

Revised October 2017

Dealer Service Instructions for:

Safety Recall P60 / NHTSA 14V-634 Alternator

NOTE: Revised Parts Return Section see note below

Models

2011 – 2014 (LC) Dodge Challenger
 (LD) Dodge Charger
 (LX) Chrysler 300
 (WD) Dodge Durango

2012 - 2014 (WK) Jeep® Grand Cherokee

NOTE: This recall applies only to the above vehicles equipped with a 3.6L V-6 engine (sales code ERB) and a 160 amp alternator (sales code BAB) built through December 23, 2013 (MDH 122314).

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 alternator diodes on about 433,000 of the above vehicles may experience a rapid failure. Variability in the failure mode ranges from no output, reduced output, and/or a fully shorted to ground condition. Depending on the alternator failure mode and timing, vehicle electrical system voltage may drop to critical levels, disabling systems such as Antilock Brake System (ABS), Electronic Stability Control (ESC), Electronic Control Module (ECM), and/or the Central Body Controller (CBC). The driver will have limited or no detection of the alternator failing, which can result in vehicle shutdown while driving and/or an underhood electrical fire.

Repair

The alternator assembly must be replaced.

Parts Information

<u>Part Number</u>	<u>Description</u>
CBWHP601AA	Alternator Assembly (WD/WK vehicles)
CBWHP602AA	Alternator Assembly (LC/LD/LX vehicles)
CBWHP603AA	Alternator Assembly (fits all model vehicles)

NOTE: The CBWHP603AA alternator is produced by a different manufacturer than the CBWHP601AA / CBWHP602AA alternator.

The CBWHP603AA alternator will fit and function equal to the CBWHP601AA or the CBWHP602AA alternator, although its appearance is completely different than the CBWHP601AA / CBWHP602AA alternator.

Mopar may substitute a CBWHP601AA or CBWHP602AA alternator order with a CBWHP603AA alternator depending on parts availability.

Each dealer to whom vehicles in the recall were assigned will receive enough alternators assemblies to service about 20% of those vehicles.

Special Tools

No special tools are required to perform this service procedure.

Parts Return

Parts return required for this campaign for purchases made AFTER September 1, 2017 to Mopar Core Return Center for core credit.
Please Note- Any dealer purchases prior to September 1, 2017 do not need to be returned as dealers were not assessed core charges.

Service Procedure

A. Replace Alternator Assembly (LC / LD / LX Models)

1. Disconnect and isolate the negative battery cable.
2. Rotate the serpentine drive belt tensioner counterclockwise until it contacts its stop and remove the accessory drive belt, then slowly rotate the tensioner into the free-arm position (Figure 1).
3. Remove and save the alternator upper retaining bolts (Figure 2).

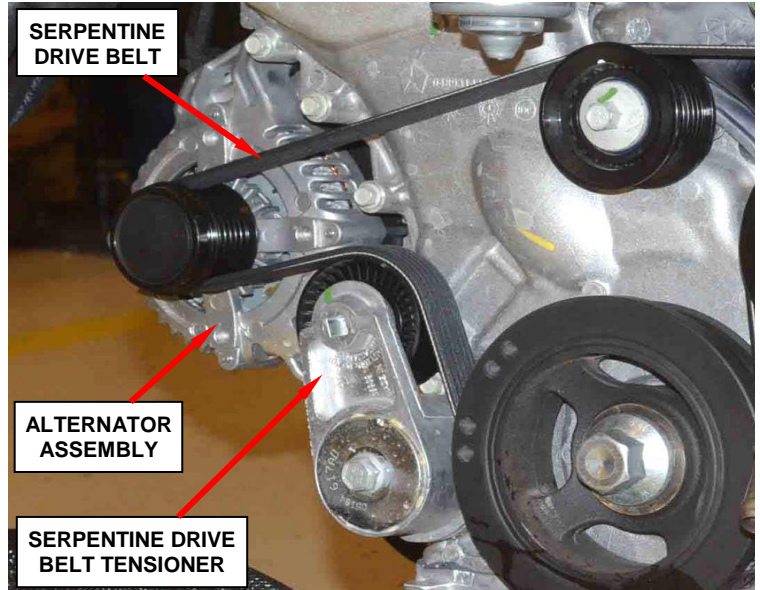


Figure 1 – Accessory Drive Belt Tensioner

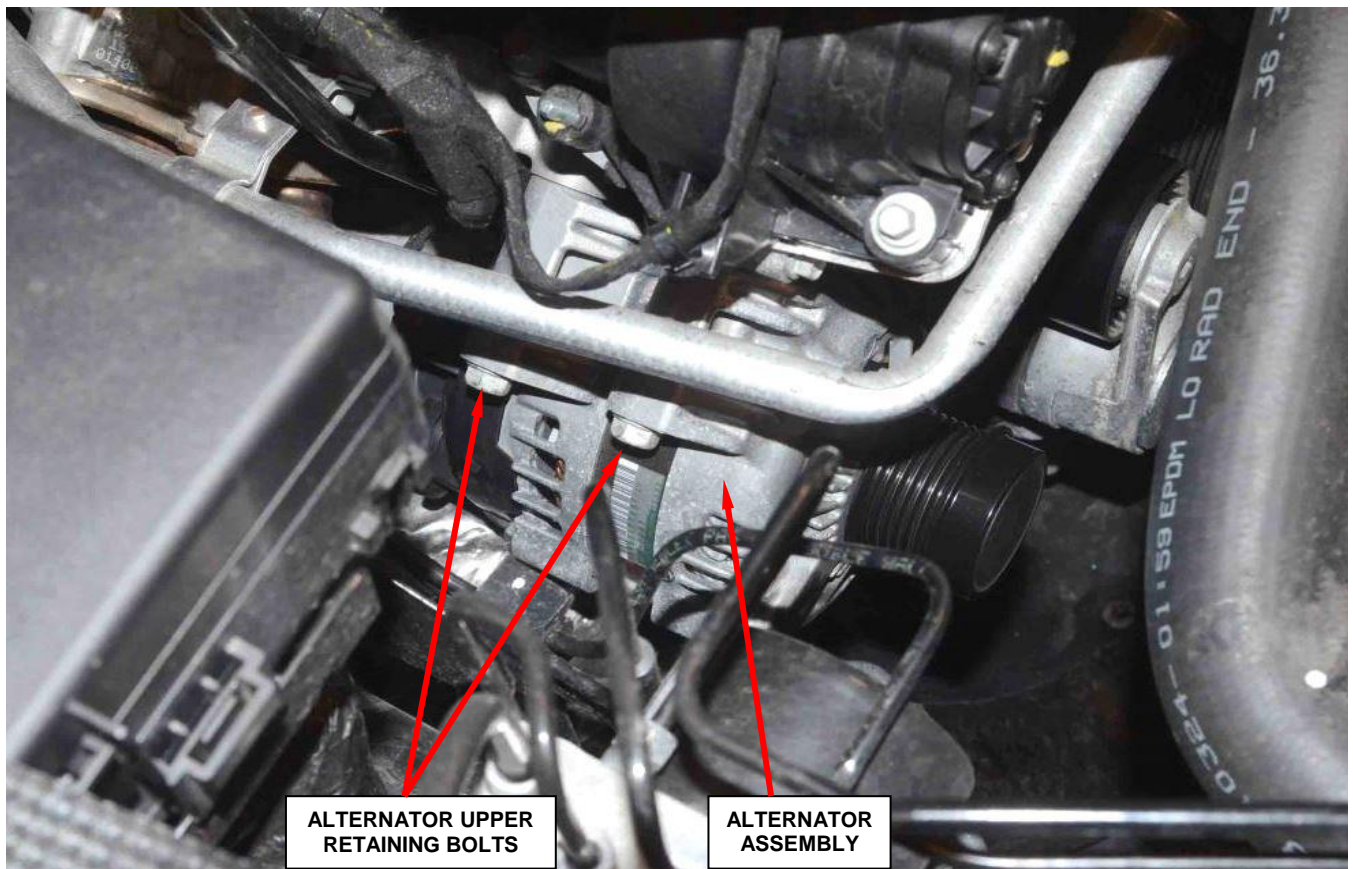


Figure 2 – Alternator Upper Retaining Bolt

Service Procedure (Continued)

4. Remove the insulator cover from the B+ output terminal at the rear of the alternator (Figure 3).
5. Remove and save the B+ terminal retaining nut at the rear of the alternator and remove the B+ terminal.
6. Depress the field wire electrical connector tab at the rear of the alternator and disconnect the field wire electrical connector (Figure 3).
7. Raise the vehicle on an appropriate hoist.

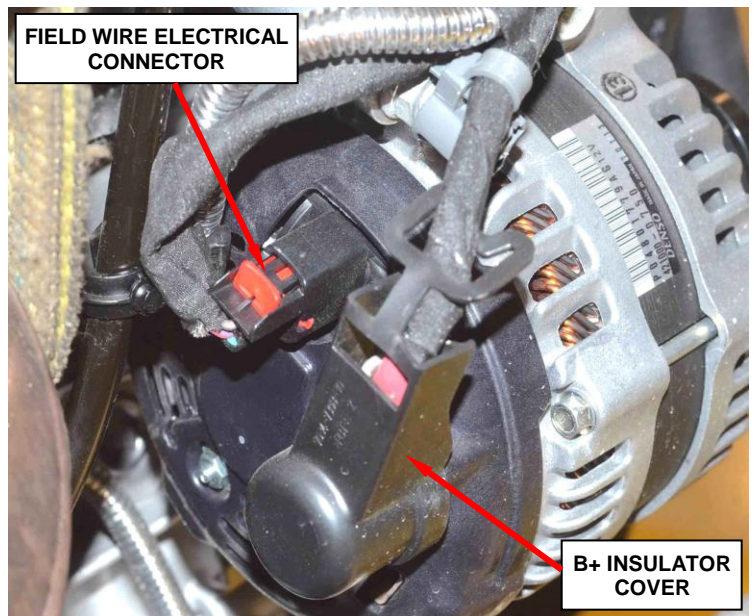


Figure 3 – Alternator Electrical Connections

8. Remove the underbody splash shield retainers and remove the underbody splash shield. (Figure 4)



Figure 4 – Underbody Splash Shield

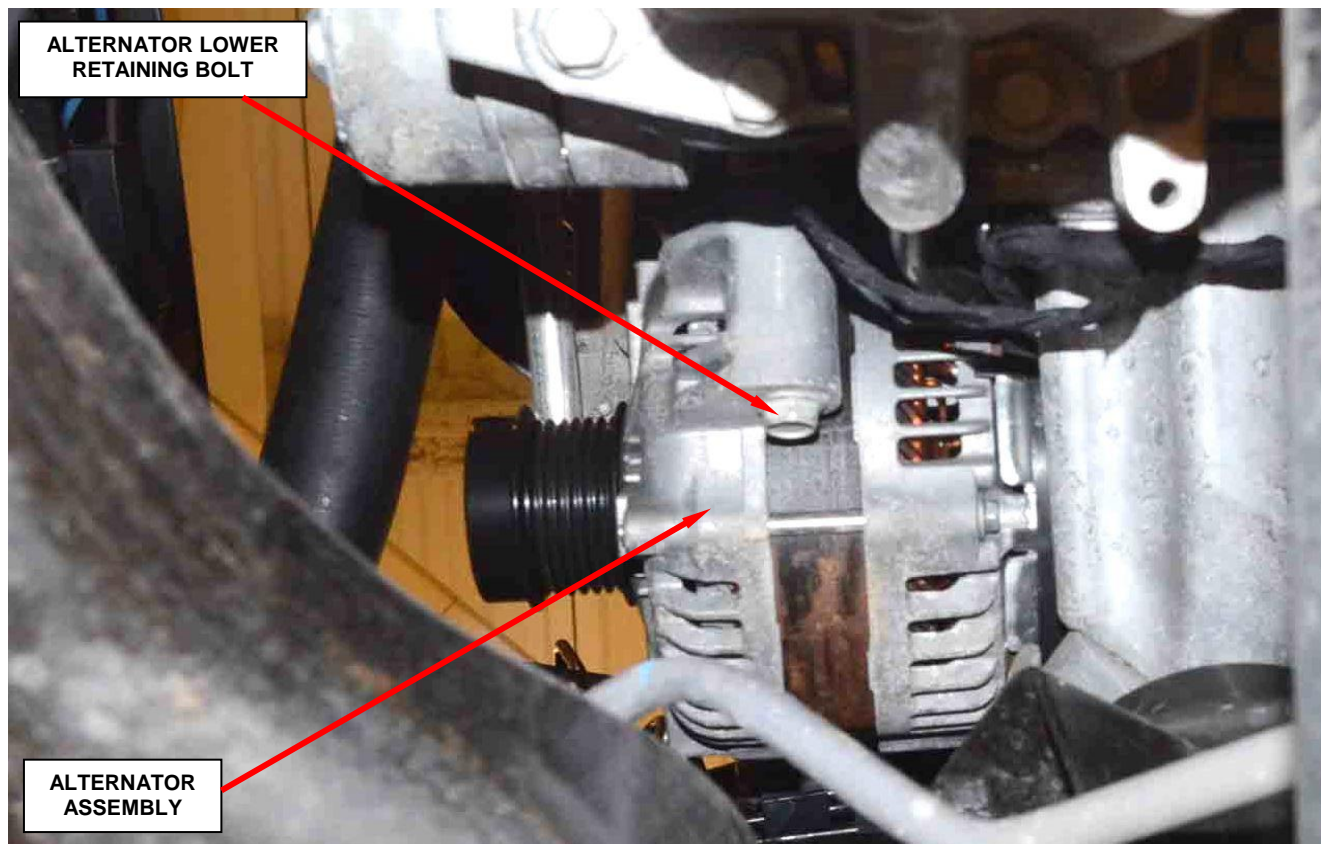
Service Procedure (Continued)

Figure 5 – Lower Alternator Retaining Bolt (viewed from under vehicle)

9. Remove and save the alternator lower retaining bolt (Figure 5).
10. **For Rear Wheel Drive (RWD) vehicles**, separate the alternator from the engine mounting bracket and remove the alternator from the engine compartment.
11. **For All Wheel Drive (AWD) vehicles**, perform the following steps to remove the alternator assembly from the vehicle:
 - a. Lower the vehicle on the hoist.
 - b. Loosen the radiator cap on the coolant bottle.
 - c. Push the upper radiator hose aside and remove the alternator from the engine compartment.
 - d. Place the new alternator into position.
 - e. Tighten the radiator cap on the coolant bottle.
 - f. Raise the vehicle on the hoist.

Service Procedure (Continued)

12. Position the new alternator to the engine and install the alternator lower retaining bolt finger tight.
13. Lower the vehicle on the hoist.
14. Install the alternator upper retaining bolts and tighten the bolts to 19 ft. lbs. (25 N·m).
15. Snap the field wire electrical connector into the rear of the alternator assembly.
16. Position the generator B+ terminal eyelet to the alternator output stud, install the retaining nut and tighten to 115 in. lbs. (13 N·m).
17. Install the insulator cover onto the B+ output terminal.
18. Raise the vehicle on the hoist.
19. Tighten the lower alternator retaining bolt to 19 ft. lbs. (25 N·m).
20. Position the underbody splash shield and install the underbody splash shield retainers.
21. Lower the vehicle from the hoist.
22. Rotate the accessory drive belt tensioner counterclockwise until it contacts the stop and install the accessory drive belt onto the pulleys and slowly release the tensioner.
23. Connect the negative battery cable and tighten the retaining nut to 115 in. lbs. (13 N·m).
24. Return the vehicle to the customer.

Service Procedure (Continued)

B. Replace Alternator Assembly (WD / WK Models)

1. Move the passenger seat fully forward.
2. Disconnect and isolate the negative battery cable.
3. Unplug the field wire electrical connector from alternator (Figure 6).
4. Remove and save the insulator cover from the B+ output terminal at the rear of the alternator (Figure 6).

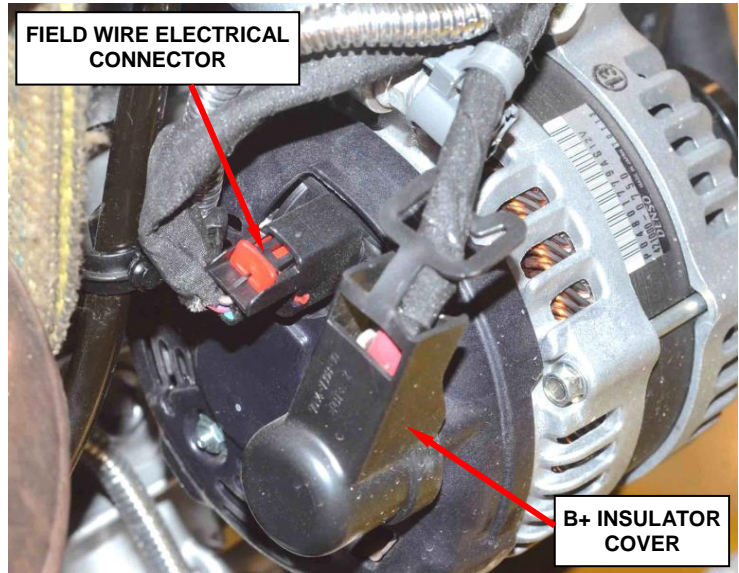


Figure 6 - Alternator Electrical Connections

5. Remove and save the B+ terminal retaining nut and wire.
6. Rotate the accessory drive belt tensioner counterclockwise until it contacts its stop and remove the accessory drive belt, then slowly rotate the tensioner into the free-arm position (Figure 1).

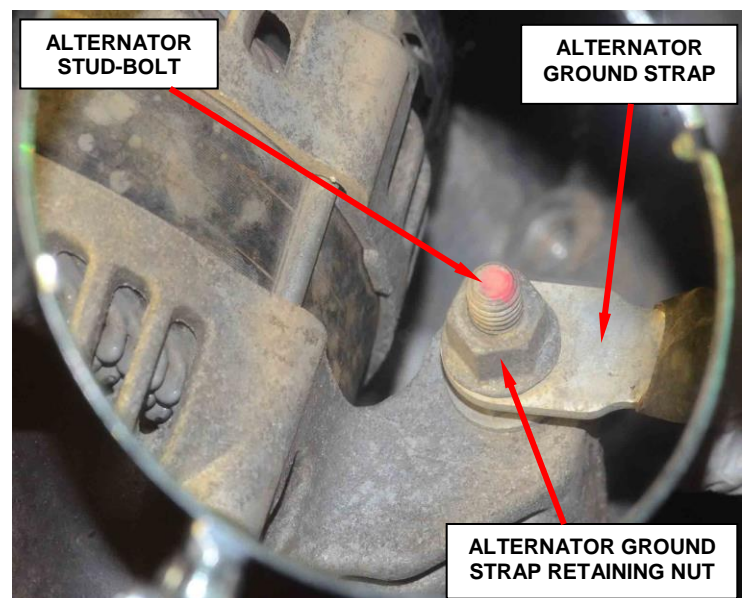


Figure 7 – Alternator Ground Strap

7. Remove and save the alternator ground strap retaining nut (Figure 7).
8. Remove the ground strap from the stud-bolt.

Service Procedure (Continued)

9. Remove and save the lower alternator mounting stud-bolt (Figure 8).
10. Remove and save the two alternator upper mounting bolts.
11. Remove the alternator assembly from the vehicle.
12. Install the new alternator assembly into the vehicle.
13. Install the two alternator upper mounting bolts and the lower alternator mounting stud-bolt finger tight.
14. After all alternator mounting bolts are finger tight, tighten all fasteners to 19 ft. lbs. (25 N·m).
15. Install the ground wire on the mounting stud-bolt (Figure 7).
16. Install the lower front alternator ground strap retaining nut. Tighten the nut to 17 ft. lbs. (23 N·m).
17. Rotate the accessory drive belt tensioner counterclockwise until it contacts the stop and install the accessory drive belt onto the pulleys and slowly release the tensioner.
18. Install the B+ terminal to the alternator stud. Tighten the retaining nut to 115 in. lbs. (13 N·m) (Figure 6).
19. Install the insulator cover over the alternator B+ terminal (Figure 6).
20. Plug in the field wire electrical connector to the alternator (Figure 6).
21. Connect the negative battery cable.
22. Return the passenger seat to the original position.
23. Return the vehicle to the customer.

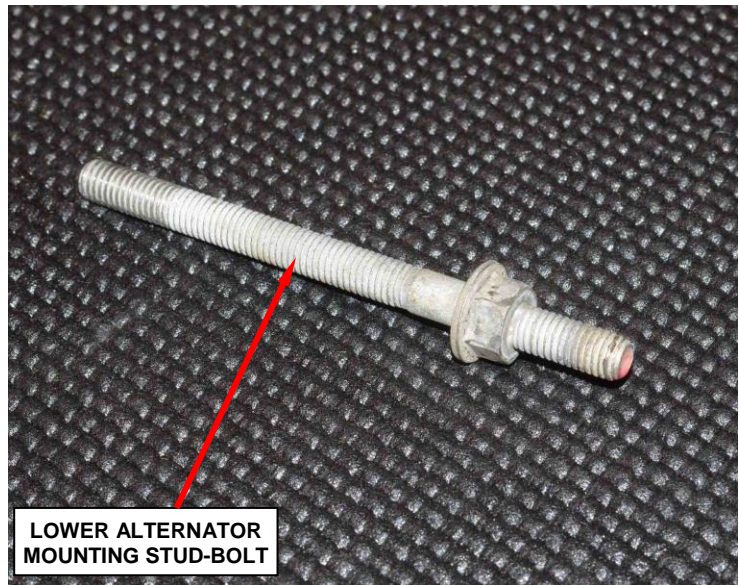


Figure 8 – Lower Alternator Mounting Stud-Bolt

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 FCA to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Replace alternator assembly (LC / LD / LX models)	08-P6-01-82	0.6 hours
Replace alternator assembly (WD / WK models)	08-P6-01-83	0.5 hours

Optional Equipment

All Wheel Drive (LD/LX models only)	08-P6-01-60	0.2 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

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 FCA 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.

Dealers are encouraged to consider alternative scheduling and servicing approaches for this recall. This repair does not require hoists or other full service facility special equipment and is a Chrysler Mobile Service approved repair.

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.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

S68/NHTSA 16V-739

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your authorized Chrysler / Dodge / Jeep / RAM dealership
- 2. Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can confirm part availability and help schedule an appointment**
- 3. Visit our Recall Website, recalls.mopar.com or scan below.**

QR Code

You can find your nearest dealer and review all your scheduling options from this website. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall S68.

IMPORTANT SAFETY RECALL

ALTERNATOR

Dear [Name],

This notification is being sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain [Model Year Make Model] vehicles.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

WHY DOES MY VEHICLE NEED REPAIRS?

The alternator on your vehicle^[1] may experience a rapid failure due to diode thermal fatigue. Variability in the failure mode ranges from no output, reduced output, and/or a fully shorted to ground condition. Depending on the alternator failure mode and timing, the vehicle electrical system voltage may drop to critical levels, disabling systems such as Antilock Brake System (ABS), Electronic Stability Control (ESC), Electronic Control Module (ECM), and/or the Central Body Controller (CBC).

The driver will have limited or no detection of the alternator failing, which can result in vehicle shutdown while driving and/or an underhood electrical fire without warning.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE

FCA will repair your vehicle^[2] free of charge (parts and labor). To do this, your dealer will inspect the alternator and replace it if necessary. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. The estimated repair time is one hour. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR CALL 1-800-853-1403
OR YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online.^[3] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

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

Customer Assistance/Field Operations
Fiat Chrysler Automobiles US LLC



Mr. Mrs. Customer
1234 Main Street
Hometown, MI 48371

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] 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 you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to safercar.gov.

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

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