



NUMBER: 23-013-20

GROUP: 23 - Body

DATE: March 6, 2020

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This bulletin supersedes Service Bulletin 23-033-19 REV. A, dated December 5, 2019, which should be removed from your files. No asterisks have been used to highlight revisions, removal of note in parts section.

This Service Bulletin is also being released as Rapid Response Transmittal (RRT) 19-099, December 04, 2019. All applicable Sold and Unsold RRT VINs will be loaded based on Customer Contact Center reaching out to the impacted VINs. To verify this RRT service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/ Service Library. All repairs are reimbursable within the provisions of warranty.

SUBJECT:

Hood Bezel is Warped and Hood Paint is Damaged or Chipped

OVERVIEW:

This bulletin involves replacing the hood bezel, inspecting the hood for paint damage and if required, refinishing the entire hood.

MODELS:

2018 (LA) Dodge Challenger (Demon)

NOTE: This bulletin applies to vehicles within the following markets/countries: North America.

SYMPTOM/CONDITION:

The customer may describe the following:

- The hood bezel is warping and in some cases, chipping the paint on the sides and corners of the hood bezel opening.

NOTE: If a Demon customer (U.S. Only) visits the dealership prior to being contacted or receiving the RRT letter from SRT, please have the customer call SRT Premium Care at 1-855-778-8326 to arrange an appointment. Ask the customer to reference 'Replacing their Demon Hood Bezel' when calling.

NOTE:

- All (U.S. Only) customers will be contacted by a Customer Care Advisor regarding this Service Bulletin.
- If the customer (U.S. Only) chooses to have their vehicle repaired by a third party preferred paint facility with reimbursement, an inspection with photos of the damaged paint are to be performed by the dealership. These customers must also receive a new hood bezel from the dealership for installation at a third party facility. Perform the Diagnostic Procedure. Proceed to **Step 1** of the Diagnostic Procedure.

NOTE: All (Canadian Only) customer vehicles must be inspected. Hood bezels will only be released through the Tech Hotline Center 1-800-361-2702 (English) or 1-800-361-1702 (French).

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the Diagnostic Procedure. This RRT only applies to vehicles on the RRT VIN list.

1. Inspect the hood bezel for a warped condition (Fig. 1) and the hood for chipped or damaged paint (Fig. 2) around the hood bezel opening.



Fig. 1

Example Of A Warped Hood Bezel (Bezel May Be Warped In More Than One Location)

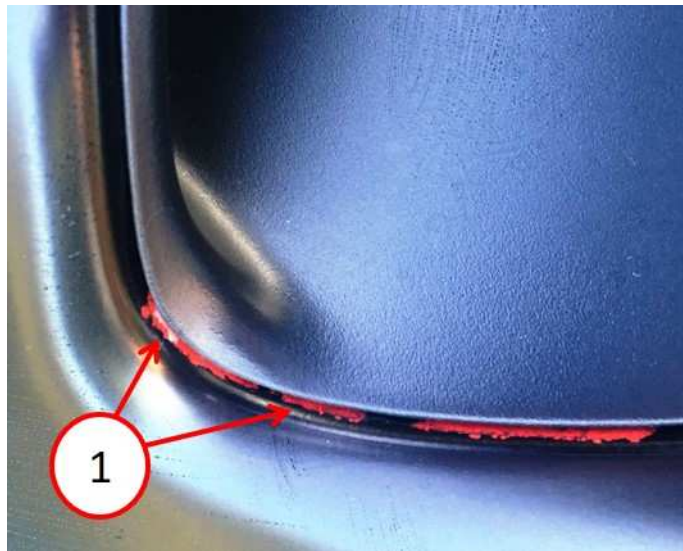


Fig. 2

Example Of Damaged Hood Paint

1 - Chipped Hood Paint (Requires Photos Of Damaged Paint)

2. Is the customer choosing to have the repairs performed at a **third party paint facility**?
 - YES>>> The hood bezel is warped and the hood paint is chipped or damaged. **Photos of paint damage are required. Give the customer a new hood bezel.** This bulletin has been completed, use LOP (23-70-21-92) to close the active RRT.
 - NO>>> Proceed to [Step 3](#) of the Diagnostic Procedure.
3. Is the hood bezel warped and the hood paint chipped or damaged?
 - YES>>> Refinish the hood and replace the hood bezel. **Photos of paint damage are required.** Proceed to [Step 2](#) of the Repair Procedure.
 - NO>>> Replace the hood bezel. Proceed to [Step 1](#) of the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1	68453283AB	Mopar Demon Hood Bezel Complete Service Kit

NOTE:

- Every vehicle will get a new hood bezel even if the customer chooses to have the repairs done at a third party facility. All vehicles must be inspected and the hood bezel released through Mopar with VIN.
- If requested, old hood bezels can be given to the customer. If the customer does not desire to keep the old bezel, it must be rendered non-usable upon removal.

REPAIR PROCEDURE:

NOTE: The links below are intended to be used for reference only. Course credit will only be awarded to courses completed in the Performance Institute Learning Center.

1. Replace the hood bezel, discarding the old bezel. Refer to the detailed service procedure available in:
<https://www.fcamastertech.com/content/eLearning/MT1908-Master-Tech/index.html> .
 This bulletin has been completed, use LOP (23-09-57-90) to close the active RRT.
2. Remove and discard the hood bezel. Refer to the detailed service procedure available in:
<https://www.fcamastertech.com/content/eLearning/MT1908-Master-Tech/index.html> .
3. Refinish the hood per the Axalta refinish process.
4. Feather sand the surface area with P500 sandpaper.
5. Which type of basecoat will be used?
 - Solvent Basecoat >>> Proceed to [Step 1](#) of the Solvent Basecoat Procedure.
 - Waterborne Basecoat >>> Proceed to [Step 1](#) of the Waterborne Basecoat Procedure.

Solvent Basecoat Procedure:

1. Refer to the Axalta refinish paint supplier recommended process for cleaning the surface area and Refinish Formula tables below.
2. Install the new hood bezel. Refer to the detailed service procedure available in:
<https://www.fcamastertech.com/content/eLearning/MT1908-Master-Tech/index.html> .

Waterborne Basecoat Procedure:

1. Refer to the Axalta refinish paint supplier recommended process for cleaning the surface area and Refinish Formula tables below.
2. Install the new hood bezel. Refer to the detailed service procedure available in:
<https://www.fcamastertech.com/content/eLearning/MT1908-Master-Tech/index.html> .

Axalta Refinish Formula Tables:

(Sales Code MEH) - All Three Panels: The formulation below will create 1 quart of Black (RXF) Base	Amount:	(Sales Code MYW) - Hood Repair: Use the following formulation below for (DX8)	Amount:
MB501 - White	17.2 gm	FP2002 - Straight Black	509.4 gm
MB553 - Trans. Azure Blue	28.3 gm	3320 - Hardener	593.2 gm
MB527 - Trans. Black	537.8 gm	3056 - Reducer	871.4 gm
MB505 - Ochre	554.4 gm		

Create the above (RXF) then use it below for spraying:	Amount:	To make Matte Clear Coat mix (RXF and DX8):	Amount:
RFX - Black	554.4 gm	8035 - Clear	121.9 gm
3320 - Hardener	644.6 gm	8092 - Matte	788.9 gm
3056 - Reducer	878.8 gm	3320 - Hardener	1048.1 gm

NOTE: If there are any questions regarding the above refinish formulas, consult your Axalta representative for further details.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-70-21-90	Inspect Paint and Replace Bezel Only (Photos Showing Old Bezel As Non-Usable Are Needed For This Repair) (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.3 Hrs.
23-70-21-91	Bezel and Hood Refinish - Inspect With Photos Of Paint Damage And Old Bezel As Non-Usable (Dealership Will Be Refinishing The Hood) (1 - Semi-Skilled)	6 - Electrical and Body Systems	3.7 Hrs.

NOTE: Photos of damaged paint are required for paint repair.

OPTIONAL LOP - DEALER INSPECT/THIRD PARTY REPAIR:

Labor Operation No:	Description	Skill Category	Amount
23-70-21-92	Bezel And Dealer Paint Inspection With Photos Of Paint Damage - New Bezel Given To Customer (Third Party Will Be Refinishing The Hood And Installing New Hood Bezel) (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.

NOTE: Dealer inspection with photos of damaged paint are required if the refinishing will be done by a third party.

FAILURE CODE:

ZZ	Service Action
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