



CHRYSLER

April 2013

Dealer Service Instructions for:

## **Customer Satisfaction Notification N06**

### **Instrument and Door Panel Applique Delamination**

#### **Models**

2012 (WK) Jeep® Grand Cherokee SRT8

*NOTE: This notification applies only to the above vehicles equipped with a 6.4L engine (sales code ESG) built from June 01, 2011 through March 05, 2012 (MDH 060107 through 030523).*

**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 instrument and door panel carbon fiber bezel appliques on about 1,500 of the above vehicles may delaminate from the bezel.

#### **Repair**

The three instrument panel carbon fiber bezels must be replaced. The door panel carbon fiber bezels must be inspected and replaced as required.

**Parts Information**

<u>Part Number</u>	<u>Description</u>
<b>CEA1M281AA</b>	<b>Instrument Panel Carbon Fiber Bezel Package</b>

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Bezel, Carbon Fiber (right side)
1	Bezel, Carbon Fiber (center)
1	Bezel, Carbon Fiber (left side)

Each dealer, to whom vehicles in the notification were assigned, will receive enough Instrument Panel Applique packages to service about 20% of those vehicles.

<u>Part Number</u>	<u>Description</u>
<b>CEA1N061AA</b>	<b>Bezel, Front Door Carbon Fiber (Left)</b>

<u>Part Number</u>	<u>Description</u>
<b>CEA1N062AA</b>	<b>Bezel, Front Door Carbon Fiber (Right)</b>

<u>Part Number</u>	<u>Description</u>
<b>CEA1N063AA</b>	<b>Bezel, Rear Door Carbon Fiber (Left)</b>

<u>Part Number</u>	<u>Description</u>
<b>CEA1N064AA</b>	<b>Bezel, Rear Door Carbon Fiber (Right)</b>

**Special Tools**

No special tools are required to perform this service procedure.

**Service Procedure**

**A. Replace the Instrument Panel Carbon Fiber Bezels**

1. Disconnect the negative battery cable at the battery located under the passenger seat.



**Figure 1 – Unsnap Center Stack Bezel**

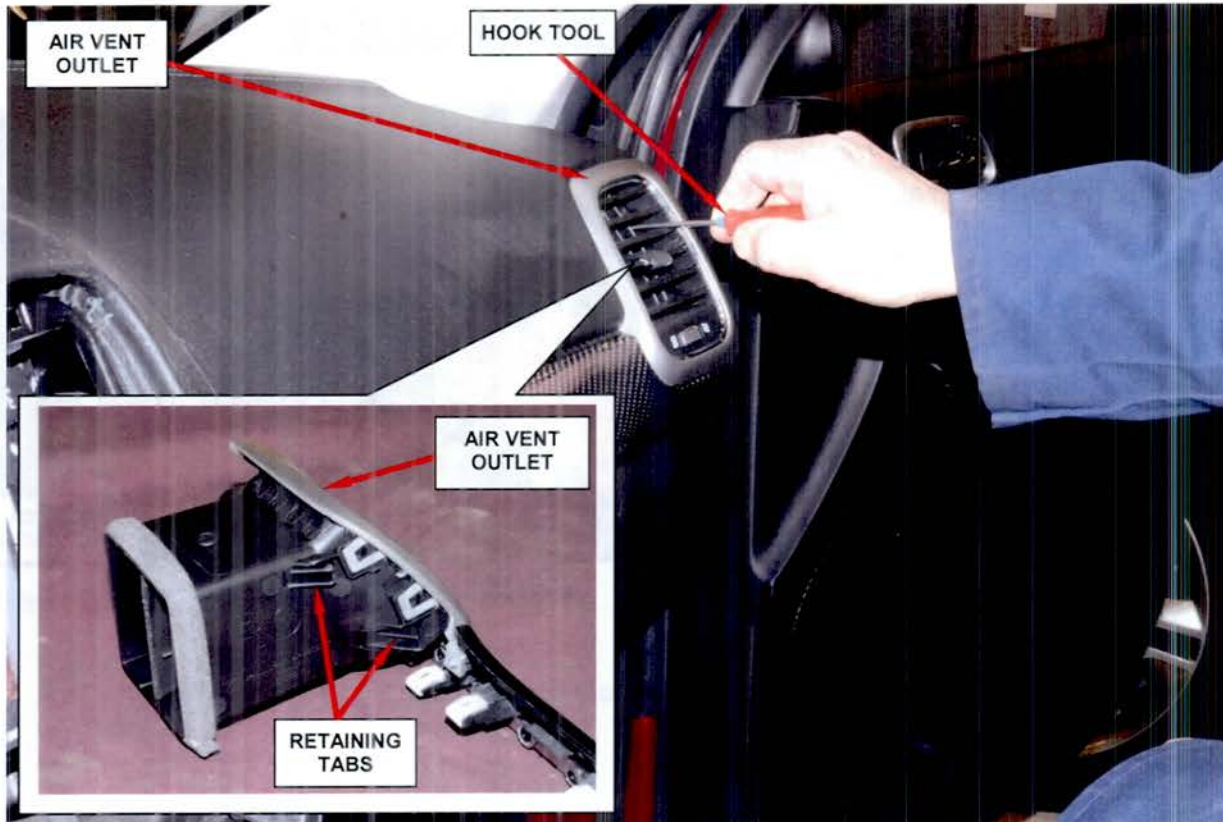
2. Remove and save the center stack bezel (Figure 1).

3. Remove and save the right side carbon fiber bezel mounting screw (Figure 2).



**Figure 2 – Bezel Mounting Screw**

**Service Procedure (Continued)**



**Figure 3 – Disengage the Air Vent Outlet Retaining Tabs (two per side)**

4. Using a small hook tool, carefully disengage the four (4) right air vent outlet retaining tabs and remove the air vent outlet and carbon fiber bezel as an assembly (Figure 3).

**CAUTION:** The four air vent outlet retaining tabs are difficult to see and even more difficult to disengage. Extreme patience and perseverance is required to disengage the four air vent outlet retaining tabs.

**Service Procedure (Continued)**

5. Remove and save the two air vent outlet retaining screws and then separate the air vent outlet from the original carbon fiber bezel (Figure 4). Discard the original carbon fiber bezel.

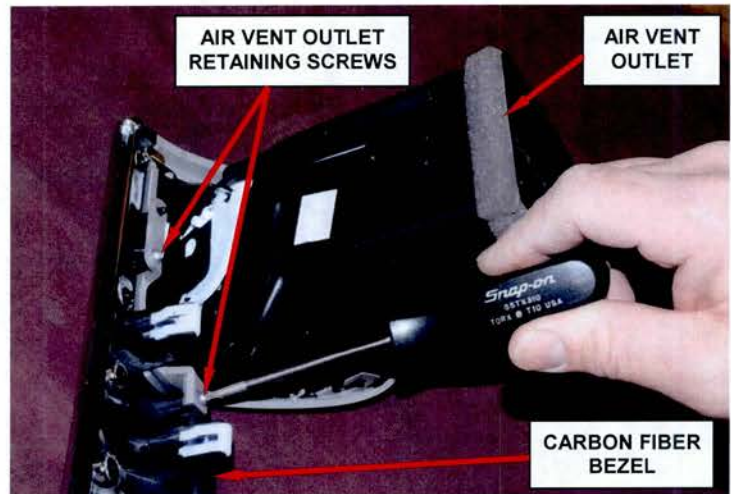


Figure 4 – Air Vent Outlet Retaining Screws

6. Place the air vent outlet onto the new carbon fiber bezel. Install and tighten the two air vent outlet retaining screws.

7. Install the right air vent outlet and carbon fiber bezel assembly into position on the instrument panel.

8. Install the right side carbon fiber bezel mounting screw and tighten securely.

9. Remove and save the left front sill plate (Figure 5).



Figure 5 – Left Front Sill Plate

**Service Procedure (Continued)**

10. Partially remove the body opening weather-strip seal (Figure 6).



Figure 6 – Left Instrument Panel End Cap

11. Remove and save the left instrument panel end cap (Figure 6).

12. Remove and save the instrument panel silencer pad (Figure 7).

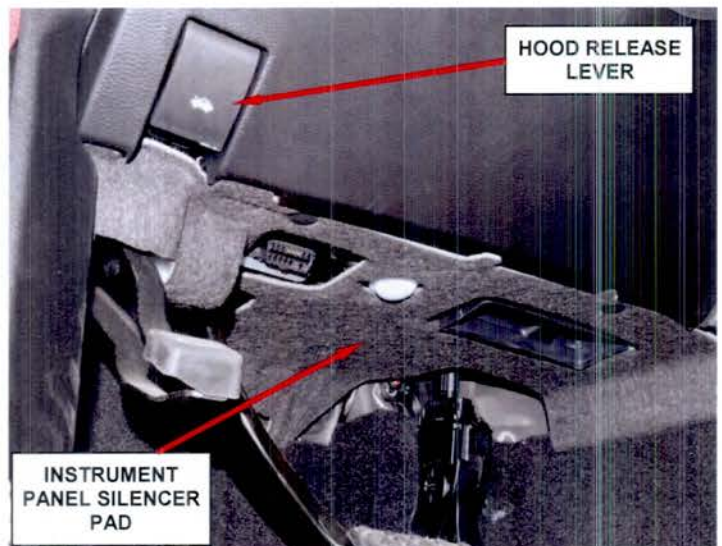


Figure 7 – Instrument Panel Silencer Pad

13. Remove and save the left side kick panel.

**Service Procedure (Continued)**

14. Disengage the steering column boot (Figure 8).
15. Remove and save the lower knee blocker panel (Figure 8).
16. **If equipped**, remove and save the “Start” button.

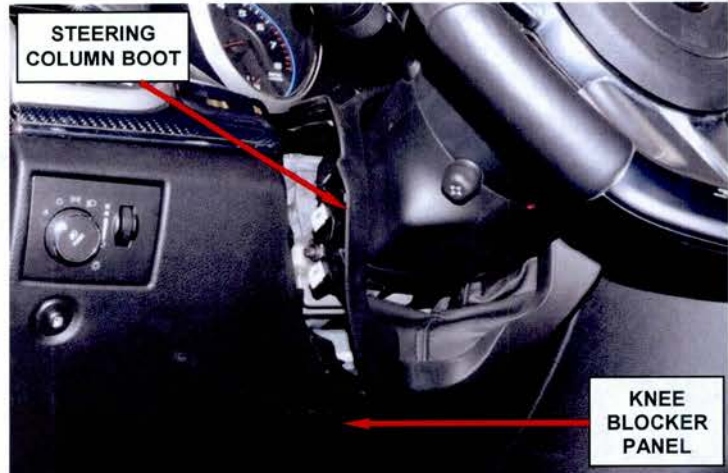


Figure 8 – Steering Column Boot

17. Remove and save the center instrument panel carbon fiber bezel retaining screw (Figure 9).
18. Remove and discard the original center instrument panel carbon fiber bezel.
19. Install the new center instrument panel carbon fiber bezel into position on the instrument panel and install the retaining screw. Tighten the screw securely.



Figure 9 – Center Bezel Retaining Screw

20. **If equipped**, install the “Start” button.

**Service Procedure (Continued)**

21. Remove and save the left instrument panel carbon fiber bezel retaining screw (Figure 10).
22. Using a small hook tool, disengage the four (4) left air vent outlet retaining tabs and remove the air vent outlet and left instrument panel carbon fiber bezel as an assembly (Figure 11).

**CAUTION:** The four air vent outlet retaining tabs are difficult to see and even more difficult to disengage. Extreme patience and perseverance is required to disengage the four vent outlet retaining tabs.



Figure 10 – Left Bezel Retaining Screw

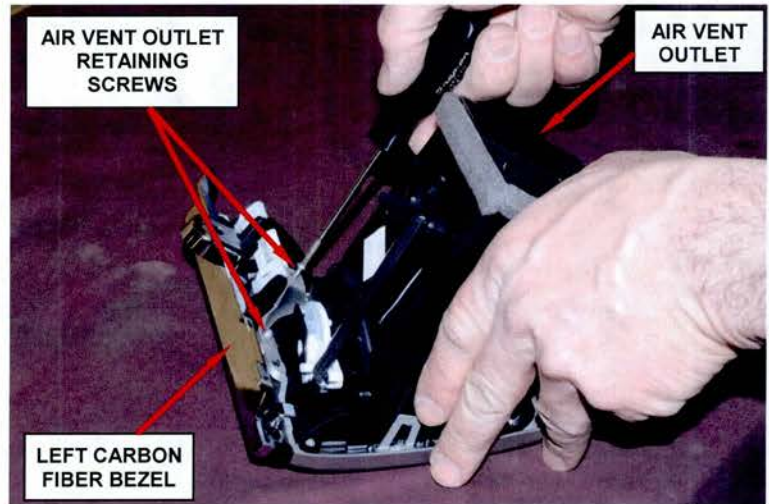


Figure 11 – Air Vent Outlet and Left Bezel Assembly



**Service Procedure (Continued)**

23. Remove and save the two air vent outlet retaining screws (Figure 10).
24. Separate the air vent outlet from the original left carbon fiber bezel. Discard the original carbon fiber bezel.
25. Place the air vent outlet onto the new left carbon fiber bezel and install the two retaining screws. Tighten the screws securely (Figure 12).



**Figure 12 – Air Vent Outlet Retaining Screws**

26. Install the left air vent outlet and carbon fiber bezel assembly into position on the instrument panel (Figure 11).
27. Install the left instrument panel carbon fiber bezel retaining screw (Figure 10).
28. Install the lower knee blocker panel.
29. Install the steering column boot (Figure 8).
30. Install the left side kick panel.
31. Install the instrument panel silencer pad (Figure 7).
32. Install the left instrument panel end cap (Figure 6).
33. Install the body opening weather-strip seal.
34. Install the left sill plate (Figure 5).
35. Install the center stack bezel (Figure 1).
36. Continue to **Section B. Inspect Carbon Fiber Door Bezels.**

**Service Procedure (Continued)**

**B. Inspect Carbon Fiber Door Bezels**

Inspect the carbon fiber bezels on all four doors (Figure 13):

- If **none** of the carbon fiber bezels on the door panels are delaminated or peeling, connect the negative battery cable to the battery and return the vehicle to the customer.
- If there is any delamination or peeling of the carbon fiber on **only the front door bezel(s)**, continue with **Section C. Replace Front Door Carbon Fiber Bezel(s)**.
- If there is any delamination or peeling of the carbon fiber on **only the rear door bezel(s)**, continue with **Section D. Replace Rear Door Carbon Fiber Bezel(s)**.
- If there is any delamination or peeling of the carbon fiber on the **front and rear door bezel(s)**, continue with **Section C. Replace Front Door Carbon Fiber Bezel(s)**.

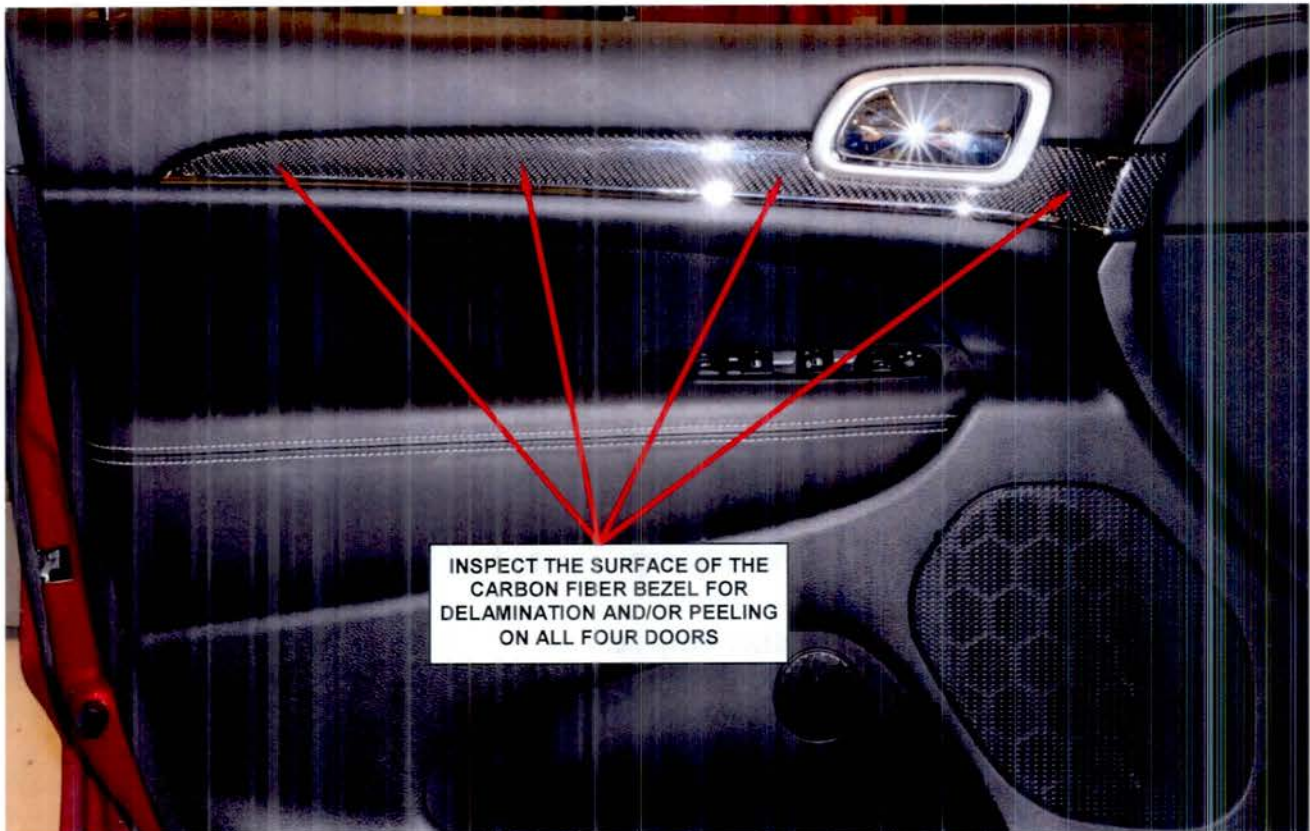


Figure 13 – Inspect All Door Trim Panel Carbon Fiber Bezels (left front door shown)

**Service Procedure (Continued)**

**C. Replace Front Door Carbon Fiber Bezel(s).**

1. Remove and save the inside door handle screw access cover (Figure 14).

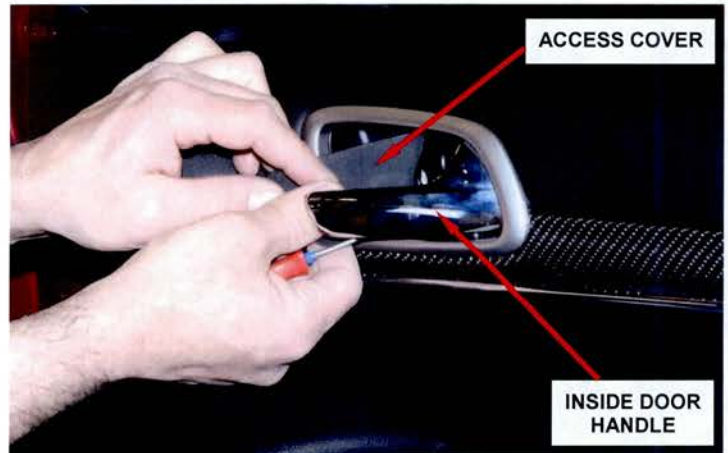


Figure 14 – Inside Door Handle Access Cover

2. Remove and save the two inside door handle retaining screws.

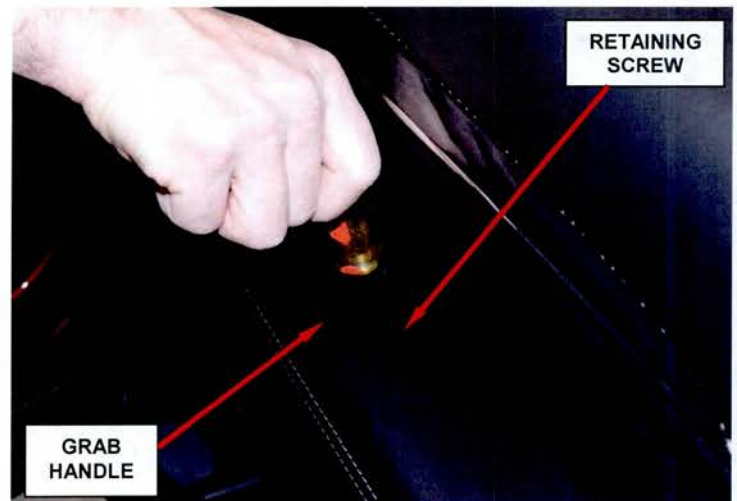


Figure 15 – Grab Handle Retaining Screw

3. Open the grab handle screw access cover. Remove and save the grab handle retaining screw (Figure 15).

**Service Procedure (Continued)**

4. Remove and save the window switch assembly (Figure 16).
5. Carefully disengage the door panel retaining clips and remove the door panel from the door (Figure 17).
6. Working from the back side of the door panel, carefully remove and save the seven (7) carbon fiber door panel bezel retaining screws.

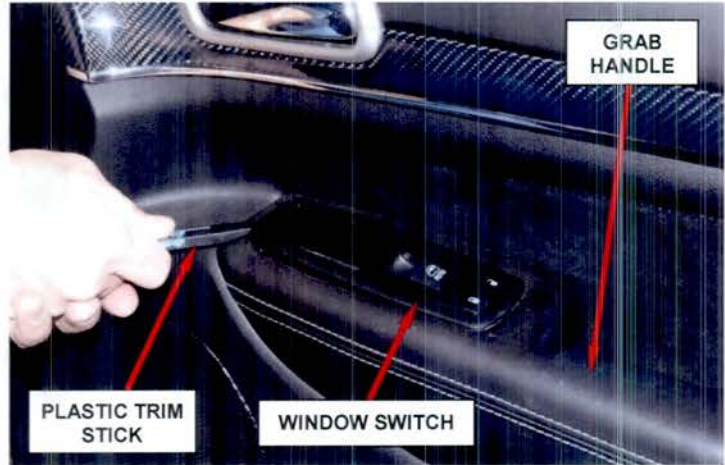


Figure 16 – Window Switch

7. Remove and discard the original carbon fiber door panel bezel.
8. Place the new carbon fiber door panel bezel into position on the door panel.
9. Install the seven (7) carbon fiber door panel bezel retaining screws. Tighten the screws securely.
10. Carefully install the door panel onto the door (Figure 17).

**CAUTION: Be sure that all door panel retaining clips are properly engaged.**

11. Install the window switch assembly.
12. Install the grab handle retaining screw and close the access cover.
13. Install the two inside door handle retaining screws and screw access cover.



Figure 17 – Remove/Install Door Panel

**Service Procedure (Continued)**

14. If both front doors require carbon fiber bezel replacement, repeat Steps 1 through 13 on the other front door. Then continue with Step 15 of this procedure.
  
15. If the rear door(s) require carbon fiber bezel replacement, continue with **Section D. Replace Rear Door Carbon Fiber Bezel(s)**. If the rear doors do not require carbon fiber bezel replacement, connect the negative battery cable to the battery and return the vehicle to the customer.

**Service Procedure (Continued)**

**D. Replace Rear Door Carbon Fiber Bezel(s).**

1. Remove and save the inside door handle screw access cover (Figure 18).



Figure 18 – Inside Door Handle Access Cover

2. Remove and save the two inside door handle retaining screws.

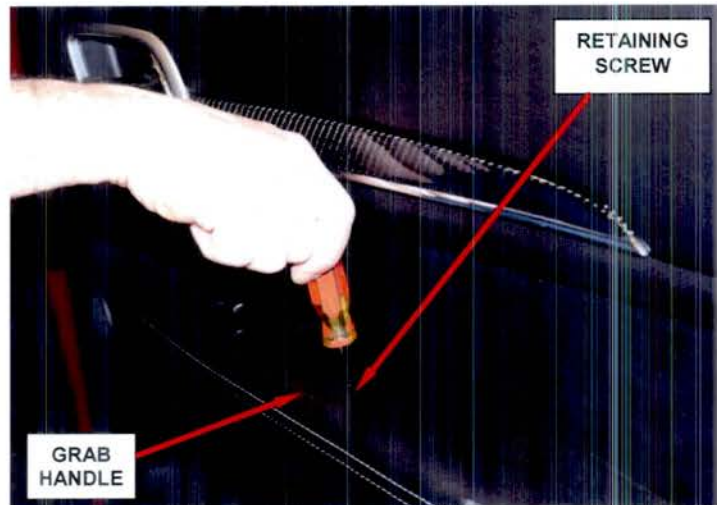


Figure 19 – Grab Handle Retaining Screw

3. Open the grab handle screw access cover. Remove and save the grab handle retaining screw (Figure 19).

**Service Procedure (Continued)**

4. Remove and save the window switch assembly (Figure 20).
  5. Carefully disengage the door panel retaining clips and remove the door panel from the door.
  6. Working from the back side of the door panel, carefully remove and save the seven (7) carbon fiber door panel bezel retaining screws.
  7. Remove and discard the original carbon fiber door panel bezel.
  8. Place the new carbon fiber door panel bezel into position on the door panel.
  9. Install the seven (7) carbon fiber door panel bezel retaining screws. Tighten the screws securely.
  10. Carefully install the door panel onto the door.
- CAUTION: Be sure that all door panel retaining clips are properly engaged.**
11. Install the window switch assembly.
  12. Install the grab handle retaining screw and close the access cover.
  13. Install the two inside door handle retaining screws and screw access cover.
  14. If both rear doors require carbon fiber bezel replacement, repeat Steps 1 through 13 on the other rear door. Then continue with Step 15 of this procedure.
  15. Connect the negative battery cable to the battery and return the vehicle to the customer.

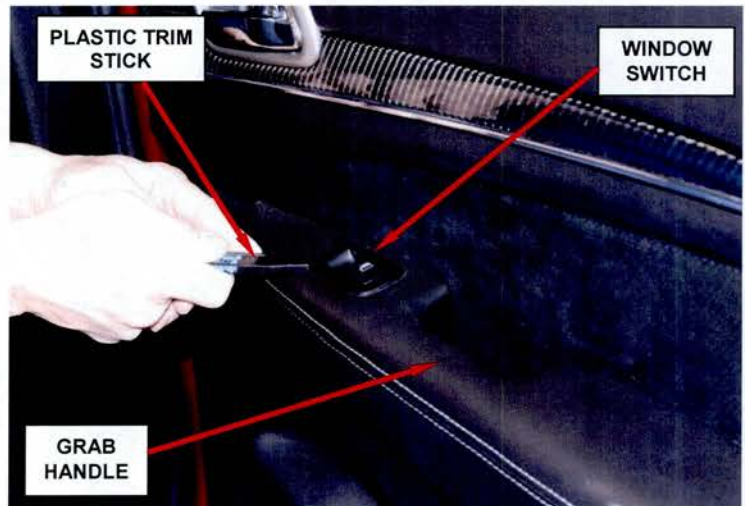


Figure 20 – Window Switch

**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:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Replace all instrument panel carbon fiber bezels and inspect all door panel carbon fiber bezels	23-N0-61-82	0.7 hours

**Related Operation:**

Replace <b><u>one</u></b> door panel carbon fiber bezel	23-N0-61-50	0.3 hours
Replace <b><u>two</u></b> door panel carbon fiber bezels	23-N0-61-51	0.6 hours
Replace <b><u>three</u></b> door panel carbon fiber bezels	23-N0-61-52	0.8 hours
Replace <b><u>four</u></b> door panel carbon fiber bezels	23-N0-61-53	1.1 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



## **CUSTOMER SATISFACTION NOTIFICATION N06 INSTRUMENT AND DOOR PANEL APPLIQUE DELAMINATION**

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 **2012 model year Jeep® Grand Cherokee SRT8** vehicles.

**Recommended Service:** **The instrument panel and door panel carbon fiber bezel appliques on your vehicle (VIN: xxxxxxxxxxxxxxxxx) may delaminate from the bezel.**

**What your dealer will do:** **Chrysler will service your vehicle free of charge (parts and labor).** To do this, your dealer will replace the instrument panel carbon fiber bezels and inspect the door carbon fiber bezels and replace them as required. The work will take about an hour to complete. If the door bezels require replacement an additional hour may be required. 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 [www.jeep.com/ownersreg](http://www.jeep.com/ownersreg)

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 N06