



March 2016

Dealer Service Instructions for:

Safety Recall S03 / NHTSA 16V-043

Wheel Chocks

Models

2011 - 2016 (LD) Dodge Charger

NOTE: This recall applies only to the above vehicle equipped with a spare tire and built from August 23, 2010 through January 07, 2016 (MDH 082307 through 010723).

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 body-side sill assemblies on about 441,000 of the above vehicles are susceptible to bending during jack operation if wheel chocks are not used. Bending of the body side sill during spare tire jack use may cause the vehicle to become unstable, increasing the risk of injury.

Repair

Two wheel chocks and instruction card must be added to the tire service kit.

Parts Information**Part Number****Description****CBXZS031AA Wheel Chock Kit**

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
2	Chock, Wheel
1	Instruction Card – Jack and Chocks

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

Part Number**Description****06510265AA Bolt, Shoulder (2011-2012 Model Year Only)**

Each dealer to whom vehicles in the recall were assigned will receive enough shoulder bolts to service about 20% of the 2011-2012 model year vehicles.

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Open the decklid.
2. **If equipped with a compact spare tire**, raise the load floor panel (Figure 1).



Figure 1 – Compact Spare Tire

3. Remove and save the spare tire retainer nut (Figure 1 or 2).

4. **If equipped with a full size spare tire**, remove and save the spare tire retainer plate (Figure 2).

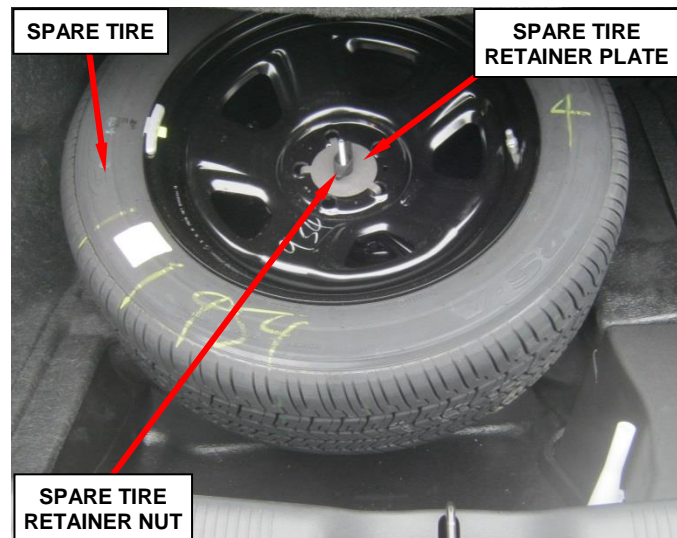


Figure 2 – Full Size Spare Tire

5. Remove and save the spare tire (Figure 1 or 2).

Service Procedure (Continued)

6. Remove and save the jack assembly retainer nut (Figure 3).
7. Discard the old tire changing instruction card and replace with the NEW instruction card which includes wheel chock usage steps for enhanced vehicle stabilization (Figure 4).

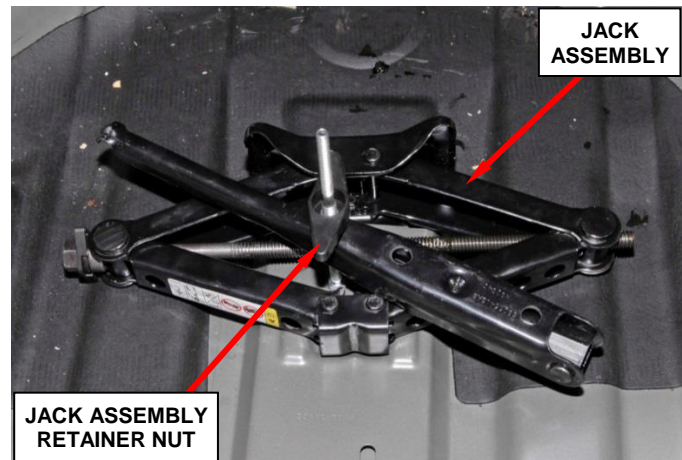


Figure 3 – Vehicle Jack Retainer Nut

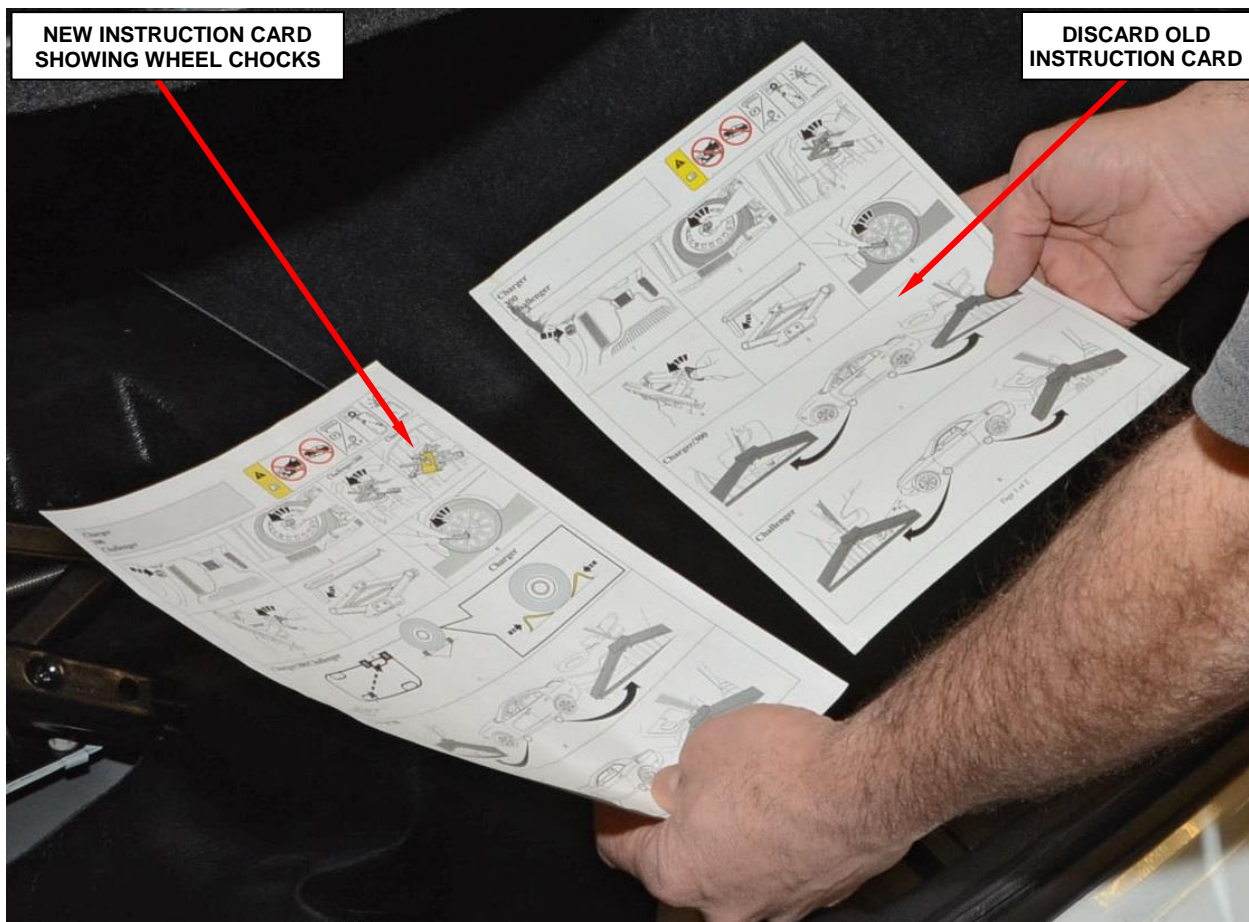


Figure 4 – Replace Tire Changing Instruction Card With New Version.

Service Procedure (Continued)

8. For 2011 - 2012 model year vehicles equipped with a compact spare tire perform the following procedure:

- a. Lift the jack assembly off of the retaining bolt and set aside.
- b. Remove the retaining bolt from the trunk floor bolt slot (Figure 5).
- c. Measure the distance from the bolt head to the end of the larger diameter bolt thread (Figure 6):
 - If the distance is 4.0 in. (102 mm), reuse the bolt (Figure 6).
 - If the bolt is 3.5 in. (89 mm), discard the short thread length bolt and replace with a new long thread length bolt (Figure 6).
- d. Install a long thread length retaining bolt into the trunk floor bolt slot (Figure 5).
- e. Install the jack assembly onto the retaining bolt.

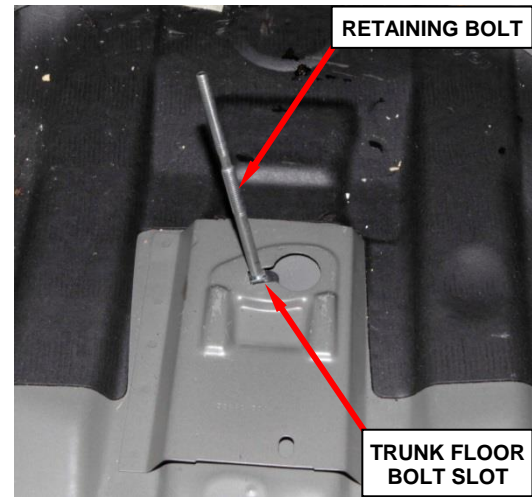


Figure 5 – Retaining Bolt

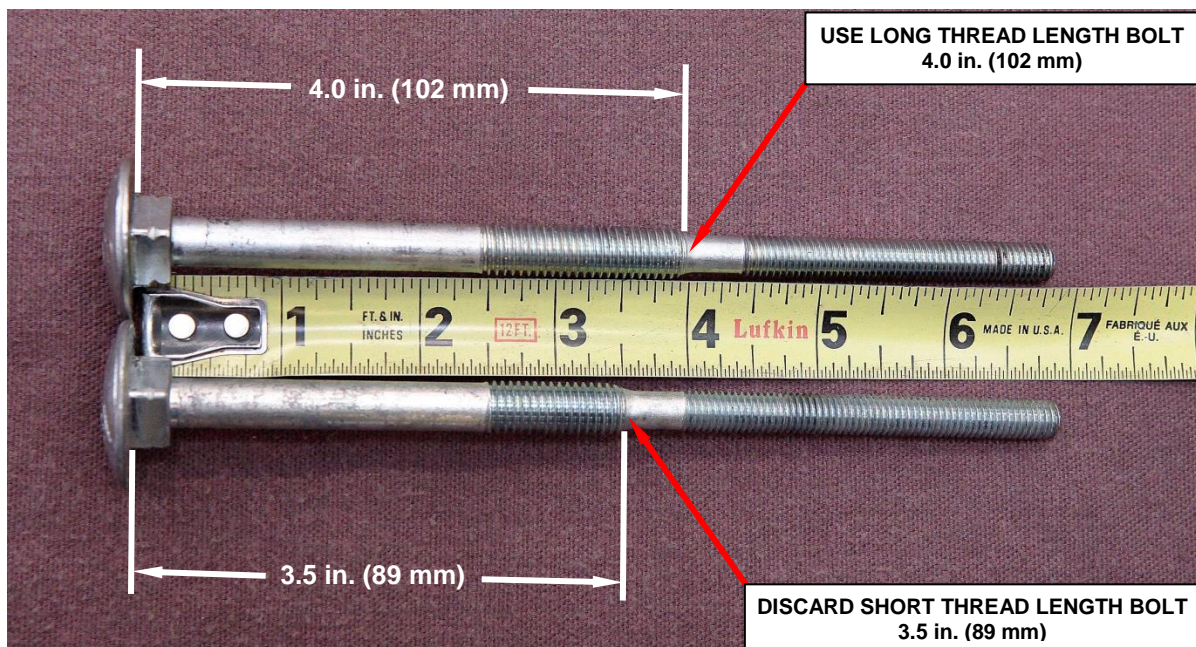


Figure 6 – Retaining Bolt Length

Service Procedure (Continued)

9. Install both wheel chocks as a nested pair onto the retaining bolt in the orientation shown (Figure 7 or 8).
10. Install the jack assembly retainer nut (Figure 7 or 8).
11. Install the spare tire (Figure 1 or 2).
12. **If equipped with a full size spare tire**, install the spare tire retainer plate (Figure 2).
13. Install the spare tire retainer nut (Figure 1 or 2).
14. **If equipped with a compact spare tire**, lower the load floor panel (Figure 1).
15. Close the decklid.
16. Return the vehicle to the customer.

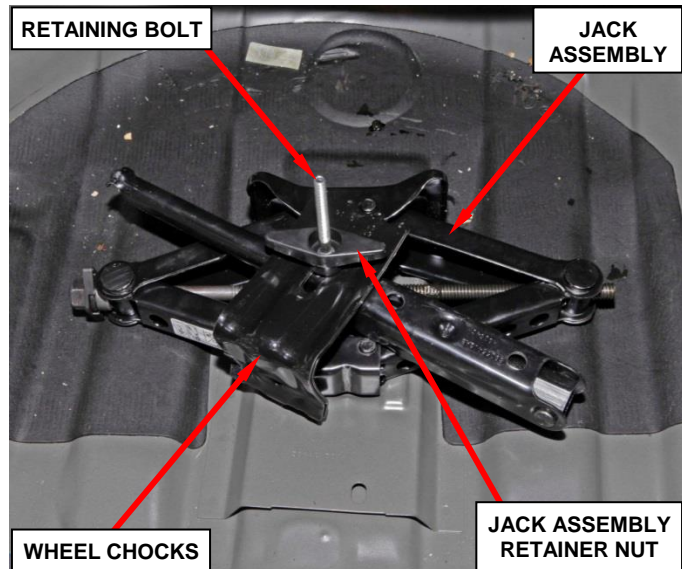


Figure 7 – Compact Spare Configuration

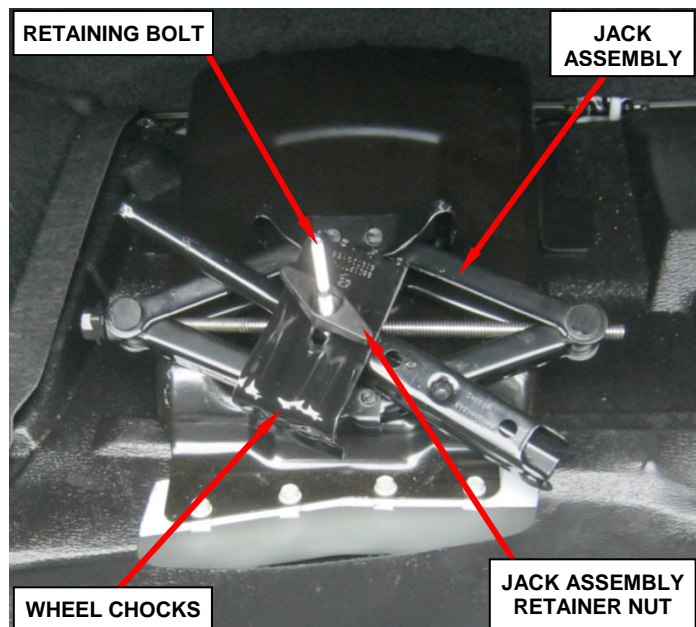


Figure 8 – Full Size Spare Configuration

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:

	Labor Operation Number	Time Allowance
Add wheel chock kit to the tire service kit. Includes replacing hold down bolt if required.	22-S0-31-82	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 FCA 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.

Customer Services / Field Operations
FCA US LLC

IMPORTANT SAFETY RECALL

S03 / NHTSA 16V-043

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxx).

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

Dear: (Name)

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain **2011 through 2016 model year Dodge Charger vehicles**.

The problem is... Some of the above vehicles may have a spare tire jack that could bend the body-side sill assembly during jack operation if wheel chocks are not used. Bending of the body side sill during spare tire jack use may cause the vehicle to become unstable, increasing the risk of injury.

What your dealer will do... FCA intends to install a set of wheel chocks in your vehicle free of charge. To do this, your dealer will add two wheel chocks and instruction card to the tire service kit. 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 Chrysler, Jeep, Dodge or RAM dealer right away to schedule a service appointment. Ask the dealer to hold the part for your vehicle or to order them before your appointment. **Please 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 the FCA Group Recall Assistance Center at either **fcarecalls.com** or 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 further questions go to **fcarecalls.com**.

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 or you can mail 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**. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

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 **safecar.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
FCA US LLC

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