



April 2019

Dealer Service Instructions for:

Safety Recall V35 / NHTSA 19V-246

Sun Visors Label

Remedy Available

2019 (LD) Dodge Charger

***NOTE:** Some vehicles above may have been identified as not involved in this recall 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 driver's and passenger side sun visor labels on about 1,097 may not have the required airbag deployment warning information. **Failure to provide this required information could increase the risk of injury in the event of a crash.**

The condition above fails to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 208 S4.5.1(b)(3) which requires vehicles to have an air bag deployment warning information label, conforming in content as specified in the standard, permanently affixed to either side of the sun visor at each front outboard seating position that is equipped with an inflatable restraint.

Repair

Replace the drivers and passengers side sun visors.

Parts Information**Part Number****Description****CSAKV351AA****Part Package**

Each package contains the following components:

Quantity**Description**

1

Visor, Right Side

1

Visor, Left Side

Part Number**Description*****CSAKV352AA****Part Package *(Sunroof Equipped)**

Each package contains the following components:

Quantity**Description**

1

Visor, Right Side

1

Visor, Left Side

68065586AA**Tape, Abrasion**

NOTE: One roll of tape will repair 40 vehicles.

Dealers should order the part package for each vehicle at the time appointments are scheduled to assure that the part is available when the customer arrives.

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Disconnect the battery ground cable.

CAUTION: Failure to follow all the steps below may result in damaging the headliner.

2. Remove the “A” pillar trim panels from both sides (Figure 1).

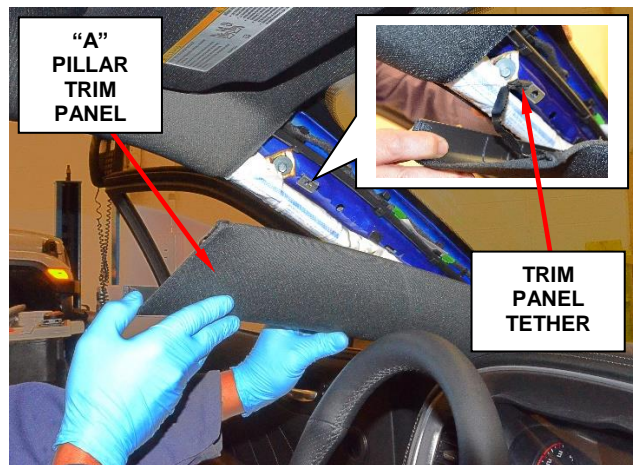


Figure 1 – “A” Pillar Trim

NOTE: Release the trim panel tether from the “A” post body retainer (Figure 1).

3. Lower the overhead console and disconnect the electrical connector (Figure 2).

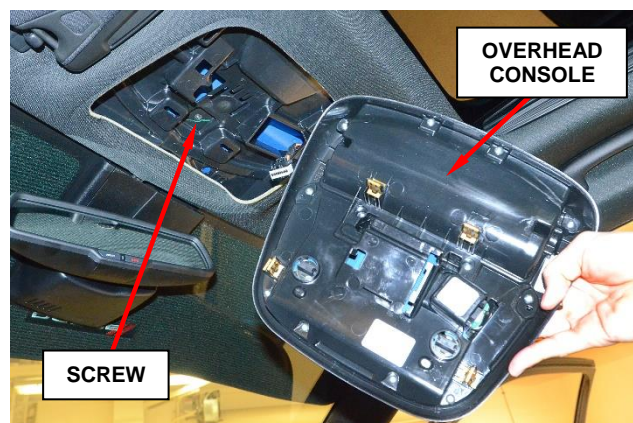


Figure 2 – Overhead Console

4. Remove the overhead console screw (Figure 2).

Service Procedure [Continued]

5. Remove both visor clip covers to gain access to the fastener then remove the visor clips (Figure 3).

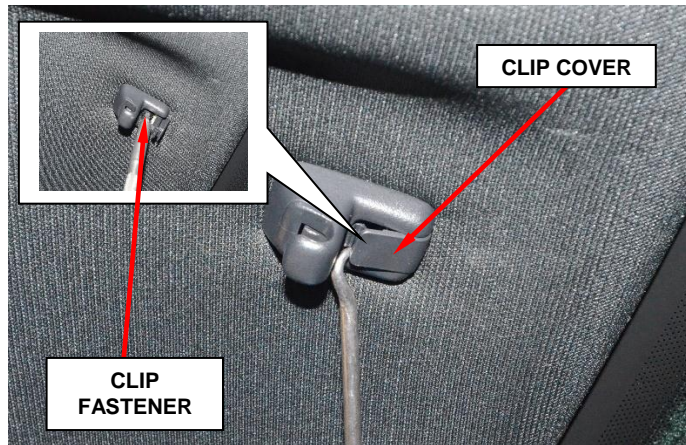


Figure 3 – Visor Clip

6. Remove the visor arm screw covers from both sides (Figure 4).

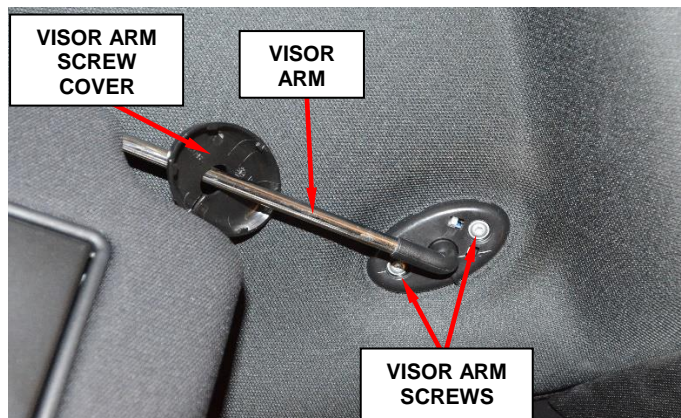


Figure 4 – Visor Arm

7. Remove the visor arm screws and allow the sun visor to hang (Figure 4).
8. Remove both grab handles screws and then remove the handle (Figure 5).



Figure 5 – Grab Handle

Service Procedure [Continued]

9. Partially remove the front and rear sill plate covers.
10. Remove the “B” pillar trim panels screws from both sides (Figure 6).
11. Grasp the “B” trim panel and pull the trim panel away from the body on both sides.

NOTE: “B” Trim panel is a one-piece panel



Figure 6 – “B” Pillar Trim Panel

12. Carefully pull down on the front headliner to gain access to the sun visor electrical connector and disconnect the electrical connector (Figure 7).

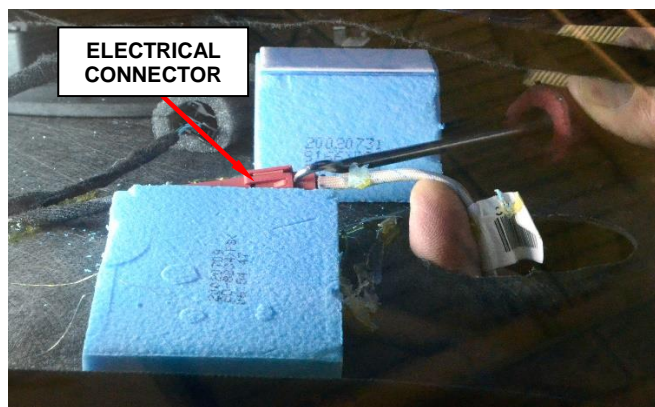


Figure 7 – Electrical Connector

Service Procedure [Continued]

13. Remove the sun visor arm retainer from the vehicle body (Figure 8).

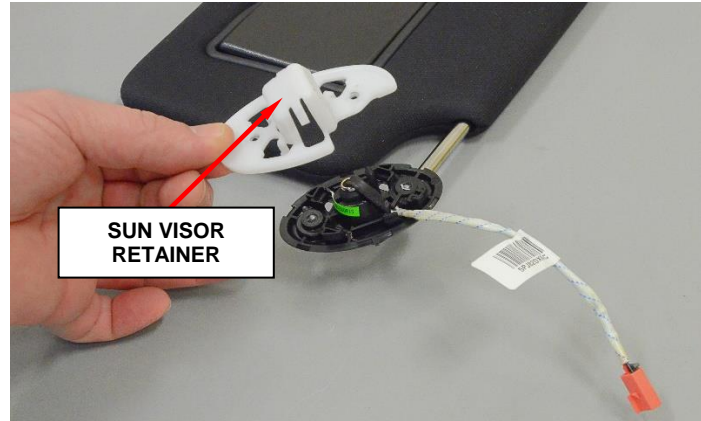


Figure 8 - Retainer

14. Route the **NEW** sun visor electrical connector through the headliner and the visor retainer, and connect the electrical connector to the headliner electrical harness.
15. Wrap the **NEW** sun visor electrical connector on the headliner harness side with abrasion tape (Figure 9).
16. Align the **NEW** sun visor arm to the headliner opening and attach the sun visor retainer to the back of the headliner to hold the visor to the headliner (Figure 10).

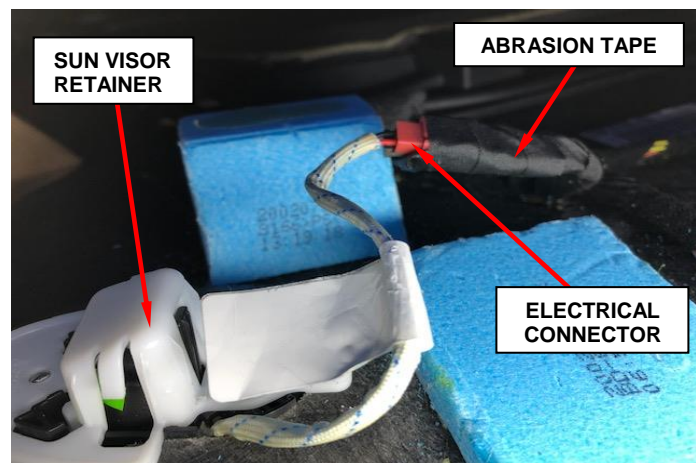


Figure 9 – Electrical Connector

Service Procedure [Continued]

17. Route the sun visor wire along the blue pad as illustrated (Figure 10).

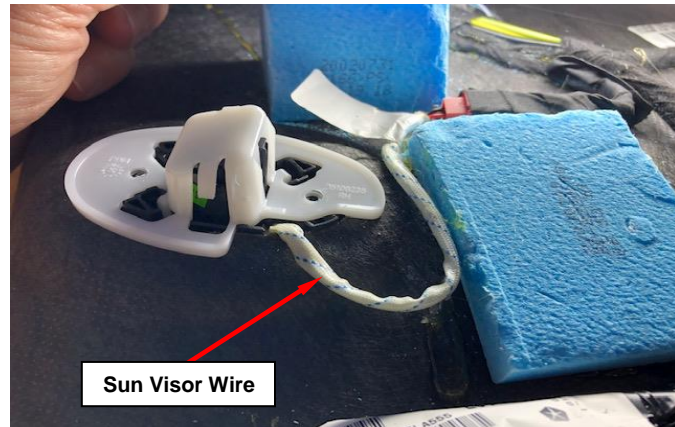


Figure 10 – Wire Routing

18. Repeat the procedure on both sun visors.
19. Gently push the sun visor retainers into the roof panel.
20. Install the overhead console screw (Figure 2).
21. Secure the sun visor screws and install the visor arm cover (Figure 4).
22. Install the sun visor clips and secure the screws and install the cover (Figure 3).
23. Install the grab handle and secure the screws (Figure 5).
24. Install the “B” pillar trim panels and secure the screws (Figure 6).
25. Install the front and rear sill plate covers.
26. Install the “A” pillar trim panels (Figure 1).

NOTE: Secure the “A” trim panels tether to the body

27. Reconnect the negative battery cable.
28. Return the vehicle to the customer.

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 paid will be used by FCA to record recall service completions and provide dealer payments.

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

	Labor Operation Number	Time Allowance
Inspect and replace Sun Visors	23-V3-51-82	1.4 hours
Floor Plan Reimbursement	95-95-95-97	Calculate See Below

Floor Plan Reimbursement represents the vehicle's average daily allowance (see table below) multiplied by the number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale to the date that the remedy was made available. Note: If the vehicle was received by your dealership (KZX date) AFTER the stop sale date, you will use the KZX date instead of the stop sale date. For this Recall, the stop sale was initiated on **04/05/2019** and the remedy was made available on **04/10/2019**, therefore, the number of days cannot exceed **3** days.

Vehicle	Average Daily Allowance
2019 (LD) Dodge Charger	

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.

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

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXX

V35/NHTSA 19V-246

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 recalls.mopar.com, scan the
QR code below, or download the
Mopar Owner's Companion App.**

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. 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 V35.

IMPORTANT SAFETY RECALL

Sun Visors Label

Dear [Name],

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

FCA has decided that certain [2019 Dodge Charger] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 208 S4.5.1(b)(3) requires vehicles to have an air bag deployment warning information label, conforming in content as specified in the standard, permanently affixed to either side of the sun visor at each front outboard seating position that is equipped with an inflatable restraint.

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 driver and passenger side sun visor labels on your vehicle ^[1] may not have the required airbag deployment warning information. **Failure to provide this required information, could increase the risk of injury in the event of a crash.**

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 replace the driver's and passenger side sun visors. The estimated repair time is two hours. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which require more time. Your time is important to us, so 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 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
FCA 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.