



October 2012

Dealer Service Instructions for:

Customer Satisfaction Notification M24 Smart Glass Switch

Models

2011 (LC) Dodge Challenger

NOTE: This notification applies only to the above vehicles built through March 15, 2011 (MDH 031511).

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 smart glass switch on about 8,400 of the above vehicles may have improper heat stakes which could cause a continuous unintended smart glass operation. Continuous activation of the smart glass feature, when not intended, could cause the battery to discharge to a point where the engine will not crank.

Repair

The right and left side smart glass switch located on the door latch assembly must be replaced.

Parts Information

<u>Part Number</u>	<u>Description</u>
CEA1M241AA	Smart Glass Switch Package

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Switch, Right Door (with mounting bracket)
1	Switch, Left Door (with mounting bracket)
4	Screw, Retaining

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

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Place the right and left side front door glass windows in their full up position.
2. Open the trunk and disconnect the negative battery cable from the battery.
3. Remove the left side door panel using the following procedure:
 - a. Open the door panel retaining screw access cover located by the inside door handle and then remove and save the door panel retaining screw (Figure 1).
 - b. Open the door panel retaining screw access cover located by the door panel pull handle and then remove and save the door panel retaining screw (Figure 1).

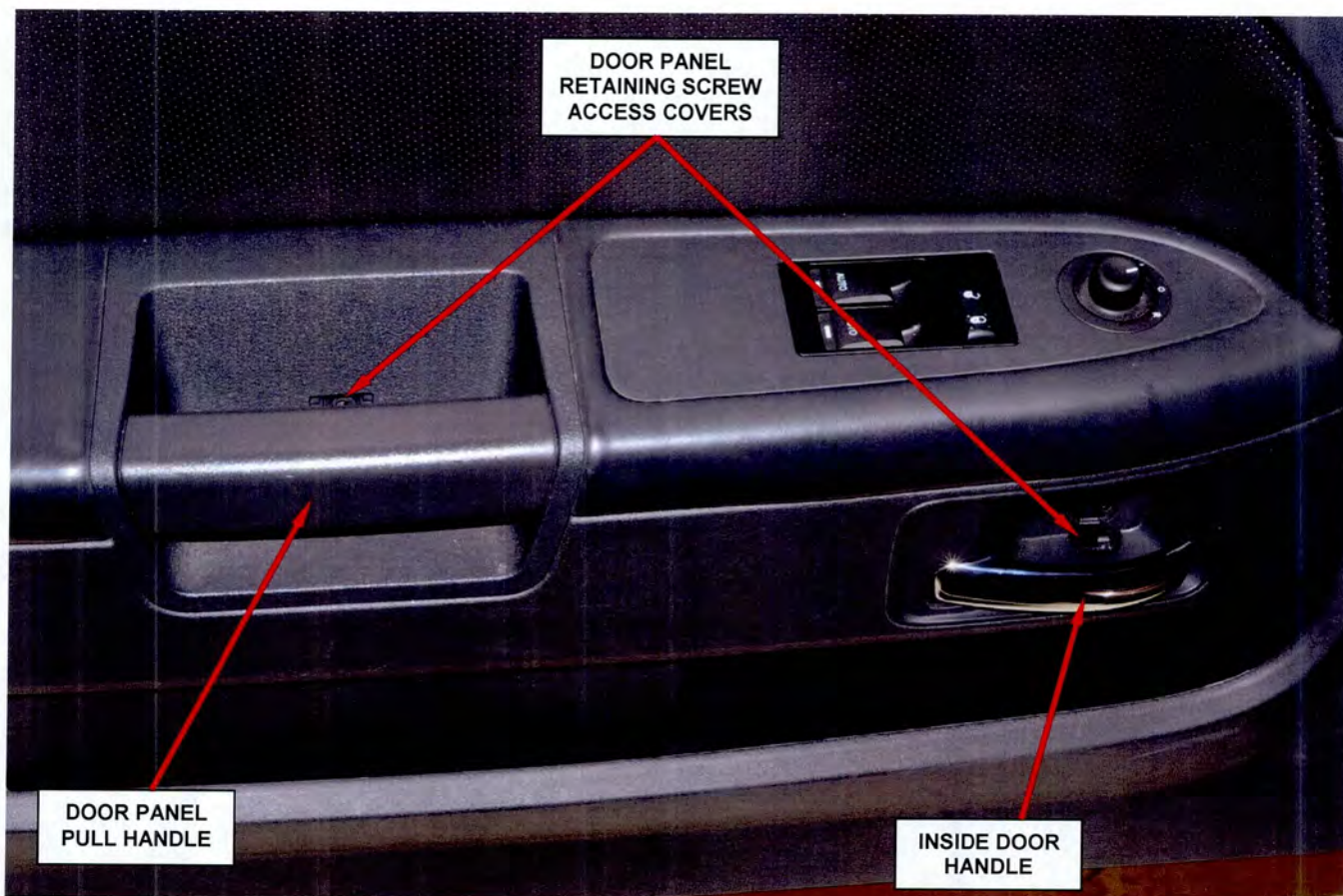
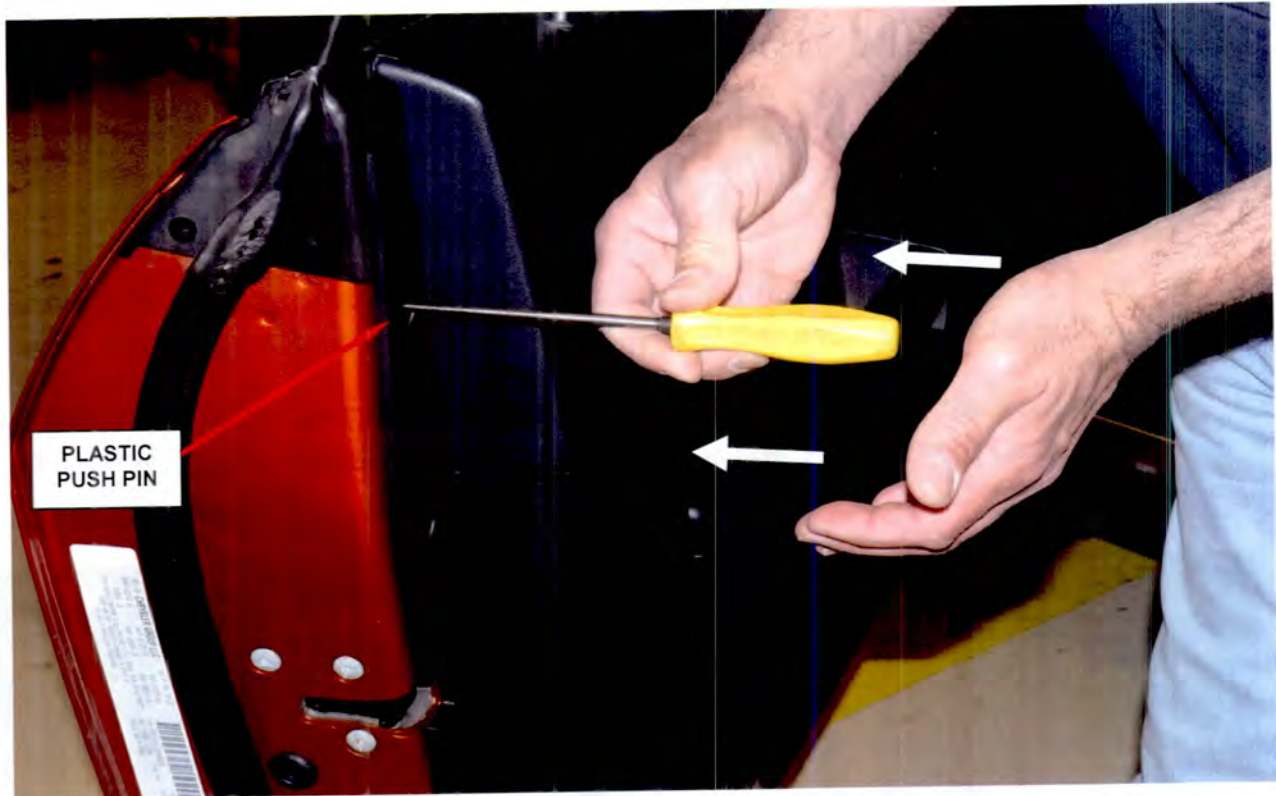


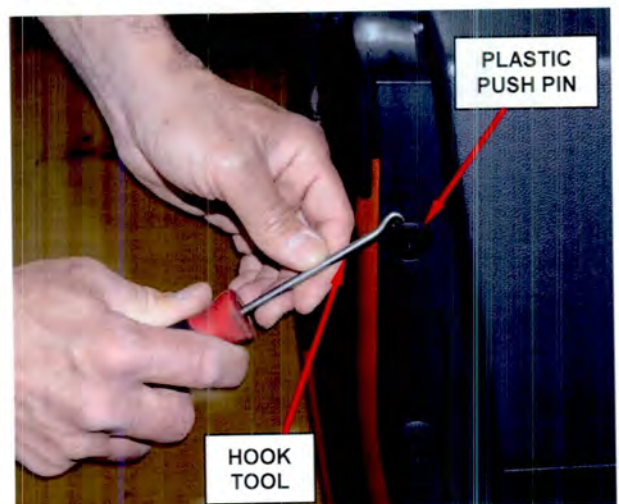
Figure 1 – Door Panel Retaining Screw Access Cover Locations

Service Procedure (Continued)**Figure 2 – Disengaging Door Panel Push Pin**

- c. Carefully push the center pin on the seven door panel perimeter plastic push pins in about 1/8" to disengage the push pin (Figure 2).

CAUTION: If the push pin center pin is pushed in too far, the center pin will fall into the door and will need to be retrieved.

- d. Using a hook tool, carefully remove and save the seven door panel perimeter push pins (Figure 3).
- e. Remove and save the three lower door panel retaining screws.
- f. Lift the door panel off the door and disconnect the inside door handle linkage and switch electrical connections. Then carefully set the door panel aside.

**Figure 3 – Push Pin Removal**

Service Procedure (Continued)

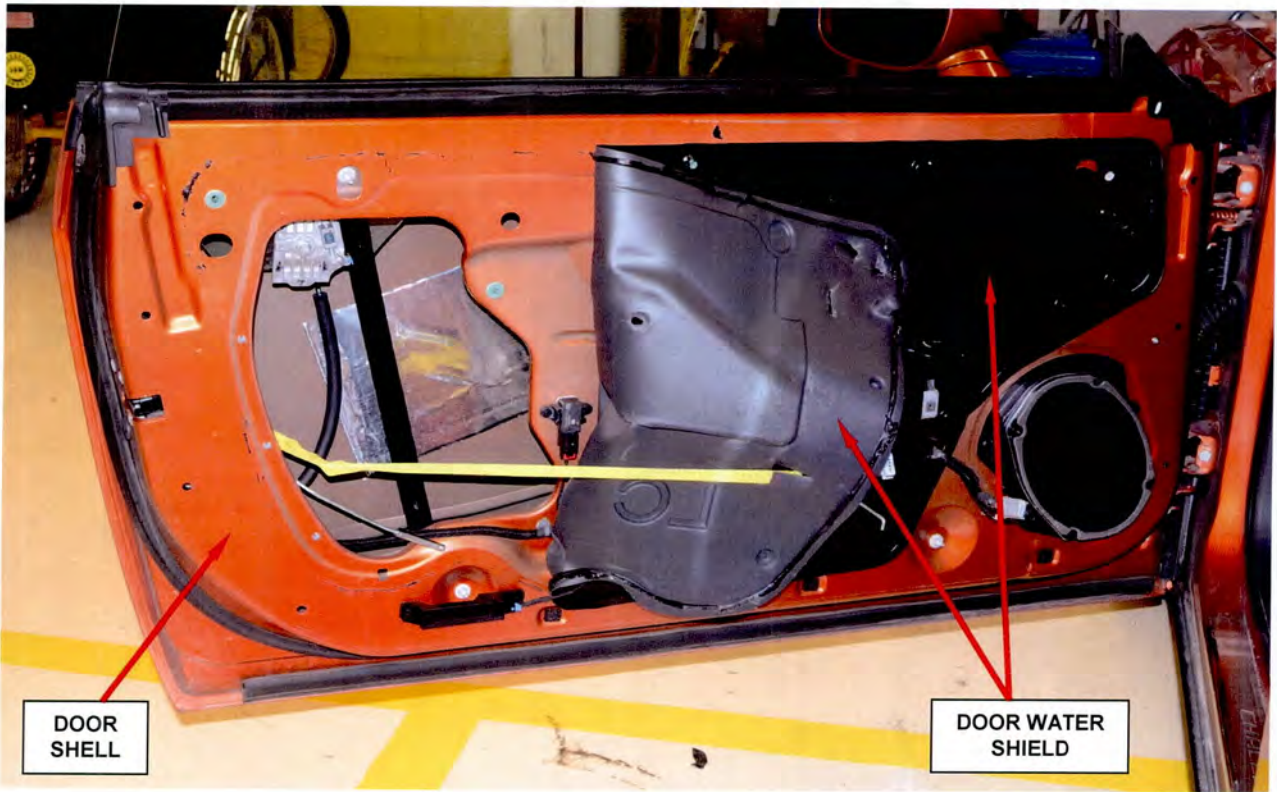


Figure 4 – Door Water Shield

- Partially pull the rear half of the door water shield back to gain access to the door latch area (Figure 4).

CAUTION: Use extreme care to avoid tearing and/or damaging the door water shield when removing it from the door shell.

- Carefully remove and save the two screws that hold the smart glass switch and switch bracket to the door latch (Figure 5).

NOTE: Save and reuse the black plastic linkage shield (Figure 5).

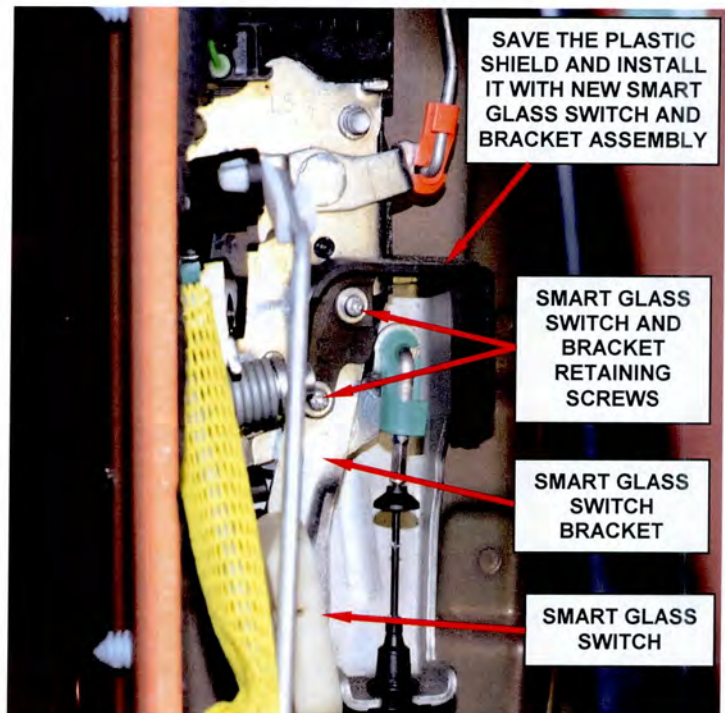


Figure 5 – Smart Glass Switch Retaining Screws

Service Procedure (Continued)

6. Separate the smart glass switch and bracket assembly from the door latch, disconnect the electrical connection at the smart glass switch, and remove the smart glass switch from the door.
7. Place the new smart glass switch and bracket assembly into position on the door latch.

CAUTION: The smart glass switches are not interchangeable. There is a right and left side switch. Match up the old smart glass switch with the new smart glass switch to ensure the correct switch is being installed.

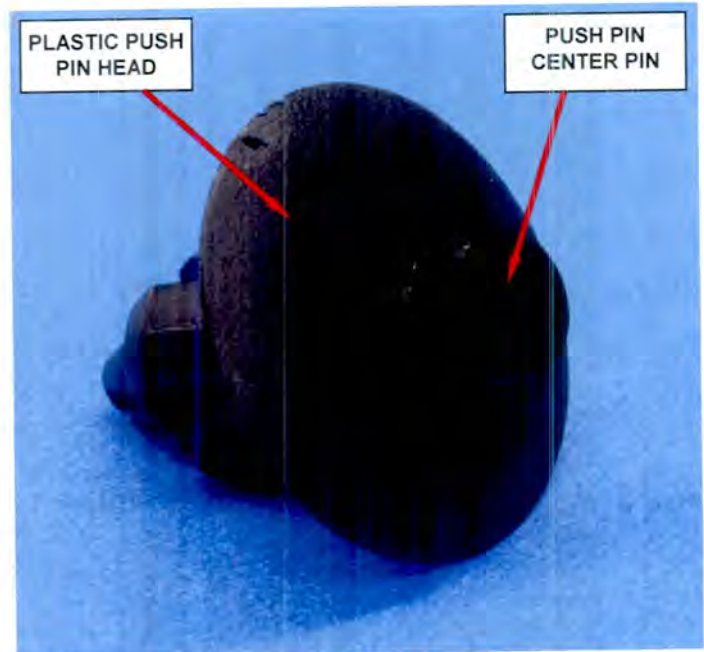


Figure 6 – Door Panel Push Pin

8. Install the two smart glass switch bracket mounting screws and tighten the screws to 5 in. lbs. (0.6 N·m) (Figure 5).
9. Connect the electrical wire connector to the new smart glass switch electrical receptacle.
10. Place the door water shield back into position on the door shell (Figure 4).
11. Install the door panel using the following procedure:
 - a. Prepare the seven push pins for installation by pushing the center pin out so that the center pin is approximately 1/8" out from the head of the push pin (Figure 6).
 - b. Place the door panel near the door and connect the inside door handle linkage, and switch wiring connectors. Then place the door panel onto the door shell.
 - c. Insert the seven push pins around the perimeter of the door panel.
 - d. Push the center pin of the seven push pins in until the top of the center pin is flush with the push pin head. This will lock the push pin into position.
 - e. Install the three lower door panel retaining screws. Tighten the screws securely.

Service Procedure (Continued)

- f. Install the door panel retaining screw located by the door pull handle and then close the screw access cover.
 - g. Install the door panel retaining screw located by the inside door handle and then close the screw access cover.
12. Repeat Steps 3 through 11 on the right door before continuing with Step 13.
 13. Using a suitable cleaner, wipe down both front door panels to remove any finger prints and/or dirt from the door panel.
 14. Connect the negative battery cable to the battery and then close the trunk.

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 right and left smart glass switches	08-M2-41-82	0.8 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



CUSTOMER SATISFACTION NOTIFICATION M24 SMART GLASS SWITCH

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 vehicles**.

Recommended Service: The smart glass switch on your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx) may have improper heat stakes which could cause a continuous unintended smart glass operation. Continuous activation of the smart glass feature, when not intended, could cause the battery to discharge to a point where the engine will not crank.

What your dealer will do: Chrysler will service your vehicle free of charge (parts and labor). To do this, your dealer will replace the right and left smart glass switch located in the door latch assembly. The work will take about one 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 M24