



January 2020

Dealer Service Instructions for:

# Safety Recall VB0 / NHTSA 19V-758

## Incompatible Wheels

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### Remedy Available

**2019 (LA) Dodge Challenger**  
**(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

About 173 of the above vehicles may have been built with an incompatible front wheel and brake/suspension package that may not have adequate clearance between the tire inner sidewall and the suspension steering knuckle, potentially allowing contact of the components. Contact of the front tire inner sidewall to the steering knuckle could result in tire damage and a sudden loss of tire air pressure. A sudden loss of tire air pressure can cause a vehicle crash without warning.

**Repair**

Replace all four of the Wheels, Tire Pressure Monitor Sensors (TPMS), and center caps, inspect the inner tire sidewall for any rub damage on all four tires and replace if necessary. Add new **WRT** sales code and **remove WHT sales code** to the vehicle configuration, and perform wheel alignment.

**Parts Information**

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

<u>Part Number</u>	<u>Description</u>
<b>CSAKVB01AA</b>	<b>Part Package</b>

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
4	Granite Crystal Wheel

<u>Part Number</u>	<u>Description</u>
<b>CSAKVB02AA</b>	<b>Part Package</b>

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
4	Wheel Center Cap
4	Sensor, TPM

<u>Part Number</u>	<u>Description</u>
<b>05181578AC</b>	TR9 Goodyear All Season Tire

<u>Part Number</u>	<u>Description</u>
<b>05290891AC</b>	TVH Goodyear Tire

If tire(s) replacement is required, call **Mopar Tire Works at 888-403-8473** or go to **DealerCONNECT / Parts Tab / Tire Order Entry** and then follow the screen prompts. Have the following information available:

- **Dealer Code**
- **Vehicle Model and Model Year**
- **Tire Make, Model and Size**



## Service Procedure

1. Raise and support the vehicle.
2. Inspect the inner sidewall on all four tires for sidewall damage (Figure 1).



Figure 1 – Tire Inner Sidewall

3. Replace all tires that have inner sidewall damage.
4. Remove and replace all four wheels, install **NEW** TPM sensors and balance the tires. See process below for installation of the **NEW** TPMS.

**NOTE: When installing new TPM sensors, soapy water solution should be used for proper installation to the wheel.**

- ✓ Wipe the area clean around valve stem mounting hole in wheel. Make sure surface of wheel is not damaged.
  - ✓ Position the TPM valve stem into the wheel mounting hole with the flats at a 90° angle to the wheel's lip, then pull through to seat with a standard valve stem installation tool.
5. Install all four of the wheel and tire assemblies on the vehicle and tighten the lug nuts to 176 N·m (130 ft. lbs.).
  6. Adjust air pressure to that listed on tire inflation pressure placard provided with vehicle (usually applied to driver's side B-pillar). Make sure the valve stem cap is securely installed to keep moisture out of sensor.

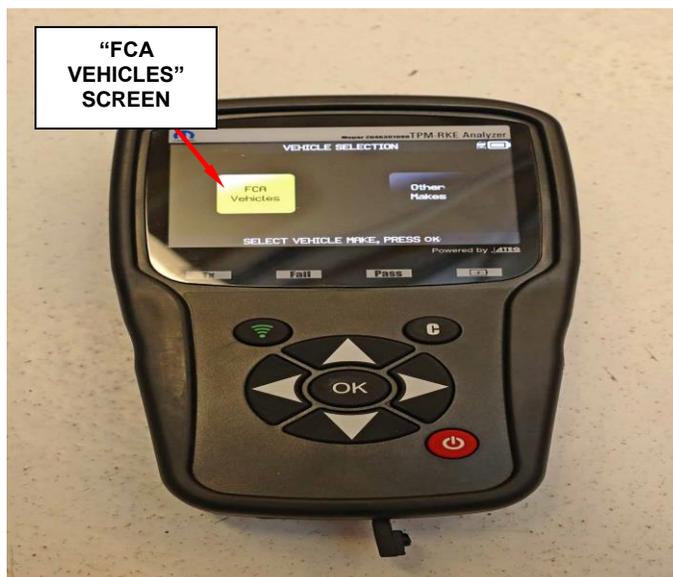
**Service Procedure [Continued]**

7. Using the TPM-RKE analyzer push the red ON/Off button to ON the TPM-RKE analyzer (Figure 1).



**Figure 1 – TPM-RKE Analyzer**

8. Select ‘FCA Vehicles’ displayed on the screen (Figure 2).



**Figure 2 - Selection**

**Service Procedure [Continued]**

9. Select “Check TPM”.
  
10. Select “Manual” displayed on the screen (Figure 3).



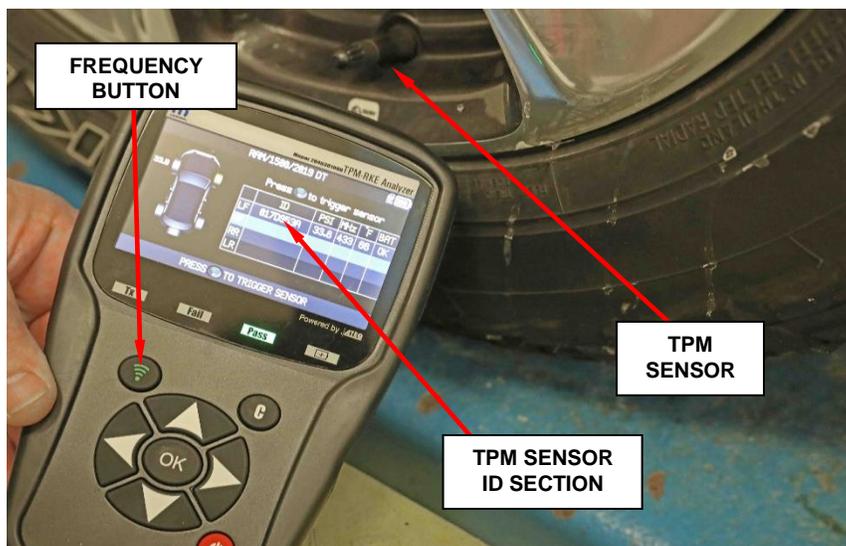
**Figure 3 – Manual Selection**

11. Select “**Dodge**”.
  
12. Select “**Challenger/Charger**”.
  
13. Select “**2019 LA/LD**”.
  
14. Select the applicable TPMS style:
  - a) Metal Stem (Clamp On)
  - b) Rubber Stem (Snap On)
  
15. Select “**4-Wheels**”.

## Service Procedure [Continued]

16. Approach the wheel selected on the TPM-RKE tool and press the “Green Frequency” button, until the TPM sensor ID is displayed on the screen (Figure 4).

**NOTE: Place the TPM-RKE tool near the tire portion**



**Figure 4 – TPM Screen**

17. Repeat the procedure on the remaining wheels.
18. Record all the TPM sensors ID's on paper for later use.
19. **Add sales code to VIN procedure:**
  - a. Connect to DealerCONNECT
  - b. Select “Service” tab
  - c. Scroll down to the “Warranty Administration” section
  - d. Select “Vehicle Option Updates”
  - e. Enter the VIN then select view
  - f. Select the following sales code **WRT** then add to the “Selected Vehicle Option”, **remove WHT sales code.**
  - g. Highlight the selected sales code then click “save”
  - h. Perform section **A. Program Tire Sensor Identifications**

## **Service Procedure [Continued]**

### **A. Program Tire Sensor Identifications**

1. Connect the wiTECH micro pod II to the vehicle data link connector.
2. Place the ignition in the “**RUN**” position.
3. Open the wiTECH 2.0 website.
4. Enter your “**User id**” and “**Password**” and your “**Dealer Code**”, then select “**Sign In**” at the bottom of the screen. Click “**Accept**”.
5. From the “**Vehicle Selection**” screen, select the vehicle to be updated.
6. From the “**Action Items**” screen, select the “**Topology**” tab.
7. From the topology section select “**TPM**”.
8. Select “**Misc. Functions**”.
9. Select “**Program Tire Sensor Identifications**”.
10. Follow screen prompts, until all 4 TPM sensors ID’s have been entered then continue with section **B. Restore Vehicle Configuration**.

### **B. Restore Vehicle Configuration**

1. Select “**Guided Diagnostics**”
2. Select “**Restore Vehicle Configuration**”
3. Clear fault codes
4. Disconnect the wiTECH micro pod II from the vehicle data link connector
5. Perform wheel alignment.

**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 the following labor operation number and time allowances:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Replace 4 wheels, TPMS, tire/s if necessary and perform wheel alignment, scrap wheels	22-VB-01-82	2.8 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 **10/31/2019** and the remedy was made available on **01/03/2020**, therefore, the number of days cannot exceed **64** days.

Vehicle	Average Daily Allowance
2019 (LA) Dodge Challenger	█
2019 (LD) Dodge Charger	█

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.

**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

**VB0/NHTSA 19V-758**

**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 VB0.

# **IMPORTANT SAFETY RECALL**

## **Incompatible Wheels**

Dear [Name],

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

FCA US has decided that a defect, which relates to motor vehicle safety, exists in certain [2019 Model Year (LA) Dodge Challenger, 2019 (LD) Dodge Charger] 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?**

Your vehicle <sup>[1]</sup> may have been built with an incompatible front wheel and brake/suspension package that may not have adequate clearance between the tire inner sidewall and the suspension steering knuckle, potentially allowing contact of the components. Contact of the front tire inner sidewall to the steering knuckle could result in tire damage and a sudden loss of tire air pressure. A sudden loss of tire air pressure can cause a vehicle crash without warning.

#### **HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?**

FCA US will repair your vehicle <sup>[2]</sup> free of charge (parts and labor) **after January 3, 2020**. To do this, your dealer will replace your wheels, inspect the tires for any inner sidewall damage and replace if needed and perform a wheel alignment. The estimated repair time is about three hours. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may 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  
AFTER JANUARY 3, 2020**

#### **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](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[3]</sup> 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](http://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.