

12/16/15

MY14, 15 & 16

JC

GPOP - Issue Review System

Part Number: 1RH65DX8A\$, 1RH65JRMA\$, 1RH65KLBA\$, 1RH65KWHA\$, 1RH65KW3A\$,
1RH65LAUA\$, 1RH65LPSA\$, 1RH65WS2A\$, 1RH65JSCA\$, 1RH65KCLA\$,
1RH65KBXA\$, 1RH65KFPA\$, 68064625A\$, 04589915A\$, 04589917A\$,
68069319A\$, 68067481A\$, 04589918A\$, 04589914A\$, 68069320A\$

Part Description: Door Handle, Rear Exterior

Issue Description: If the vehicle is in for rear door outside handle frozen and will not open for JC (Dodge Journey) 2014, 2015, 2016 MY 0 to 36,000 miles, FCA is looking to gather information prior to repairing the vehicle. Please contact Kevin Murphree via Cell Phone (248) 613-3417 or Ron Papke at cell (248) 705-5869.~

If the dealership is within the Metro Detroit Area, Kevin and/or Ron would like to analyze the vehicle in person prior to repair.~

If the dealership is not close to metro Detroit; please take pictures and a detailed description of what is causing the issue.

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Contact Us at CAGRIS@Chrysler.com for feedback related to this GPOP Tech Tip. Please include the Part Number (s) and Tech Tip Part Description of the Tech Tip you are referencing for our tracking system.