SB-10044845-4828

CHRYSLER

April 2012

Dealer Service Instructions for:

Customer Satisfaction Notification M15
Tire Pressure Sensors & Reprogram BCM/IPC

Effective immediately all repairs on involved vehicles are to be performed according to this notification. Service Bulletin 08-004-12, 08-006-12 Rev A., and 08-007-12 are no longer applicable for the involved vehicles only.

Models

2011-2012 (LD) Dodge Charger

*NOTE: This notification applies only to the above vehicles equipped with Police Group (**sales code AHB**) built through December 20, 2011 **(MDH 122023)**.*

IMPORTANT: Some of the involved vehicles may be in dealer 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 Tire Pressure Monitor Sensors (TPMS) on about 9,100 of the above vehicles may leak air under certain driving conditions.

Also, the Body Control Module (BCM) and Instrument Panel Control (IPC) Module must be reprogrammed to correct the instrument panel brightness while in "Stealth" mode.

Repair

For 2011 models, the tire pressure monitor sensors must be replaced. Vehicles equipped with a full size spare must also have the TPMS for the spare tire replaced.

The BCM and IPC must be reprogrammed with new software.

For 2012 models, only the BCM has to be reprogrammed with new software.

Parts Information

Part Number	Description
CBBAM012AA	**Tire Pressure Sensor Package**

Each package contains the following components:

Quantity	Description
4	Sensor, Tire Air Pressure
4	Nut, Tire Air Pressure Sensor Retaining

Part Number	Description
56029400AE	**Sensor, Tire Pressure** (for full size spare tire)
56053037AB	**Nut, Tire Pressure Sensor Retaining**

Each dealer, to whom vehicles in the notification were assigned, will receive enough Tire Pressure Sensor packages to service about 20% of those vehicles.

Special Tools

The following special tools are required to perform this repair:

➢ NPN	wiTECH VCI Pod Kit
➢ NPN	Laptop Computer
➢ NPN	wiTECH Software

Service Procedure

For 2011 model year vehicles, begin with **Section A. Replace Tire Pressure Monitor Sensors** of the service procedure.

For 2012 model year vehicles, begin with **Section C. Reprogram the Body Control Module (BCM)** of the service procedure.

Service Procedure (Continued)

A. Replace Tire Pressure Monitor Sensors (2011 Models Only)

1. Raise the vehicle on an appropriate hoist.

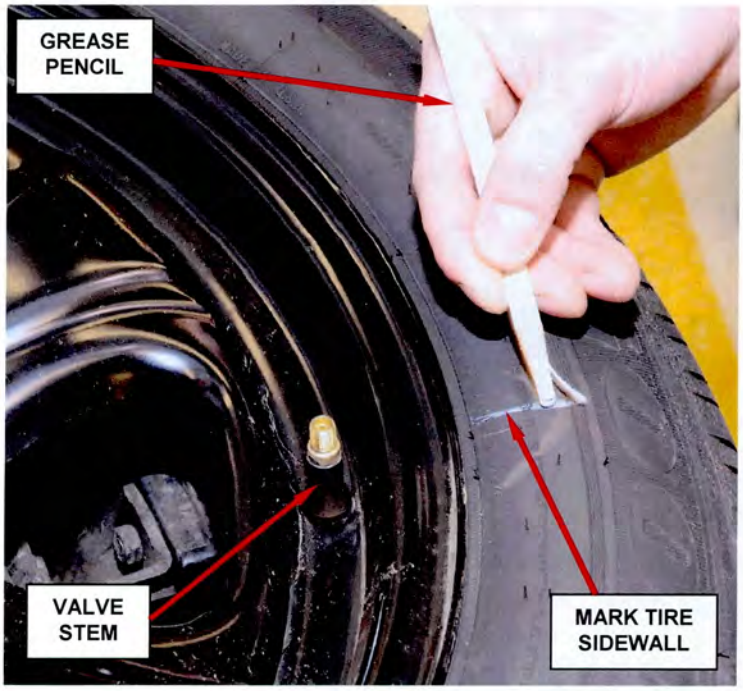

Figure 1 – Mark Tire Sidewall

2. Remove all four tire/wheel (and the spare tire if equipped with a full size spare tire) assemblies.

3. Place a mark on the tire sidewall at the valve stem to ensure that the tire orientation remains the same when inflating the tire (Figure 1).

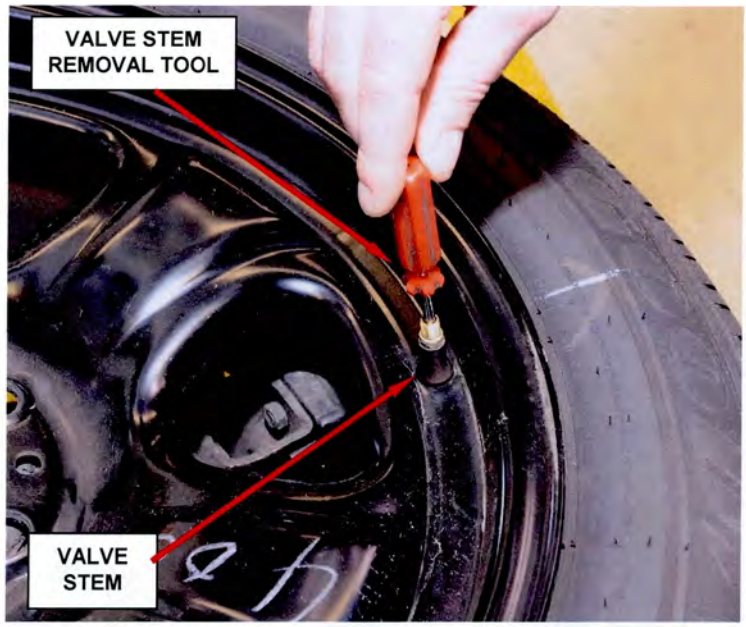

Figure 2 – Valve Stem Core Removal

4. Remove and discard the valve stem core (Figure 2).

Service Procedure (Continued)

5. Using a tire machine, unseat the outer bead of the tire from the wheel, following tire changer manufacturer's instructions, while paying special attention to avoid damaging the pressure sensor (Figure 3).

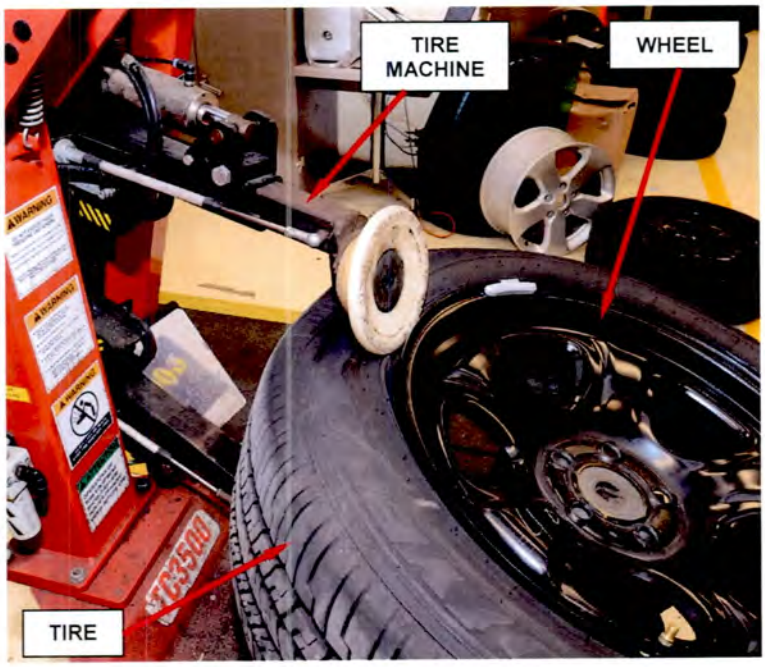

Figure 3 – Unseat Outer Tire Bead from Wheel

6. Place a rag under the tire pressure sensor to prevent the sensor from falling into the tire during removal.

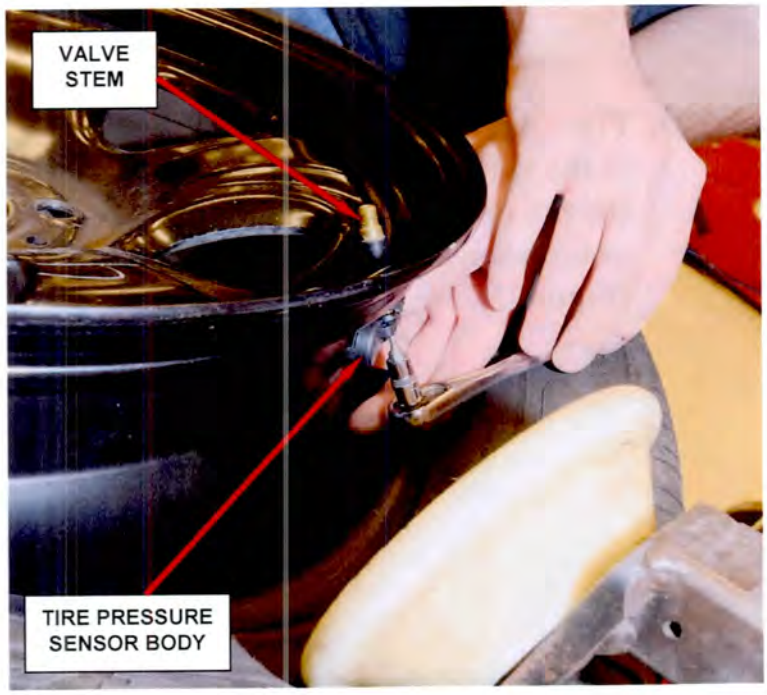

Figure 4 – Sensor Retaining Screw

7. Remove and discard the original tire pressure sensor retaining screw and sensor body (Figure 4).

Service Procedure (Continued)

8. Using a valve stem tool, remove and discard the valve stem (Figure 5).

9. Wipe the area around the tire pressure sensor mounting hole in the wheel clean.

10. Insert the new tire pressure sensor through wheel keeping the pressure against the rear of metal valve stem. The potted side of tire pressure sensor is to be positioned toward the wheel.

12. Install the tire pressure sensor retaining nut by hand (Figure 6).

Figure 5 – Remove Old Valve Stem

13. While holding the tire pressure sensor in position, tighten the tire pressure sensor retaining nut to 53 in. lbs. (6 N·m).

CAUTION: Do not over tighten the tire pressure sensor retaining nut, tire pressure sensor separation from the valve stem could occur.

Figure 6 – Install New Tire Pressure Sensor

Service Procedure (Continued)

14. With the mark made in Step 3 lined up with the valve stem, inflate the tire to seat the tire bead to the rim following the tire changer manufacturer's instructions.

    CAUTION: Pay special attention to avoid damaging the new tire pressure sensor.

15. Adjust the tire air pressure to that listed on the Tire Inflation Pressure Label (Placard) provided with vehicle (usually applied to driver's side B-pillar).

Figure 7 – Install Wheel/Tire on Balance Machine

16. Balance the tires using the following procedure:

    a. Remove and discard all of the original balance weights from the wheel.

    b. Mount the wheel/tire assembly to the tire balancing machine (Figure 7).

    c. Using a small screwdriver or pick, remove any stones that are lodged in the tread of the tire.

    d. Balance the wheel/tire assembly following the tire balancing machine manufacturer's instructions.

    e. Remove the wheel/tire assembly from the balancing machine.

    f. Repeat Steps 16a through 16e on all of the remaining wheel/tire assemblies.

17. Install the wheel/tire assemblies on the vehicle. Tighten the lug nuts to 140 ft. lbs. (190 N·m).

18. **For vehicles with a full size spare**: place the spare tire back into the vehicle.

19. Lower the vehicle from the hoist.

Service Procedure (Continued)

20. Use the following procedure to program the new tire pressure sensors:

    a. Using the TPM-RKE Analyzer 9936, enter the vehicle information into the TPM-RKE Analyzer to create a session to record the tire pressure sensor ID code for each wheel.

    b. Place the sensor against the tire sidewall, at the valve stem, and press the start button.

    c. After the Analyzer records the ID number, enter the tire location into the analyzer.

    d. Repeat Steps 20b. through 20c. on all of the remaining tires.

    e. Open a wiTECH session

    f. Connect the wiTECH VCI pod to the vehicle data link connector located under the steering column.

    g. Connect the TPM-RKE Analyzer 9936 to the wiTECH laptop computer.

    h. From the main menu screen, select the "**TPM**" icon.

    i. Select the "**Misc. Tab**".

    j. Select "**Program Tire Sensor ID with TPM tool**"

    k. Follow the screen prompts to complete the programming of the new tire pressure sensors.

    l. Clear all Diagnostic Trouble Codes (DTC's).

21. Continue with **Section B. Reprogram the Instrument Panel Cluster (IPC).**

Service Procedure (Continued)

B. Reprogram the Instrument Panel Cluster (2011 Models Only)

1. Starting from the "**Vehicle View**" screen, click on the "**IPC**" icon.
2. Select the "**FLASH**" tab.
3. Select the flash file from the list and click on the green arrow to start the flash process.
4. Follow the screen prompts.
5. Clear all Diagnostic Trouble Codes (DTC's).
7. Continue with **Section C. Reprogram the Instrument Panel Cluster (IPC)**.

C. Reprogram the Body Control Module (All Models)

1. Open a wiTECH session and connect the wiTECH VCI pod to the vehicle data link connector located under the steering column.
2. From the "**Vehicle View**" screen, click on the "**BCM**" icon.
3. Select the "**FLASH**" tab.
4. Select the flash file from the list and click on the green arrow to start the flash process.
5. Follow the screen prompts.
6. Clear all Diagnostic Trouble Codes (DTC's).
7. Remove the wiTECH VCI pod from the vehicle and 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 submitted will be used by Chrysler to record Customer Satisfaction Notification service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Update to BCM previously performed (2012 models)	08-M1-51-81	0.2 hours
Reprogram the BCM (2012 models)	08-M1-51-82	0.2 hours
Replace four Tire Pressure Monitor Sensors and no software updates to the BCM and IPC module (2011 models)	08-M1-51-83	1.4 hours
Replace four Tire Pressure Monitor Sensors and software updates to the BCM. IPC module update previously performed (2011 models)	08-M1-51-84	1.5 hours
Replace four Tire Pressure Monitor Sensors and software updates to the IPC. BCM module update previously performed (2011 models)	08-M1-51-85	1.5 hours
Replace four Tire Pressure Monitor Sensors and reprogram the BCM and IPC module. (2011 models)	08-M1-51-86	1.5 hours

Related Operation:

Replace the Tire Pressure Monitor Sensor for the spare tire (2011 model year vehicles equipped with a full size spare tire)	08-M1-51-50	0.4 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.

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 M15
TIRE PRESSURE SENSORS & REPROGRAM BCM/IPC

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 and 2012 model year Dodge Charger vehicles equipped with Police Group.**

Recommended Service:	**The Tire Pressure Monitor Sensors (TPMS) on your vehicle** (VIN: xxxxxxxxxxxxxxxx) **may leak air under certain driving conditions.** **Also, the Body Control Module (BCM and the Instrument Panel Control (IPC) module must be reprogrammed to correct the instrument panel brightness while in "Stealth" mode.**
What your dealer will do:	**Chrysler will service your vehicle free of charge (parts and labor).** To do this, your dealer will replace the TPMS sensors and inspect and reprogram the BCM and IPC modules as required. The work will take about 1.5 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 CCCCCCCCCCCCCCCCCCCCCCCC

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 M15