



July 8, 2008

Mr. Daniel Smith  
Associate Administrator, Safety Assurance  
National Highway Traffic Safety Administration  
1200 New Jersey Ave. S.W.  
Washington, D.C. 20590

Dear Mr. Smith:

Reference: NHTSA Identification Number 08V-295

Enclosed are representative copies of communications relating to the 2008 model year vehicles involved in the referenced recall. Chrysler expects to notify dealers during the week of July 14, 2008 and to begin owner notification during the week of July 21, 2008. The exact number of manufactured vehicles in the recall is 5,509.

This completes Chrysler's package of information for this recall as required by the Defects Report Regulation.

Sincerely,

A handwritten signature in blue ink, appearing to read "S. J. Speth".

Stephan J. Speth, Director  
Vehicle Compliance and Safety Affairs

Enclosure: Dealer and Owner Letter for Recall H23

cc: K.C. DeMeter



July 2008

Dealer Service Instructions for:

## **Safety Recall H23**

### **Rear Axle Hub Nuts**

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#### **Models**

2008 (LX) Dodge Magnum, Charger and Chrysler 300

*NOTE: This recall applies only to the above vehicles built from December 19, 2007 through February 29, 2008 (MDH 121922 through 022906).*

*IMPORTANT: Many of the vehicles within the above build period have already been inspected or repaired and, therefore, have been excluded from this recall.*

**IMPORTANT:** Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

#### **Subject**

The rear axle hub nuts on about 5,500 of the above vehicles may loosen and allow the halfshaft to disengage from the wheel hub. This could cause the vehicle to lose power and result in a crash without warning.

#### **Repair**

Both rear axle hub nuts must be replaced.

**Parts Information**

<u>Part Number</u>	<u>Description</u>
<b>CBA0H230</b>	<b>Rear Axle Hub Nut Package</b>

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
2	Nut, Rear Axle Hub

**Each dealer** to whom vehicles in the recall were assigned will receive enough Rear Axle Hub Nut Packages to service about 20% of those vehicles.

**Service Procedure**

1. Lift the vehicle on an appropriate hoist.
2. Remove both rear wheels.
3. While a helper applies the brakes to keep the hubs from rotating, remove and discard both rear hub nuts from the right and left rear halfshafts (Figure 1).
4. Install a new hub nut on the end of the right and left rear halfshaft. While a helper applies the brakes to keep the hubs from turning, tighten hub nuts to 157 ft. lbs. (213 N·m).

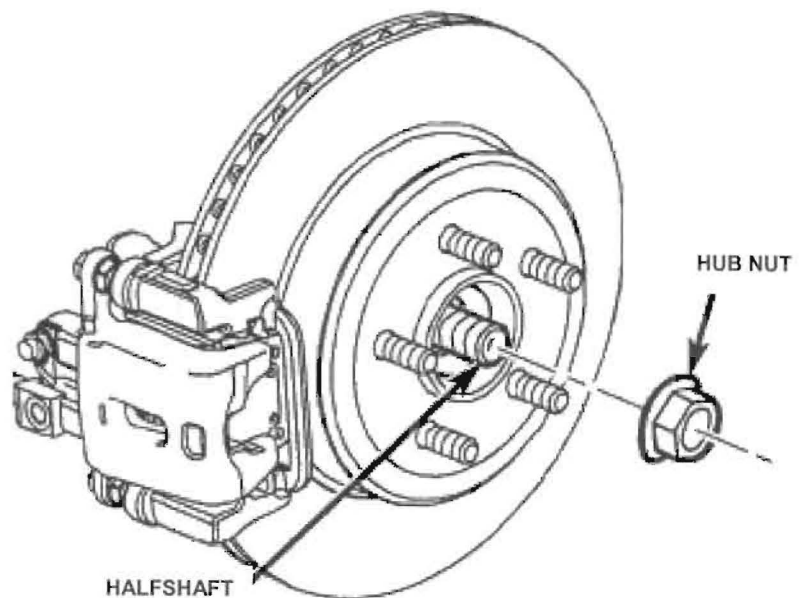
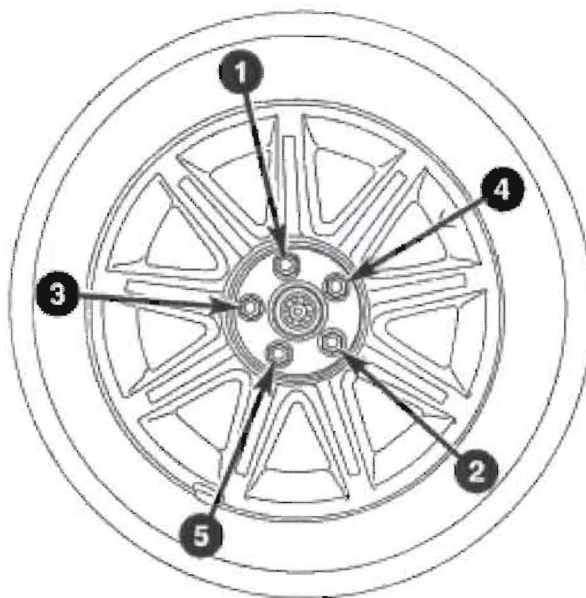


Figure 1

**Service Procedure (Continued)**

5. Install the rear wheels.
6. Tighten the lug nuts on both rear wheels in the sequence shown in Figure 2 to the following:
  - Aluminum Wheels - 110 ft. lbs. (150 N·m).
  - Steel Wheels - 140 ft. lbs. (190 N·m).

**Figure 2 – Aluminum Wheel Shown****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 recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Replace both rear axle hub nuts	03-H2-31-82	0.5 hours

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

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

**Dealer Notification**

All dealers will receive one copy of this dealer recall notification letter by mail. To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

**Owner Notification and Service Scheduling**

All involved vehicle owners known to Chrysler are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

**Vehicle Lists, Global Recall System, VIP and Dealer Follow Up**

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

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

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

*Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.*

**Additional Information**

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

Customer Services Field Operations  
Chrysler





## SAFETY RECALL H23 – REAR AXLE HUB NUTS

Dear: (Name)

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2008 model year Dodge Charger, Magnum and Chrysler 300 vehicles.**

**The problem is...** The rear axle hub nuts on your vehicle (VIN: xxxxxxxxxxxxxxxxx) may loosen and allow the halfshaft to disengage from the wheel hub. This could cause the vehicle to lose power and result in a crash without warning.

**What your dealer will do...** Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace both rear wheel hub nuts. The work will take about ½ hour to complete. However, additional time may be necessary depending on service schedules.

**What you must do to ensure your safety...** Simply **contact your dealer** right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Remember to bring this letter with you to your dealer.**

**If you need help...** If you have questions or concerns which your dealer is unable to resolve, please contact Chrysler at 1-800-853-1403.

Please help us update our records, by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle.

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Recall Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations  
Chrysler  
Notification Code H23

*Buckle up  
for Safety!*

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.