



CHRYSLER

June 2013

Dealer Service Instructions for:

Customer Satisfaction Notification N20 Engine Torque Rod Bolt

Models

2013 (PF) Dodge Dart

NOTE: This recall applies only to the above vehicles built from September 24, 2012 through November 10, 2012 (MDH 092406 through 111002).

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 engine torque rod bolt on about 16,000 of the above vehicles may not have been tightened properly during the manufacturing process. A loose engine torque rod bolt can result in a metallic noise/rattle under certain driving conditions.

Repair

The engine torque rod bolt at the aluminum suspension crossmember must be replaced.

Parts Information

<u>Part Number</u>	<u>Description</u>
06503993	Bolt, Hex Flange Head Locking

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Raise the vehicle on an appropriate hoist.
2. Locate the engine torque rod bolt on the aluminum front suspension crossmember (Figure 1).

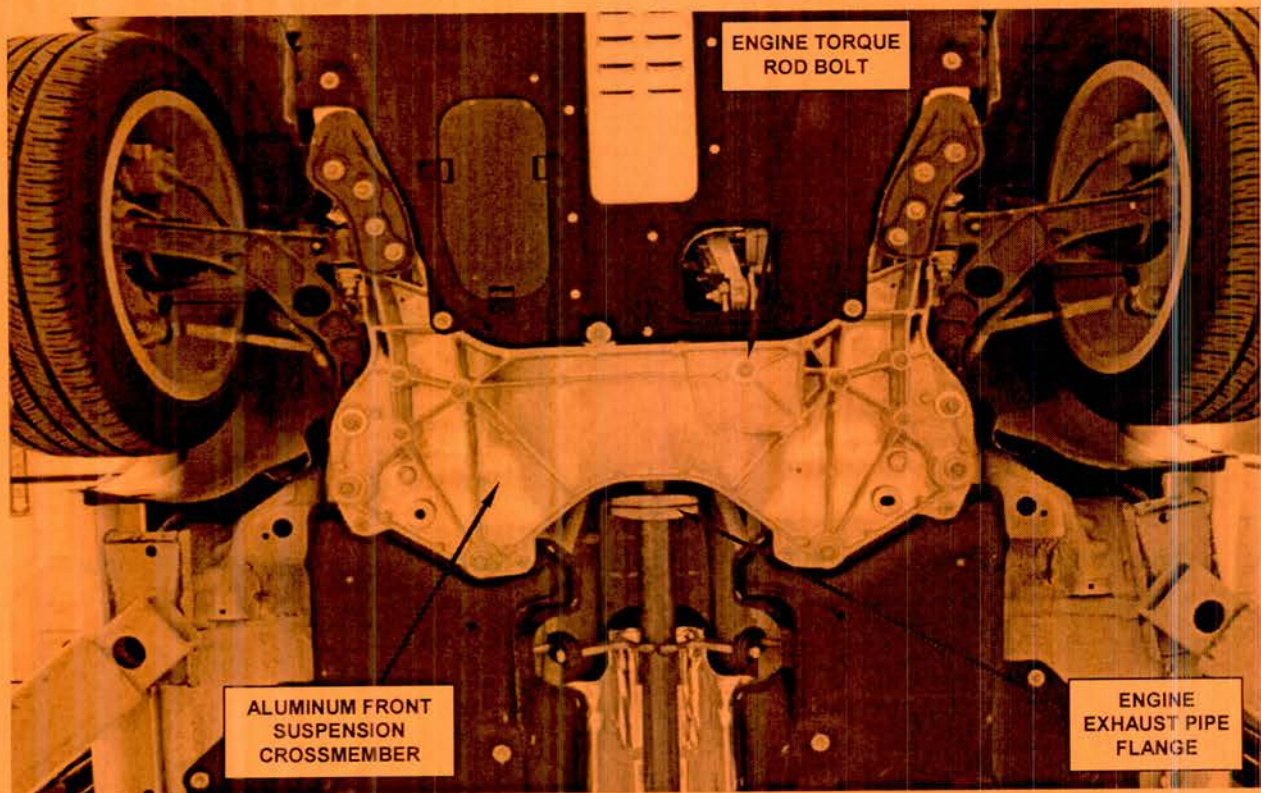


Figure 1 – Engine Torque Rod Bolt Location

Service Procedure (Continued)

3. Remove and discard the original engine torque rod bolt (Figure 2).
4. Install the new engine torque rod bolt.
5. Using a torque wrench, tighten the engine torque rod bolt to 85 ft. lbs. (115 N·m) (Figure 3).
6. Lower the vehicle from the hoist and return the vehicle to the owner.

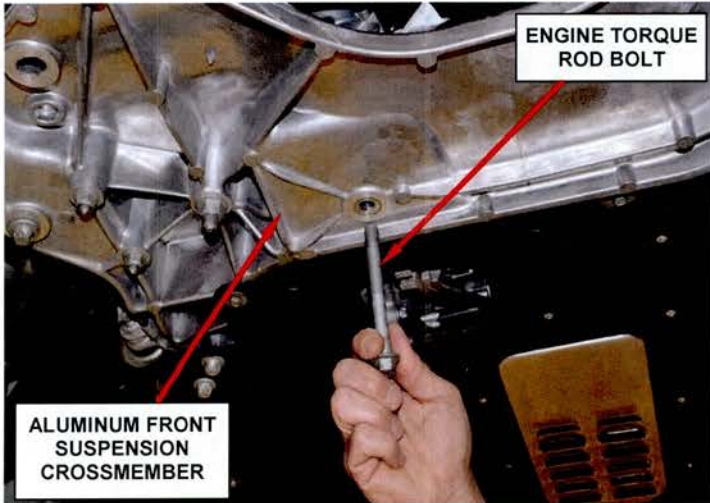


Figure 2 – Remove and Discard Original Bolt

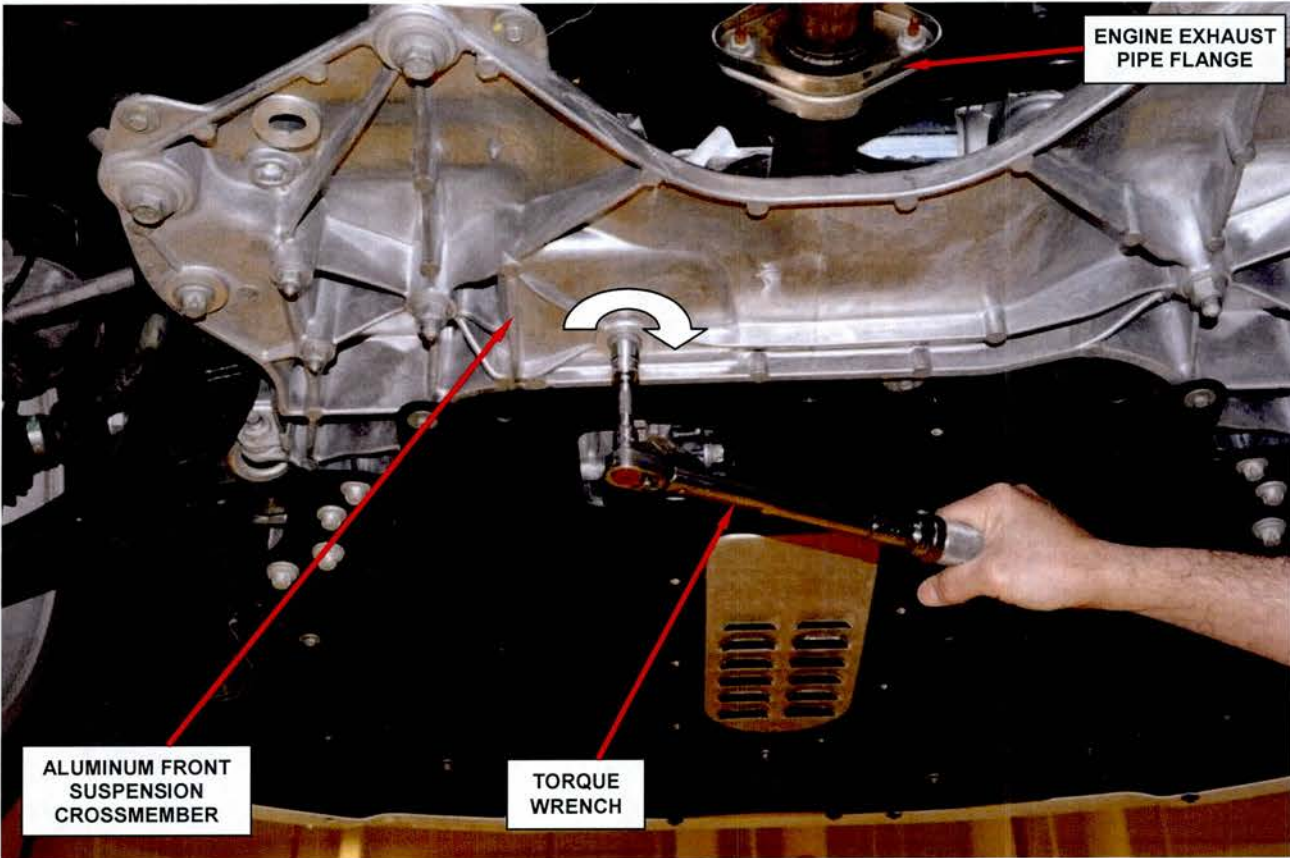


Figure 3 – Tighten New Engine Torque Rod Bolt to 85 ft. lbs. (115 N·m)

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 engine torque rod bolt	09-N2-01-82	0.2 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 N20 ENGINE TORQUE ROD BOLT

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 **2013 model year Dodge Dart vehicles**.

Recommended Service: The engine torque rod bolt on your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx) may not have been tightened properly during the manufacturing process. A loose engine torque rod bolt can result in a metallic noise/rattle under certain driving conditions.

What your dealer will do: Chrysler will service your vehicle free of charge (parts and labor). To do this, your dealer will replace the engine torque rod bolt. 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 N20