure 3).
30. Install the inside door release handle lever bezel (Figure 3).
31. Install the window switch (Figure 3).
32. Check window glass and door latch operation.
33. Clean door glass as required.

Service Procedure (Continued)

C. Replace Right Front Door Latch (JC model)

1. Remove and save the inside door release handle retaining screw access plate, retaining screw, and handle bezel (Figure 6).

2. Open the grab handle access cover located at the bottom of the grab handle pocket, remove and save the retaining screw (Figure 6).

3. Remove and save the window switch (Figure 6).

4. Carefully unsnap and save the door panel from the door shell (Figure 6).

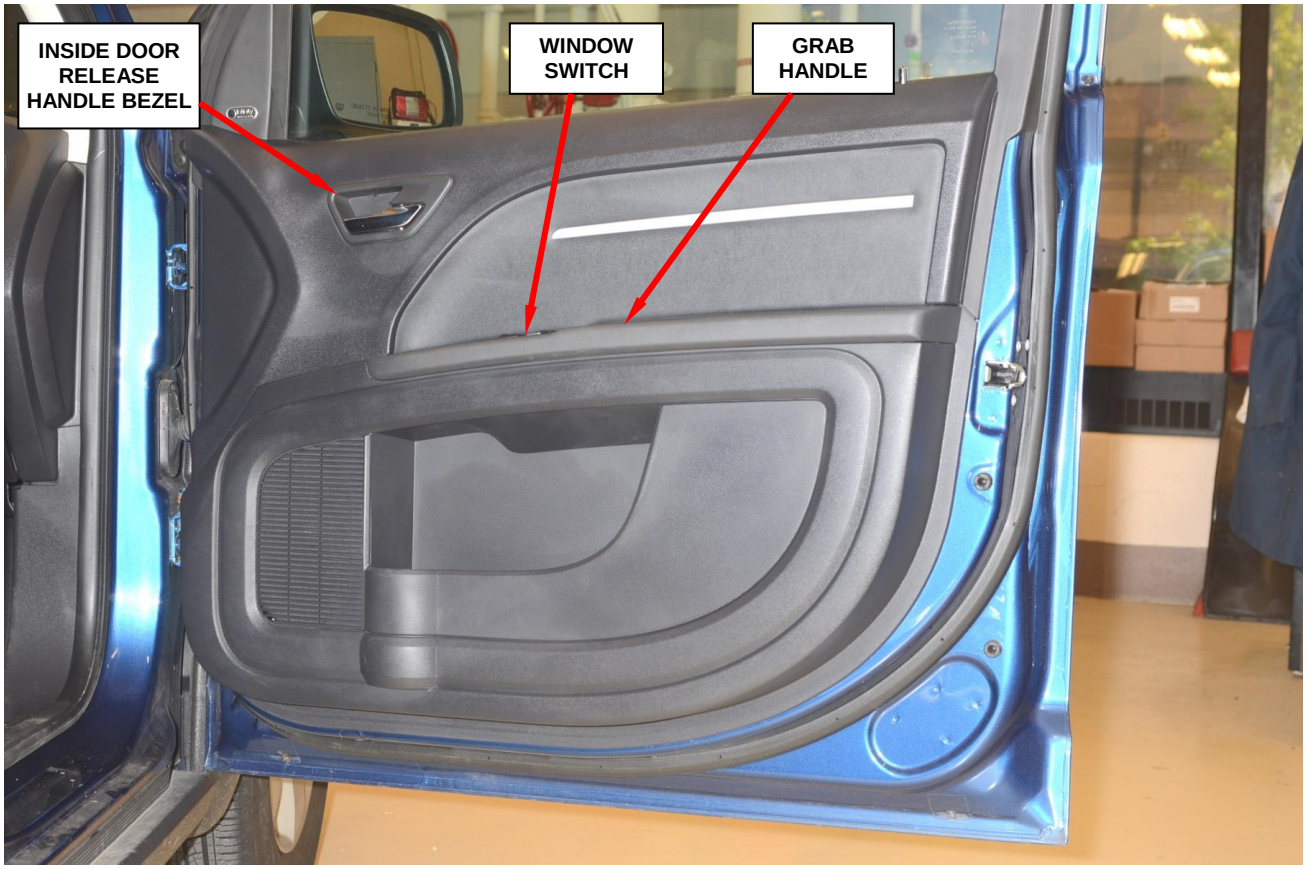


Figure 6 – Door Components

Service Procedure (Continued)

5. Remove and save the door speaker (Figure 7).

6. Using a 7/16 drill bit, drill a glass release access hole in the carrier plate as shown in Figure 8.

7. Position the door glass to gain access to the glass lift channel release tabs.

8. Press the release tabs, while pulling up on the glass, to release the glass from the lift channel. Then remove the glass from the door.

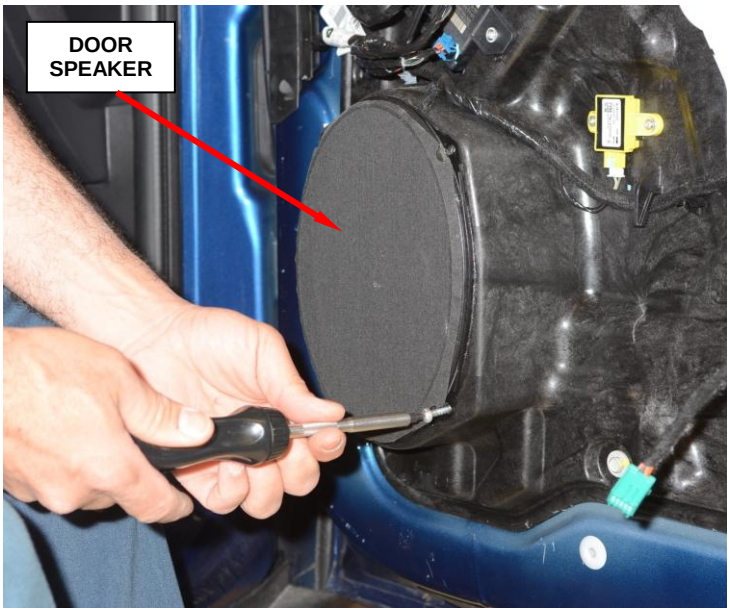


Figure 7 – Door Speaker

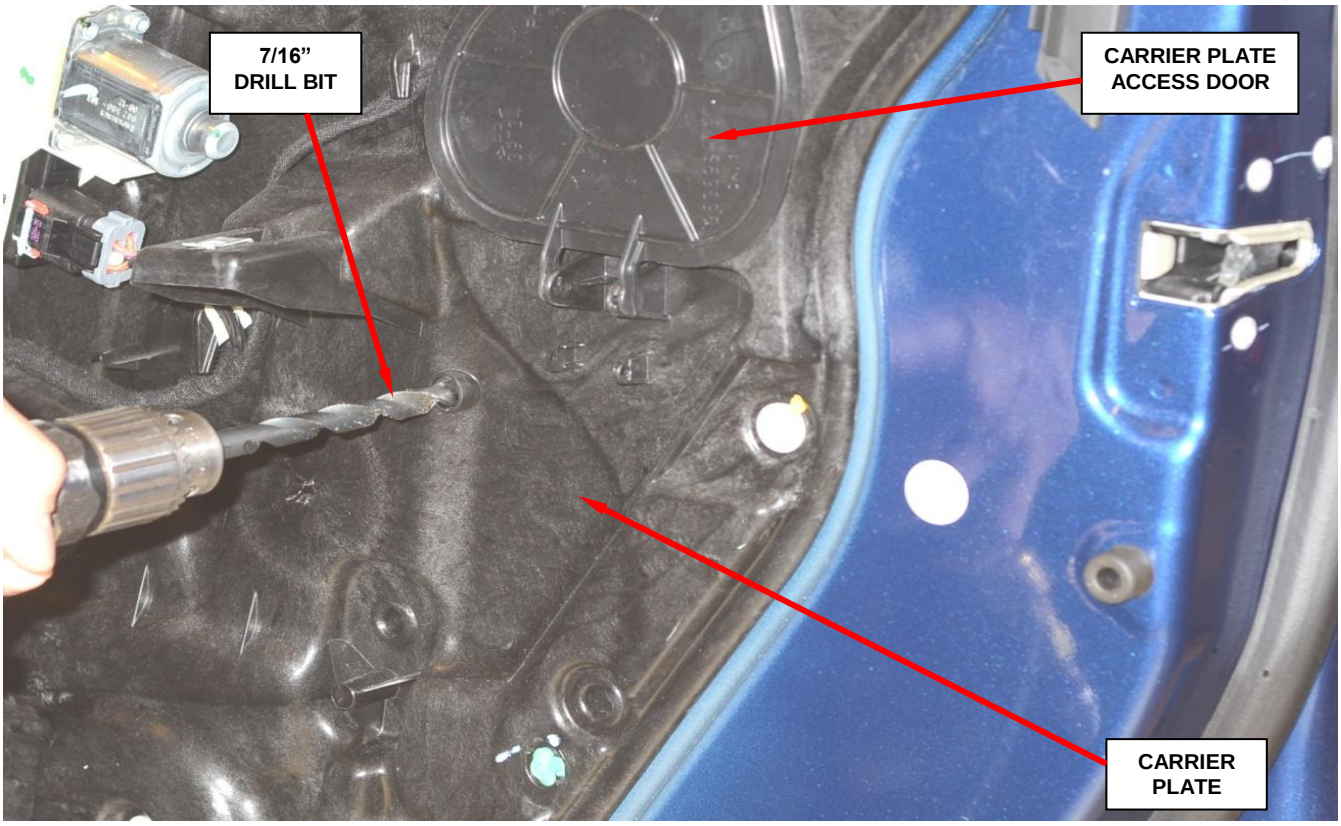


Figure 8 – Glass Release Hole Location

Service Procedure (Continued)

9. Disconnect the body-to-door wiring harness.

10. Remove and save the three door latch retaining screws (Figure 9).

11. Turn each of the five green plastic carrier retainers ¼ turn to release (Figure 10).

12. Remove the inner door release handle retaining screw.

13. Remove and save the seven carrier retaining bolts.

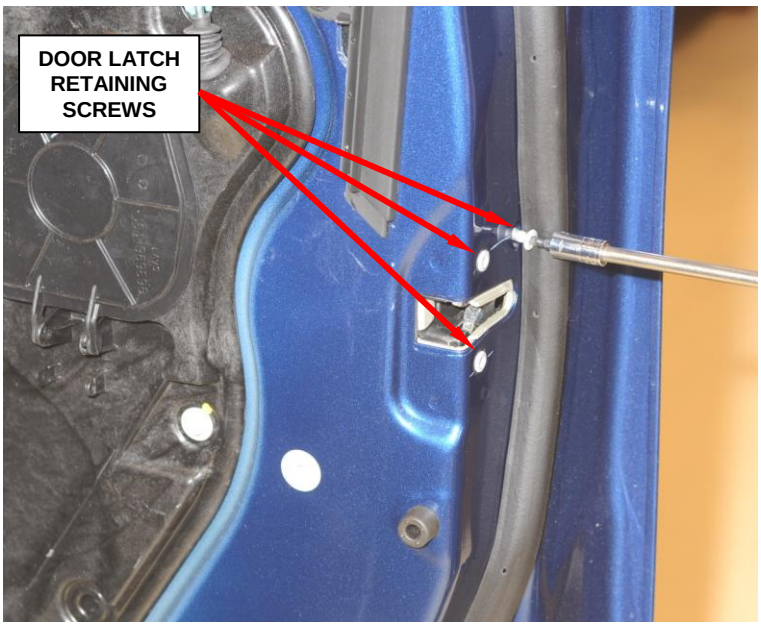


Figure 9 – Door Latch Retaining Screws

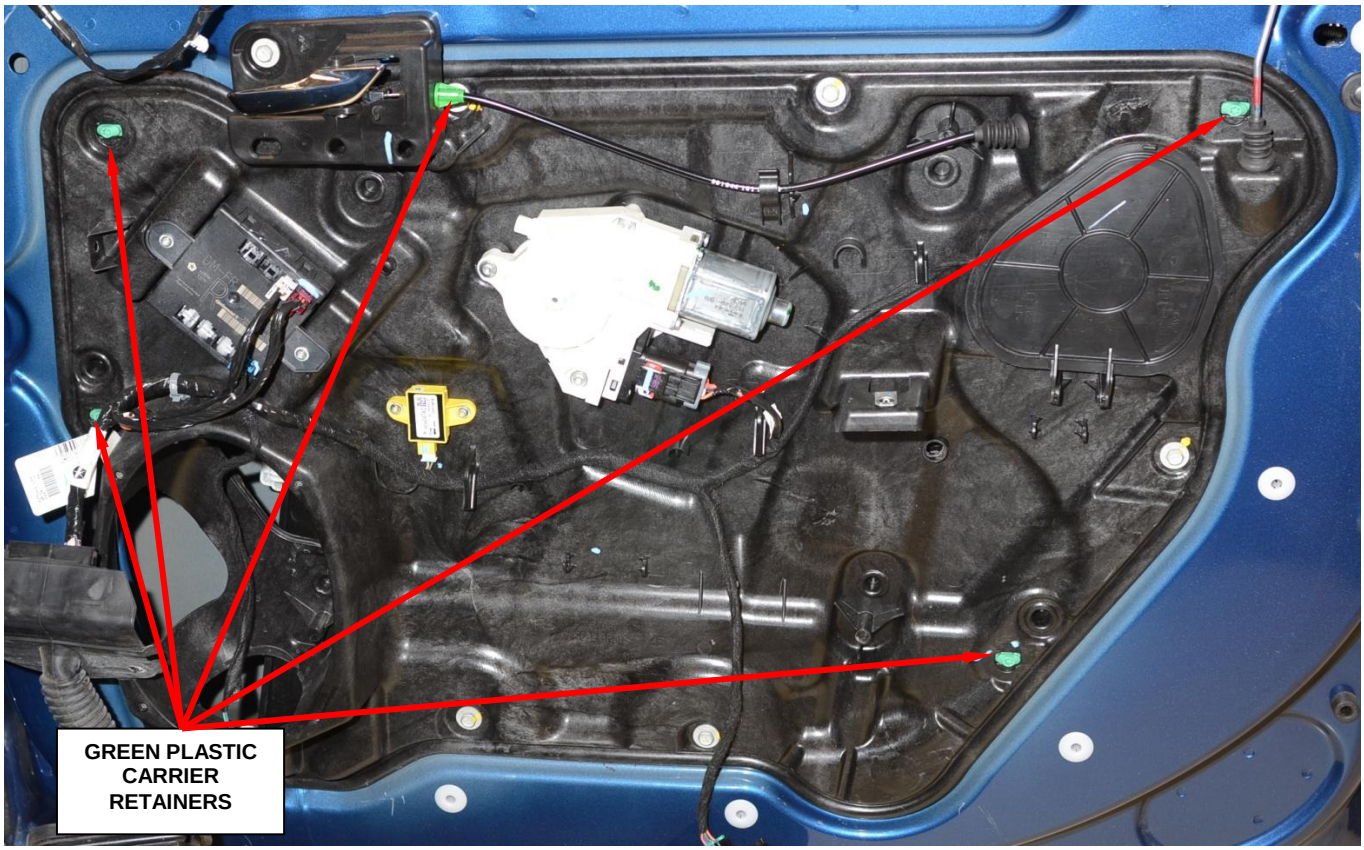


Figure 10 – Green Plastic Carrier Retainers

Service Procedure (Continued)

14. Remove the carrier assembly from the door shell.

15. Remove and discard the original latch.

16. Install the new door latch to the carrier assembly.

17. Carefully remove and save the five green plastic carrier retainers from the door shell.

18. Install the green plastic carrier retainers into the corresponding holes in the carrier plate and secure by turning the fastener ¼ turn after installing into the hole.

19. Install the carrier assembly into the door shell.

    NOTE: The five green plastic carrier retainers should snap into place and hold the carrier in position until the seven carrier retaining bolts are installed.

20. Install the seven carrier retaining bolts.

21. Place the inside door release handle bezel into position and install the retaining bolt.

22. Install the three door latch retaining screws (Figure 9).

23. Connect the body-to-door wiring harness.

24. Install the door glass into the door shell and snap glass into the lift channel.

25. Install the door speaker (Figure 7).

26. Carefully install the door panel onto the door shell.

27. Install the window switch (Figure 6).

28. Install the grab handle retaining screw located at the bottom of the grab handle pocket and close the access cover (Figure 6).

29. Install the inside door release handle retaining screw, handle bezel and access plate (Figure 6).

30. Clean door glass as required.

Service Procedure (Continued)

D. Replace Right Rear Door Latch (JC model)

1. Remove and save the inside door release handle retaining screw access plate, retaining screw, and handle bezel (Figure 11).

2. Open the grab handle access cover located at the bottom of the grab handle pocket, remove and save the retaining screw (Figure 11).

3. Remove and save the window switch (Figure 11).

4. Carefully unsnap and save the door panel from the door shell.

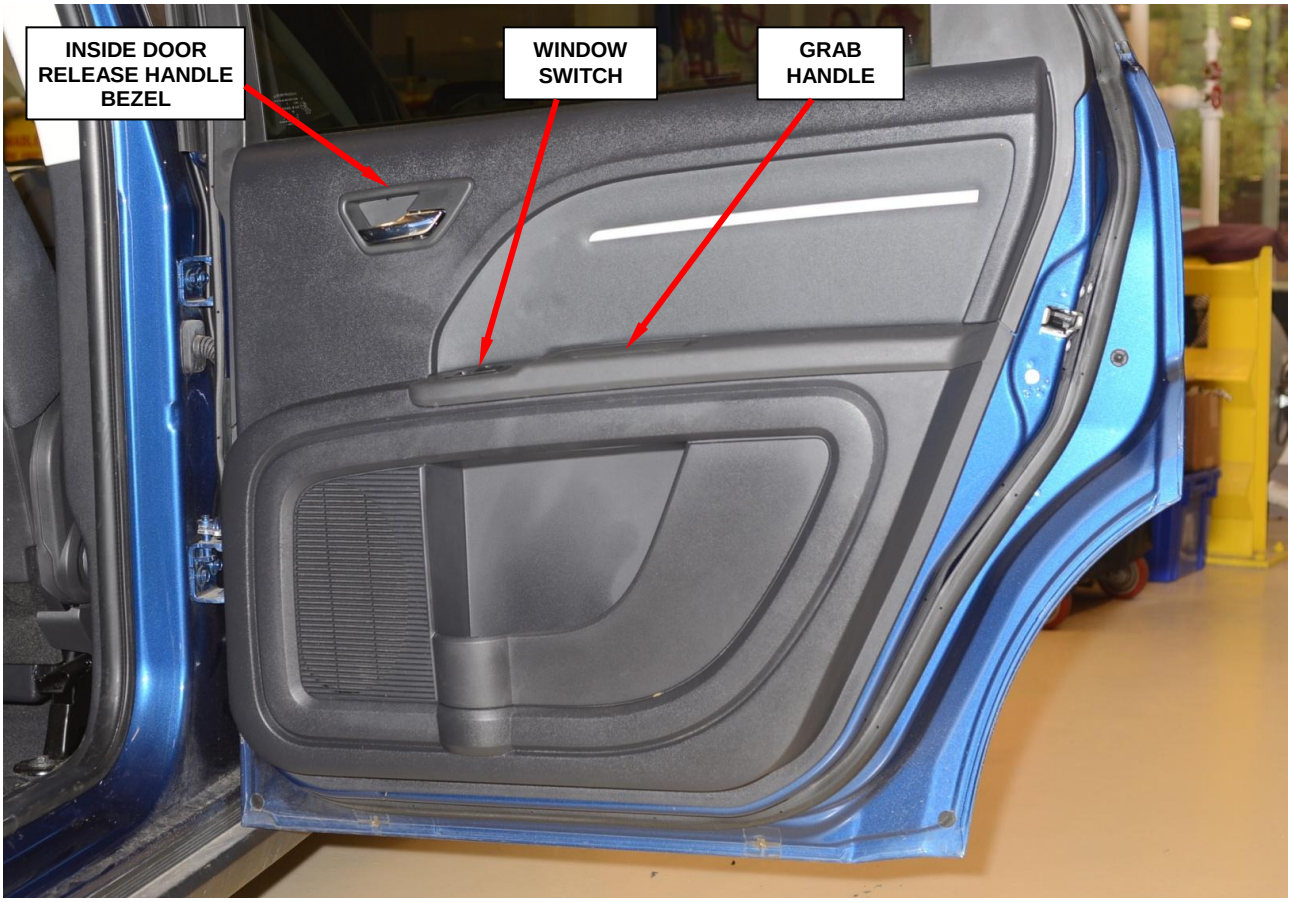


Figure 11 – Door Components

Service Procedure (Continued)

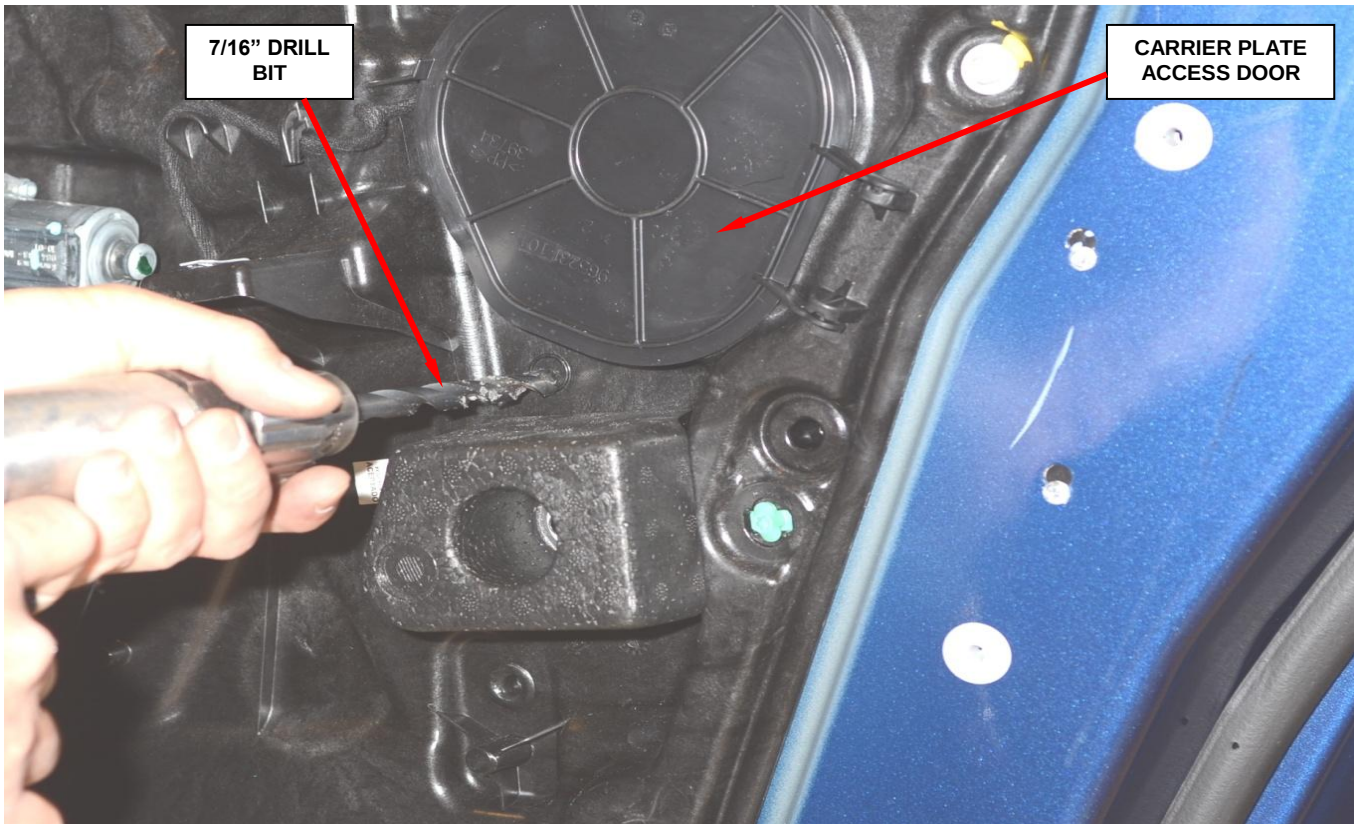


Figure 12 - Glass Release Hole Location

5. Remove and save the door speaker.

6. Using a 7/16 drill bit, drill a glass release access hole in the carrier plate as shown in Figure 12.

7. Position the door glass to gain access to the glass lift channel release tabs.

8. Press the release tabs, while pulling up on the glass, to release the glass from the lift channel. Then remove the glass from the door.

9. Remove and save the lower "B" pillar trim panel to gain access to door wiring.

10. Disconnect the body-to-door wiring harness.

Service Procedure (Continued)

11. Remove and save the three door latch retaining screws (Figure 13).

12. Turn each of the five green plastic carrier retainers ¼ turn to release (Figure 14).

13. Remove the inner door release handle retaining fastener.

14. Remove and save the seven carrier retaining bolts.

15. Remove the carrier assembly from the door shell.

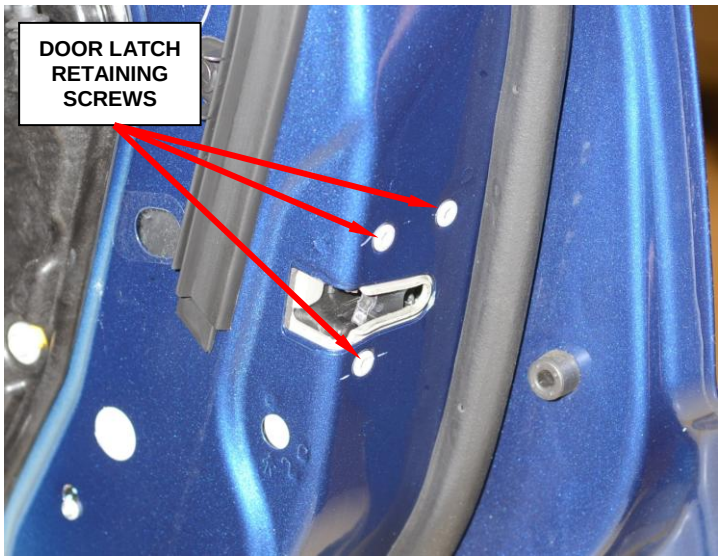


Figure 13 – Door Latch Retaining Screws

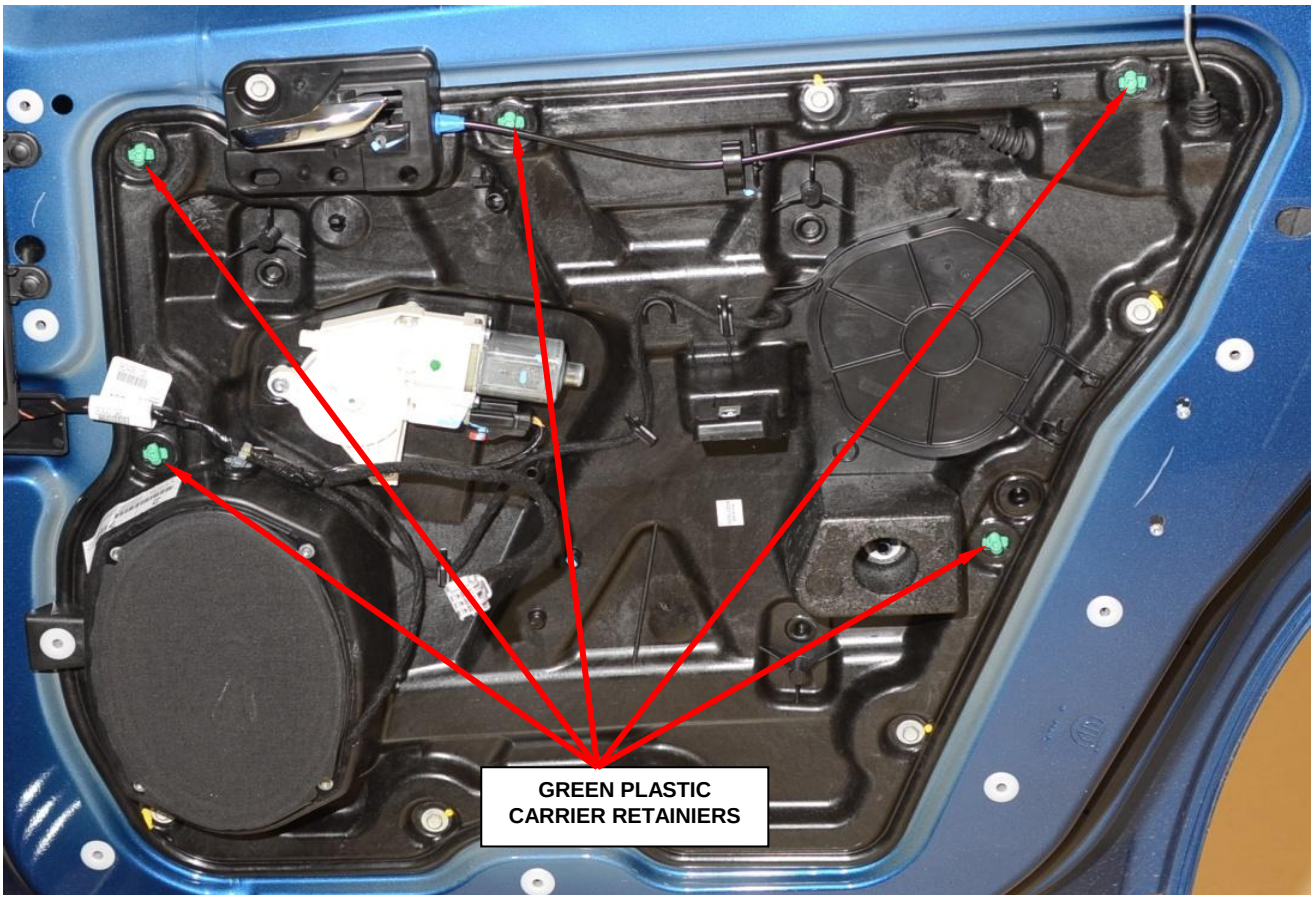


Figure 14 - Green Plastic Carrier Retainers

Service Procedure (Continued)

16. Remove and discard the original latch.

17. Install the new door latch to the carrier assembly.

18. Carefully remove and save the five green plastic fasteners from the door shell.

19. Install the green plastic retainers into the corresponding holes in the carrier plate and secure by turning the fastener ¼ turn after installing into the hole.

20. Install the carrier assembly into the door shell.

    NOTE: The five green plastic carrier retainers should snap into place and hold the carrier in position until the seven carrier retaining bolts are installed.

21. Install the seven carrier retaining bolts.

22. Place the inside door release handle into position and install the retaining screw.

23. Install the three door latch retaining screws.

24. Connect the body-to-door wiring harness.

25. Install lower “B” pillar trim panel.

26. Install the door glass into the door shell and snap glass into the lift channel.

27. Install the door speaker.

28. Carefully install the door panel onto the door shell.

29. Install the window switch.

30. Install the grab handle retaining screw located at the bottom of the grab handle pocket and close the access cover.

31. Install the inside door release handle retaining screw, handle bezel and access plate.

32. Clean door glass as required.

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims submitted will be used by Chrysler to record Customer Satisfaction Notification service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	Labor Operation Number	**Time Allowance**
Replace right front and right rear door latch (JC model)	23-L1-51-82	1.6 hours
Replace right front and right rear door latch (KA/KK models)	23-L1-51-83	1.4 hours

Add the cost of the parts package plus applicable dealer allowance to your claim.

NOTE**:** See the Warranty Administration Manual, Recall Claim Processing Section, for complete claim processing instructions.

Owner Notification and Service Scheduling

All involved vehicle owners should be notified of the service requirement by their Distributor/Dealer. Owners are requested to schedule appointments for this service. A sample copy of the owner notification letter is attached.

Vehicle Lists, Global Recall System, VIP and Distributor/Dealer Follow up

All involved vehicles have been entered into the Global Recall System (GRS) and Vehicle Information Plus (VIP) for Distributor/Dealer inquiry as needed.

GRS provides involved Distributors/Dealers with an updated VIN list of their incomplete vehicles. Completed vehicles are removed from GRS within several days of repair claim submission.

Distributors/Dealers must perform this repair on all unsold vehicles *before* retail delivery. Distributors/Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

Additional Information

If you have any questions or need assistance in completing this action, please contact your International Service and Parts Manager.

Global Service and Parts - International
Chrysler Group LLC

CHRYSLER

CUSTOMER SATISFACTION NOTIFICATION L15
RIGHT SIDE DOOR LATCHES

Dear Dodge or Jeep Owner:

At Chrysler Group LLC, you can be assured that we are changing the way we look at quality. To prove our commitment to quality, the company is investing in and prioritizing improvements for every vehicle that we build. As part of that commitment, we are also targeting existing vehicles on the road today and contacting our customers to provide these quality improvements, at no charge, that will help to improve your ownership satisfaction.

We are recommending the following improvements be performed on some **2010 model year Dodge Journey and on some 2010 and 2011 Dodge Nitro and Jeep® Liberty vehicles equipped with power door locks**.

Recommended Service:	**The right front door latch and the right rear door latch on your vehicle** (VIN: xxxxxxxxxxxxxxxxx) **may develop a ratcheting sound while using the power door locks.**
What your dealer will do:	**Chrysler will service your vehicle free of charge (parts and labor).** To do this, your distributor/dealer will replace the right front and right rear door latches. The work will take about 1 ½ hour to complete. We recommend that you make an appointment with your distributor/dealer to minimize your inconvenience.
What you should do:	Simply **contact your Chrysler, Jeep, or Dodge distributor/dealer,** at your convenience, to schedule a service appointment. Your distributor/dealer will collect the necessary information to ensure that the appropriate parts are available so your service can be completed in a timely manner. Although not required, we recommend bringing this letter with you to your distributor/dealer, when you bring your vehicle in for this service.
If you need help:	If you have trouble getting your vehicle serviced, please contact the distributor/dealer nearest your location. A representative will assist you in getting your vehicle serviced. This information can be found in the Customer Assistance section of your Owner's Manual.

We apologize for any inconvenience, but we believe that this service will help to ensure your continuing satisfaction with your vehicle. Thank you for your attention to this important matter.

Sincerely,
Global Service & Parts - International
Chrysler Group LLC
Notification Code L15