



March 2012

Dealer Service Instructions for:

Customer Satisfaction Notification L28 Front Exterior Door Handles

Models

2011 (LC) Dodge Challenger

(LD) Dodge Charger

NOTE: This notification applies only to the above vehicles built with passive entry system (sales code GXD) through July 08, 2011 (MDH 070800).

IMPORTANT: Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this repair on these vehicles before retail delivery. Dealers should also perform this repair on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The front exterior door handles on about 64,500 of the above vehicles may cause intermittent operation of the passive entry feature.

Repair

Both front exterior door handles must be replaced.

Parts Information

<u>Part Number</u>	<u>Description</u>
CEB1L281AA	Exterior Door Handle Package Brilliant Black (paint code PXR)
CEA1L283AA	Exterior Door Handle Package Black Clear Coat (paint code PX8)
CEB1L282AA	Exterior Door Handle Package Tungsten Mineral Grey Metallic (paint code PDM)
CEA1L284AA	Exterior Door Handle Package Deep Water Blue Pearl Coat (paint code PBS)
CEA1L285AA	Exterior Door Handle Package Green with Envy (paint code PGE)
CEB1L286AA	Exterior Door Handle Package Bright White Clear Coat (paint code PW7)
CEA1L287AA	Exterior Door Handle Package Blackberry (paint code PBV)
CEA1L288AA	Exterior Door Handle Package Mango Tango / Toxic Orange (paint code PVG)
CEA1L289AA	Exterior Door Handle Package Redline Red Tri-Color (paint code PRY)
CEA1L28BAA	Exterior Door Handle Package Sheriff's Tan (paint code P76)
CEA1L28AAA	Exterior Door Handle Package Billet Silver Metallic (paint code PSC)
CEA1L28CAA	Exterior Door Handle Package Bright Silver Metallic (paint code PS2)

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Front Exterior Door Handle (right side)
1	Front Exterior Door Handle (left side)

Each dealer, to whom vehicles in the notification were assigned, will receive enough Door Handle Packages to service about 20% of those vehicles.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Open the driver's door.
2. **For Charger Models**, remove and save the front exterior door handle retaining screw access hole plug.
3. Using a Torx-20 driver, loosen (but do not remove) the front exterior door handle retaining screw (Figure 1).



Figure 1 – Front Exterior Door Handle Retaining Screw Access Hole Location

Service Procedure (Continued)

4. Carefully pull the front exterior door handle out of the exterior door handle pocket (Figure 2).
5. Disconnect the electrical connector from the front exterior door handle electrical receptacle (Figure 2).
6. Remove and discard the original front exterior door handle.
7. Place the new front exterior door handle up to the door and connect the electrical connector to the exterior door handle electrical receptacle.
8. Place the new front exterior door handle into position in the exterior door handle pocket.
9. Carefully tighten the front exterior door handle retaining screw.
10. Repeat steps 1 through 9 on the passenger side front exterior door handle.

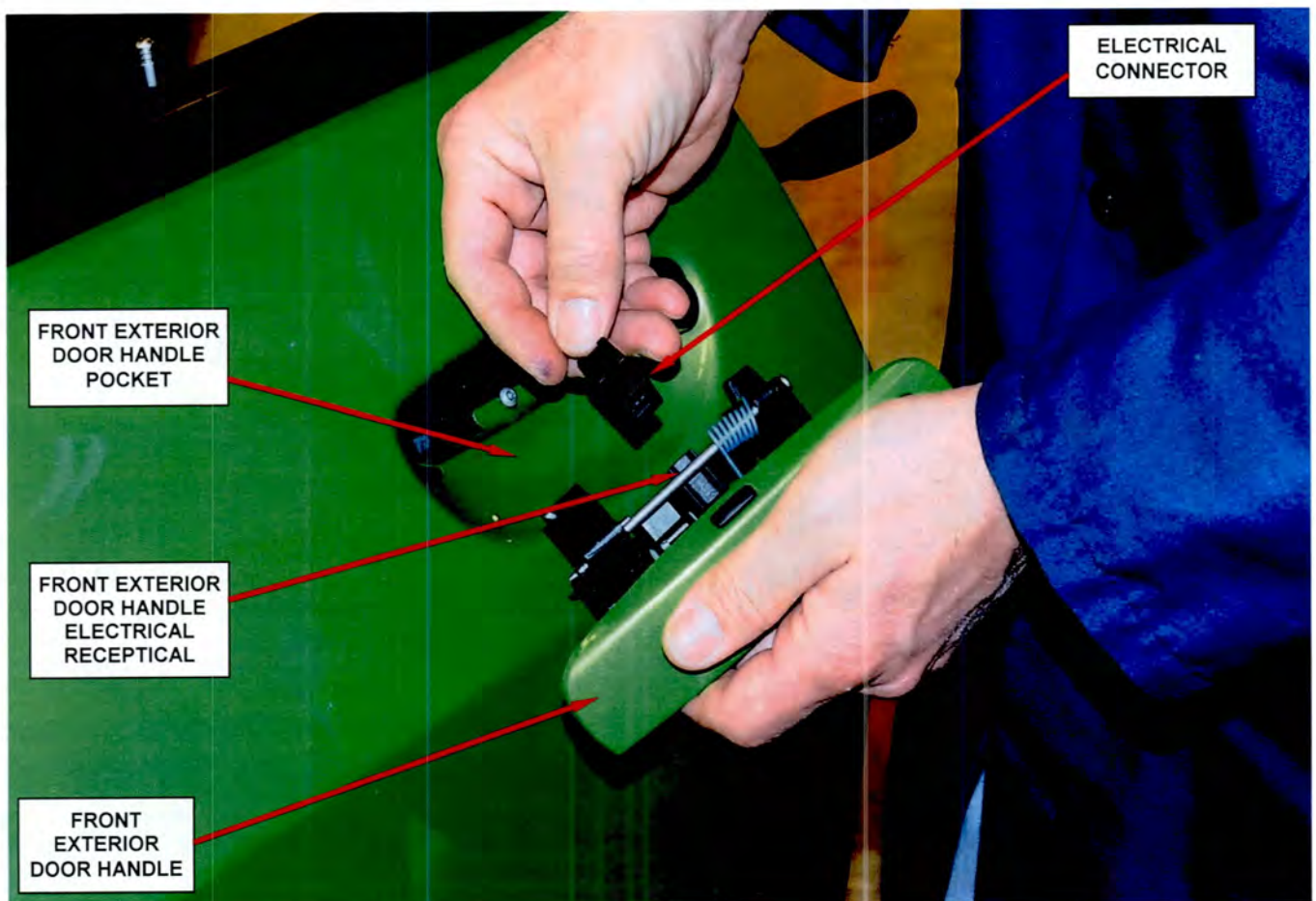


Figure 2 – Front Exterior Door Handle Electrical Connector

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 Customer Satisfaction Notification service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Replace both front exterior door handles	23-L2-81-82	0.3 hours

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

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete 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 Chrysler are being notified of the service requirement by 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 notification. 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 should 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.

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 notification 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 Service / Field Operations
Chrysler Group LLC



CHRYSLER

**CUSTOMER SATISFACTION NOTIFICATION L28
FRONT EXTERIOR DOOR HANDLES**

Dear: (Name)

At Chrysler Group LLC, you can be assured that we are changing the way we look at quality. To prove our commitment to quality, the company is investing in and prioritizing improvements for every vehicle that we build. As part of that commitment, we are also targeting existing vehicles on the road today and contacting our customers to provide these quality improvements, at no charge, that will help to improve your ownership satisfaction.

We are recommending the following improvements be performed on some **2011 model year Dodge Challenger and Charger vehicles equipped with passive entry system.**

Recommended Service: **The front exterior door handles on your vehicle (VIN: xxxxxxxxxxxxxxxxx) may cause intermittent operation of the passive entry feature.**

What your dealer will do: **Chrysler will service your vehicle free of charge (parts and labor).** To do this, your dealer will replace both front exterior door handles. The work will take about ½ hour to complete. We recommend that you make an appointment with your dealer to minimize your inconvenience.

What you should do: Simply **contact your Chrysler, Jeep, or Dodge dealer,** at your convenience, to schedule a service appointment. Your dealer will collect the necessary information to ensure that the appropriate parts are available so your service can be completed in a timely manner. Although not required, we recommend bringing this letter with you to your dealer, when you bring your vehicle in for this service.

If you need help: Please contact the Chrysler Customer Assistance Center at 1-800-853-1403.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to your vehicle. You may also update this information on the web at
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We apologize for any inconvenience this service may cause to your schedule. Moving forward we are committed to providing our customers with world class quality products, ensuring that you have a positive dealership experience and following up on any issues and concerns that you may have in a timely manner through our Customer Assistance Center.

Sincerely,
Customer Service / Field Operations
Chrysler Group LLC
Notification Code L28