



**NUMBER:** 23-017-15

**GROUP:** Body

**DATE:** May 16, 2015

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**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 15-052. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN'S HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.**

**SUBJECT:**

Key Codes Recorded Incorrectly

**OVERVIEW:**

This bulletin involves replacing the lock cylinders.

**MODELS:**

2015 (UF) Chrysler 200

**NOTE: This bulletin applies to vehicles built on or after November 02, 2013 (MDH 1102XX) and on or before June 06, 2014 (MDH 0606XX).**

**SYMPTOM/CONDITION:**

The dealer is unable to obtain the proper key code for the vehicle.

**DIAGNOSIS:**

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair.

**PARTS REQUIRED:**

Qty.	Part No.	Description
1	68289910AA	Lock Set - Closure
1 (AR)	1UY481L2AC	Door, Glove Box [-X2] Black/Linen
1 (AR)	1UY48DX9AC	Door, Glove Box [-X8] Black/Deep Mocha [-X9] Black [-XB] Black/Ambassador Blue

**REPAIR PROCEDURE:**

1. Insert the vehicle key into the glove box lock cylinder and attempt to rotate the lock cylinder between lock and unlock positions (Fig. 1).

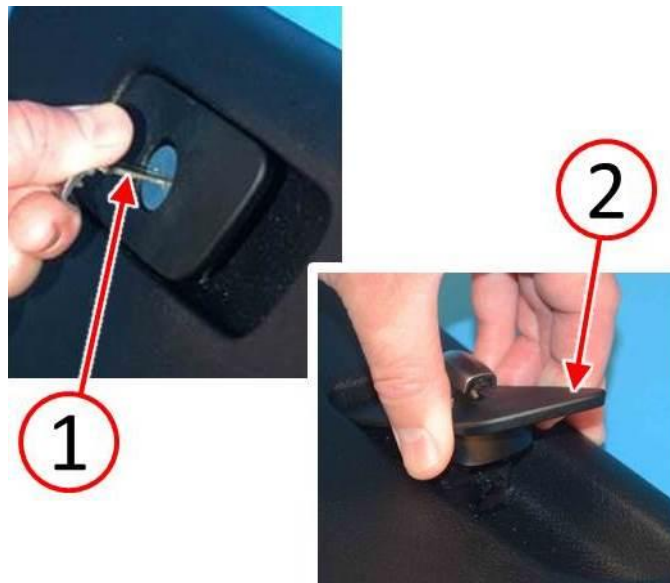
**NOTE: If the glove box door lock cylinder cannot be rotated with a key, the lock cylinder cannot be removed from the glove box door. If the key is missing or will not rotate the lock, the glove box door must be replaced.**

2. Does the vehicle key operate/rotate the glove box lock cylinder?
  - a. YES>>> Continue with [Step #3](#).
  - b. NO>>> Remove and discard the old glove box door with inoperable lock cylinder then replace with a NEW glove box door. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 23 - Body> Instrument Panel> GLOVE BOX, Instrument Panel> Removal/Installation. After replacing the glove box door, proceed to [Step #6](#).



**Fig. 1 Test Key In Glove Box Lock Cylinder**

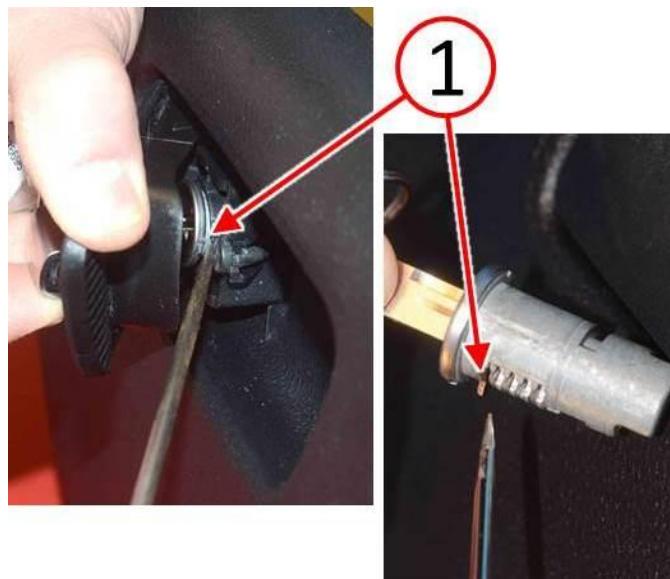
3. With the key (1) inserted into the glove box lock cylinder, lift the handle paddle (2) (Fig. 2).



**Fig. 2 Lift Glove Box Latch**

- 1 - Key
- 2 - Handle Paddle

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4. Insert an appropriate tool into the retainer tumbler slot. The image to the right shows the spring loaded retainer tumbler (1) which needs to be depressed for removal ([Fig. 3](#)).



**Fig. 3 Release Lock Cylinder**

- 1 - Spring Loaded Retainer Tumbler
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5. With the tool depressing the lock cylinder spring loaded retainer tumbler, rotate the key (1) clockwise 90 degrees, then remove the glove box lock cylinder (2) with the key (Fig. 4). Discard the lock cylinder and the key.

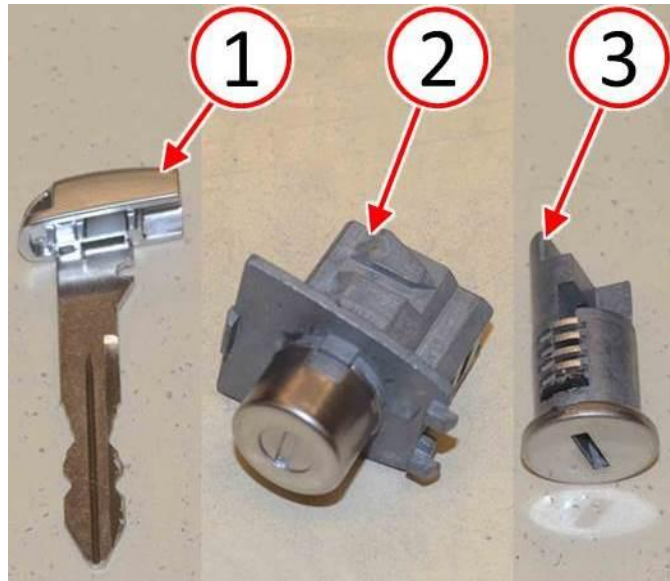


**Fig. 4 Remove Lock Cylinder**

1 - Key

2 - Lock Cylinder

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6. Obtain the NEW lock cylinder kit components (Fig. 5).

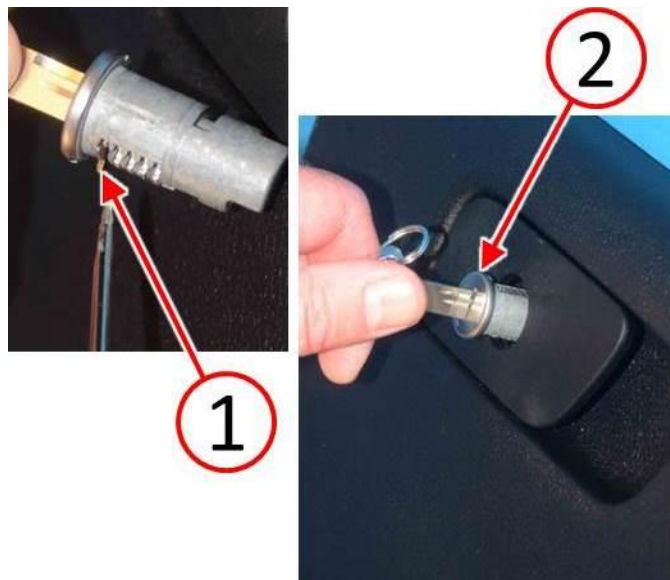


**Fig. 5 Lock Cylinder Kit**

- 1 - Key (Qty. 2)
- 2 - Driver Door Lock Cylinder
- 3 - Glove Box Door Lock Cylinder

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7. Insert the NEW key into the NEW glove box lock cylinder. With the retainer tumbler (1) pointing down, insert the lock cylinder (2) into the glove box lock opening (Fig. 6).



**Fig. 6 Install Lock Cylinder**

- 1 - Spring Loaded Retainer Tumbler
  - 2 - Lock Cylinder
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8. Once the lock cylinder is installed completely, rotate the key 90 degrees counterclockwise (Fig. 7).
9. Check the glove box latch and key cylinder for proper operation.
10. Remove the key (1) from the lock cylinder and insert the key into one of the transmitter Frequency Operated Button (FOB)s (Fig. 7).

**NOTE: Be sure to also replace the key in the second transmitter FOB with the second NEW key contained in the lock cylinder kit and discard the old key.**

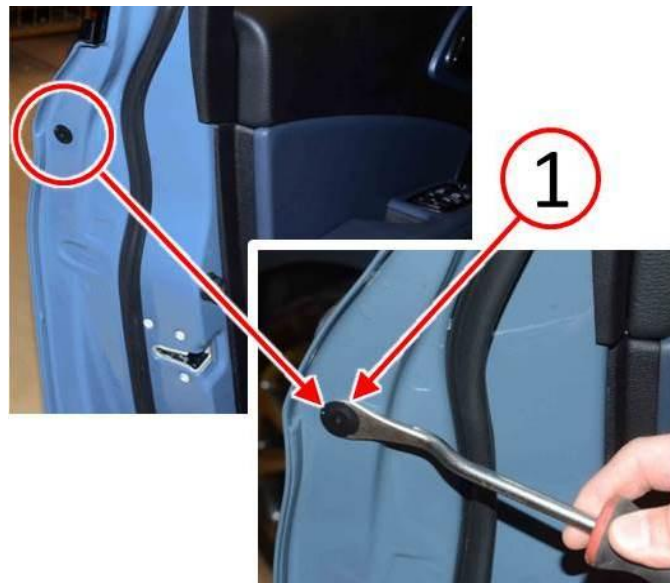


**Fig. 7 Insert Key Into Transmitter FOB**

1 - Key

2 - Transmitter FOB

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11. Remove the outside door handle access plug (1) from the door jamb (Fig. 8).



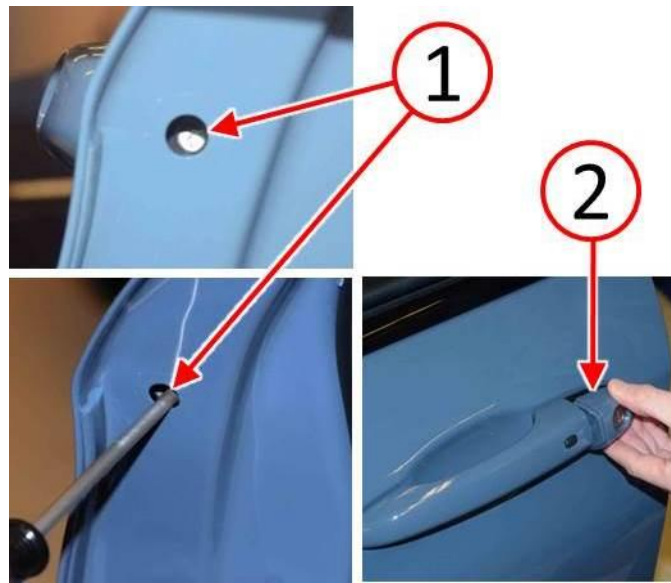
**Fig. 8 Remove Door Plug**

1 - Door Handle Access Plug

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**CAUTION: Do not use power tools when loosening the door handle cap screw. Only loosen the screw enough so the door handle cap can be removed. The threads will be damaged if the door handle cap screw is turned beyond the stop point.**

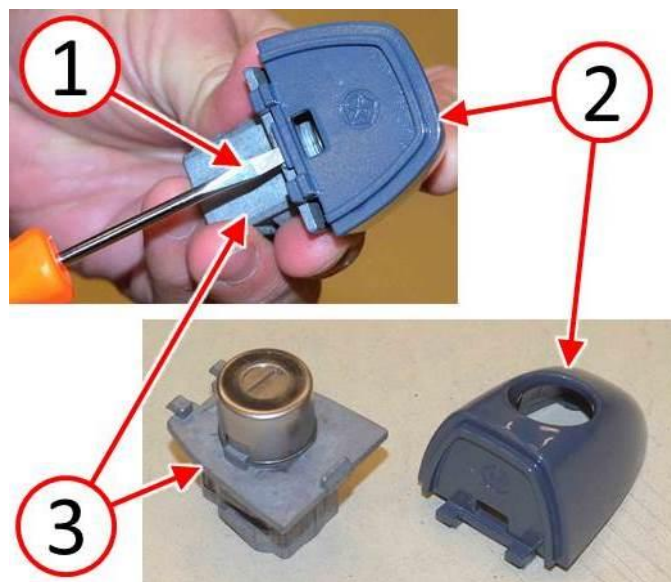
12. Using a T25 star screwdriver, carefully turn the screw (1) counter-clockwise to release the door handle cap (Fig. 9).
13. Remove the door handle cap and lock cylinder (2) (Fig. 9).



**Fig. 9 Remove Door Lock Cylinder**

1 - Door Handle Cap Screw

14. Using an appropriate flat blade tool (1), release the door handle cap (2) from the lock cylinder (3) and discard the lock cylinder (Fig. 10).

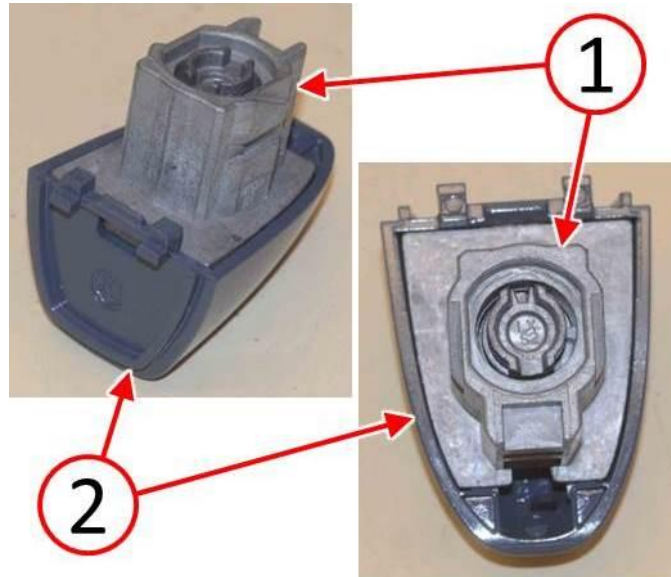


**Fig. 10 Disassemble Door Lock Cylinder**

1 - Flat Blade Tool  
 2 - Door Handle Cap  
 3 - Lock Cylinder



15. Install the door handle cap (2) onto the NEW lock cylinder (1) (Fig. 11).



**Fig. 11 Assemble Door Lock Cylinder**

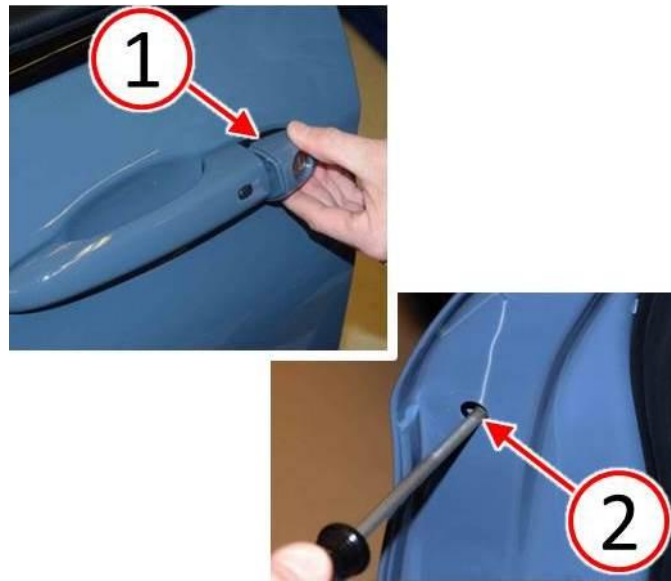
- 1 - Lock Cylinder
- 2 - Door Handle Cap

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16. Install the door handle cap (1) making sure it is fully seated.

**CAUTION: Do not use power tools when tightening the screw (2). Do not tighten the screw more than 2 N·m (18 in. lbs.). The threads can be damaged if tightened beyond specification.**

17. Insert a T25 star screwdriver into the access hole and carefully turn the screw (2) clockwise to secure the door handle cap. The screw threads may be damaged if the screw is tightened more than 2 N·m (18 in. lbs.).



**Fig. 12 Install Door Lock Cylinder**

- 1 - Door Handle Cap
- 2 - Door Handle Cap Screw

18. Ensure the door handle cap (1) is properly seated flush with the door surface.
19. Install the plug (2) into the door handle access hole.
20. Check the door handle and key lock cylinder for proper operation.



**Fig. 13 Install Door Plug**

- 1 - Door Handle Cap
- 2 - Door Handle Access Plug

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

<b>Labor Operation No:</b>	<b>Description</b>	<b>Skill Category</b>	<b>Amount</b>
23-41-05-91	Lock Cylinder - Replace All (Includes Glove Box Door If Necessary) (1 - Semi- Skilled)	6 - Electrical and Body Systems	0.2 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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