



October 2022

Dealer Service Instructions for:

Customer Satisfaction Notification ZA2 Missing Decals

Remedy Available

2022 (LD) Dodge Charger

NOTE: Some vehicles above may have been identified as not involved in this campaign and therefore have been excluded from this campaign.

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Dealers should complete this campaign service on these vehicles before retail delivery. Dealers should also perform this repair on vehicles in used vehicle inventory and those vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The SRT widebody decals on about 26 of the above vehicles may not have been installed on the hood, roof and decklid/quarter panels during the manufacturing process.

Repair

Install missing decals on roof, decklid and quarter panels.

Section

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B. Decklid and Quarter Panel Decal Installation Procedure Page 5.

C. Hood Decal Installation Procedure Page 22.

D. Roof Decal Installation Procedure Page 28.

Parts Information

<u>Part Number</u>	<u>Description</u>
68304217AB	Hood Decal
68304218AB	Roof Decal
68304219AB	Decklid Decal
68580766AA	Quarter Panel Decal (Left & Right)
5ZW42RXFAA	Antenna Base Cover-Black

Tools and Materials Required

Clean lint-free cloth
Pin
Torx T-20
Squeegee
Isopropyl Alcohol&Water 90:10 Spray
Isopropyl Alcohol&Water 25:75 Spray
Soap &Water Spray -3.0mL soap:2.0L water
Heat Gun
Mini Impact Driver &10mm Socket
Flat Screw Driver

Service Procedure

A. Decal Installation Preparation and Information

NOTE: Wash hands prior to installation or use alcohol wipe.

- **Vehicle and decal temperature should be between 70°F and 90°F.**
- **Leave vehicle in warm facility for 5 hours after application.**
- **Advise customer, NOT to wash vehicle for 5 days after installation.**
- **Apply decals in a dust-free environment**
- **Use a generous amount of soap/water solution**

1. **Defect Removal:** Remove any dirt nibs or defects in the paint that would result in objectionable read-through defects after decals are applied.
2. **Body Surface:** Wipe the body surface to which the decals will be applied with a clean, lint-free cloth moistened with isopropyl alcohol to remove contaminants.
3. **Alcohol Wipe:** Wipe the body surface to which the decals will be applied with a clean, lint-free cloth moistened with isopropyl alcohol to remove contaminants.
4. **Dry Wipe:** Wipe the same body surface as in step 3 with a clean, lint-free cloth to remove remaining haze.
5. **Decal Liner Removal:** Lay decal paper liner side up on flat, clean surface. Slowly remove paper liner in a 180° direction, keeping part as flat as possible. Avoid finger contact with decal adhesive surface. Spray exposed adhesive and the surface with the soap & water solution.
6. **Decal Positioning:** Hold the premask area of the part and position to the body using paper premask locators. Refer to the following illustration for location and stripe sequence. Do not pre-adhere decal to vehicle with hands. Keep decal as flat as possible. Do not allow the adhesive surface to become contaminated by touching clothing or floor, etc. **If the decal does not float into position**, add one to two more drops of liquid dish soap to the wetting solution. Once decal is in position, spray the premask with the wetting solution. This will allow the squeegee to glide over the premask easier.

Service Procedure [Continued]

7. **Squeegee:** Squeegee entire decal with a plastic squeegee. Start at the center and fan out to the edges using firm, overlapping strokes.
8. **Wrap Areas:** Any areas that wrap will require the 25% Iso. Alcohol/Water solution. Spray the adhesive with this solution. Use squeegee to pressurize wraps. Use heat gun to ensure proper adhesion.
9. **Premask Removal:** Slowly remove the premask in a 180° direction, 9FIt to surface). Do not snap it off or remove in a 90° direction, (perpendicular to the surface). Take extra care in the thin pointed areas. **If the decal comes up while removing the paper premask**, there may be too much soap in the wetting solution or the temperature may be below 70°F. Re-squeegee the entire decal, then wait a few minutes to allow the adhesive of the decal to increase before removing premask.
10. **Re-Squeegee:** Squeegeeing after premask removal may be necessary in certain areas. Work bubbles out to the nearest edge or use air release tool or pin and re-squeegee that area to ensure proper adhesion.
11. **Inspection:** Dry off vehicle and inspect for any remaining bubbles.
12. **Post Application:** Allow the vehicle to remain in 70°F for at least fifteen minutes before taking vehicle outside in freezing conditions. Advise customer not to power wash decal area for 72 hours.

Service Procedure [Continued]

B. Decklid and Quarter Panel Decal Installation Procedure

1. Open the decklid and remove the 4 push pins (Figure 1).



Figure 1 – Decklid Liner

2. Remove the decklid spoiler endcap from the sides by disengaging the 2 clips on each side (Figure 2).



Figure 2 – End Caps

Service Procedure [Continued]

3. Remove the decklid handle by removing the two screws (Figure 3).



Figure 3 – Decklid Handle

4. Remove the decklid liner (Figure 4).



Figure 4 – Decklid Liner Removal

Service Procedure [Continued]

5. Using a 10mm socket, remove the 1 bolt on each side and 2 bolts on the middle of the decklid (Figure 5).



Figure 5 – Fastener Removal

6. Use a nut driver to disengage the plastic clips on each side (Figure 6).



Figure 6 – Plastic Clip Release

Service Procedure [Continued]

7. With your partner, remove the spoiler. Remove the Mylar tape.
NOTE: Wipe the spoiler with a clean, lint free cloth to remove the residual water. Then store the spoiler in the trunk (Figure 7).

**Figure 7 – Spoiler Removal**

8. Identify the bodyline of the quarter panels close to the decklid (Figure 8).

**Figure 8 – Decklid Body Lines**

Service Procedure [Continued]

9. Wipe the decklid with a clean, lint free cloth to remove any dirt or dust accumulated on the surface. Spray the decklid with 90% Iso-Water solution and wipe dry with a clean, lint free cloth (Figure 9).



Figure 9 – Wipe Decklid

10. Spray down the decklid with soap/water solution in the areas where the graphics will lay (Figure 10).



Figure 10 – Spray Decklid

Service Procedure [Continued]

11. Acquire the decklid graphic and peel off the backing paper from the graphic. Dispose of backing paper (Figure 11).



Figure 11 – Remove Backing Paper

12. Spray down the back of the graphic thoroughly with soap/water solution till the graphic is soaked (Figure 12).

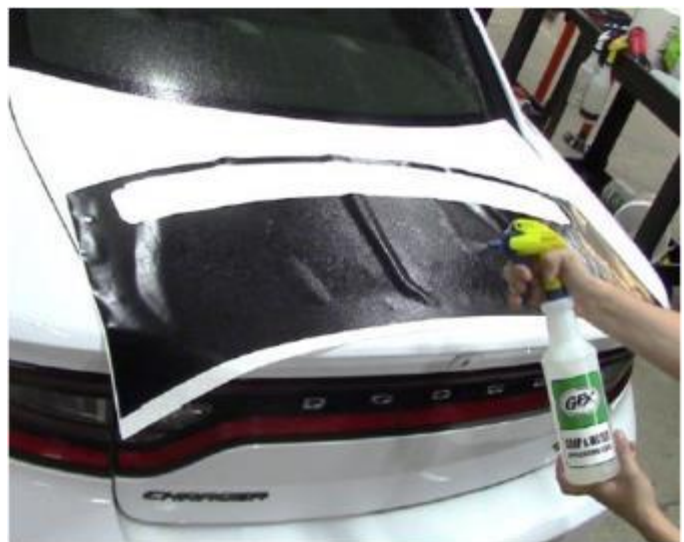


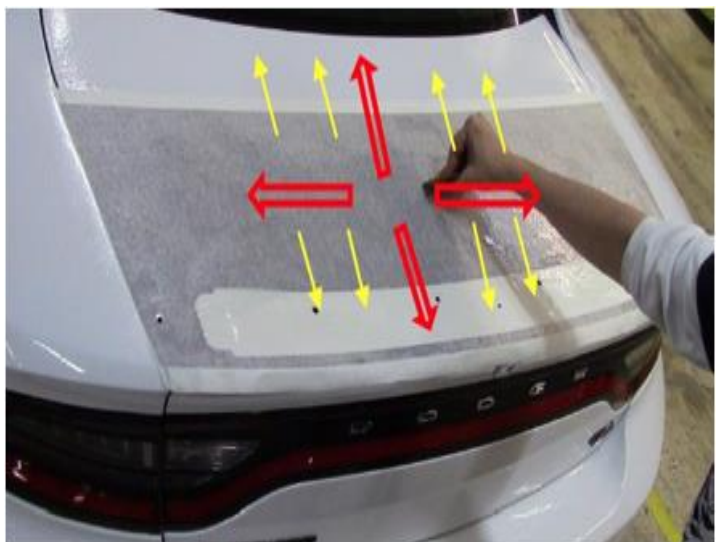
Figure 12 – Spray Solution

Service Procedure [Continued]

13. Lay the graphic over the decklid. Align the lower edge of the graphic with the bodyline on the quarter panels. Ensure there is equal overlap on the left and right side of the decklid (Figure 13).

**Figure 13 - Bodylines**

14. Squeegee down the center line of the graphic prior to squeegeeing the sides. This will secure the graphic in place, preventing it to slip. With the graphic now locked in place through the center, both sides can be worked on separately (Figure 14).

**Figure 14 – Squeegee Directions**

Service Procedure [Continued]

15. Spray under the side edges with 25% Isopropyl solution. Then continue to adhere the graphic out towards the edges till complete (Figure 15).



Figure 15 – Outer Edges

16. Carefully peel the carrier/pre-mask from the back of the graphic with 180° angle (Figure 16).



Figure 15 – Pre-mask Removal

Service Procedure [Continued]

17. Use squeegee to press down any raised edges.
18. Open the decklid and wrap the graphic around the lip of the decklid (Figure 16).



Figure 16 – Decklid Lip

19. Apply heat to the side edges as required to set the graphic. The heat gun should be on a low setting at approximate (recommended) distance of 4". Ensure that the graphic is not overheated (Figure 17).



Figure 17 – Applying Heat to Edges

Service Procedure [Continued]

20. Wipe the driver side quarter panel with a clean, lint-free cloth to remove any dirt or dust accumulated on the surface. Spray the quarter panels with 90% Iso-Water Solution and wipe dry with a clean, lint-free cloth (Figure 18).



Figure 18 - Wipe

21. Spray down the quarter panel with soap\water solution in the areas where the graphic will lay.



Figure 19 - Spray

Service Procedure [Continued]

22. Acquire the upper quarter panel graphic and peel off the backing paper from the graphic. Dispose the backing paper (Figure 20).

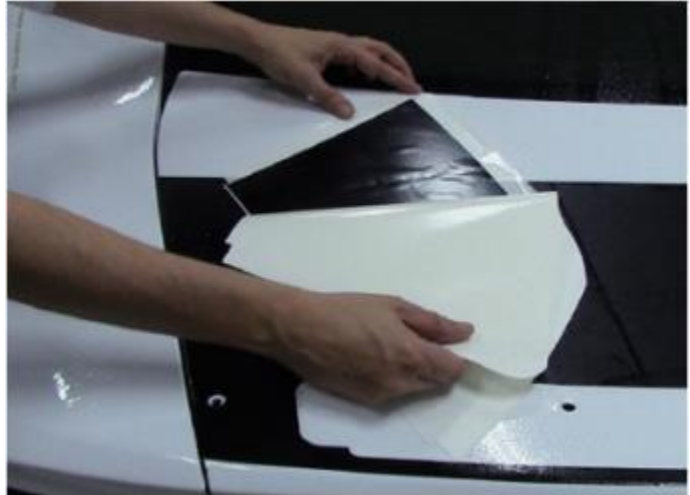


Figure 20 – Remove Backing Paper

23. Spray down the back of the graphic thoroughly with soap/water solution till the graphic is soaked (Figure 21).



Figure 21 – Spray Graphic

Service Procedure [Continued]

24. Lay the upper quarter panel graphic over the quarter panel. Align the edges of the quarter panel graphic with the edges of decklid graphic. Also, align the corner cutouts on the carrier with the edge of the quarter panel (Figure 22).

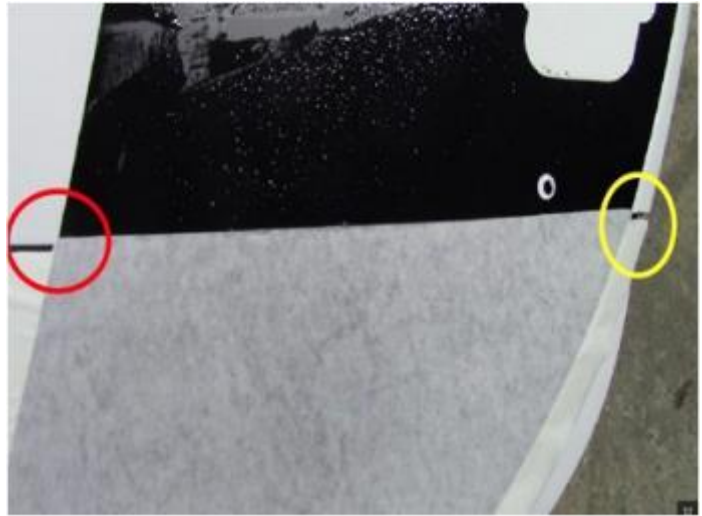


Figure 22 – Graphic Layout

25. Spray down the carrier thoroughly with soap/water solution (Figure 23).



Figure 23 – Spray Decal

Service Procedure [Continued]

26. Squeegee down the center line of the graphic prior to squeegeeing the sides. This will secure the graphic in place, preventing it to slip (Figure 24).



Figure 24 – Squeegee Graphic

27. Spray under the edges with 25% Isopropyl solution. Continue to adhere the graphic out towards the edges till complete (Figure 25).



Figure 25 – Spray Edges

Service Procedure [Continued]

28. Carefully peel back the carrier/premask from the graphic with 180-degree angle. Use the squeegee to press down any raised edges (Figure 26).



Figure 26 – Remove Premask

29. Open the decklid and wrap the graphic around the lip of the quarter panel (Figure 27).



Figure 27 – Decklid Opening

Service Procedure [Continued]

30. Apply heat to the side edges as required to set the graphic. The heat gun should be on a low setting at approximate (recommended) distance of 4". Ensure that the graphic is not overheated (Figure 28).

**Figure 28 – Apply Heat**

31. Acquire the lower quarter panel graphic and peel off the backing paper from the graphic. Dispose the backing paper.
32. Spray down the back of the graphic thoroughly with soap/water solution till the graphic is soaked.

33. Lay the lower quarter panel graphic over the lower quarter panel. Align the upper edges of the graphic with the edges of the upper panel graphic. The lower graphic overlaps 1mm the upper quarter panel. Ensure that the graphics is aligned in a parallel manner with the rear bumper (Figure 29).

**Figure 29 – Lower Quarter Panel Graphic**

Service Procedure [Continued]

34. Spray down the carrier thoroughly with soap/water solution.
35. Squeegee down the center line of the graphic prior to squeegeeing the sides. This will secure the graphic in place, preventing it to slip (Figure 30).
36. Spray under the edges with 25% isopropyl solution. Continue to adhere the graphic out towards the edges till complete.

**Figure 30 - Squeegee**

37. Carefully peel the carrier/premask from the back of the graphic with 180-degree angle. Use the squeegee to press down any raised edges (Figure 31).
38. Run the squeegee along the overlap to squeeze out any remaining water. Post heat the overlap.
39. Repeat step 20 to 38 for the other side quarter panel.

**Figure 31 – Peel Premask**

Service Procedure [Continued]

40. After the graphic is applied, acquire the heat gun and apply heat to the surface of the graphics. The heat gun should be on a low setting at approximate (recommended) distance of 8". Ensure that the graphics are not overheated.
41. Spray the decklid with 90% ISO-water solution in the areas where the spoiler will mount and wipe dry with a clean, lint free cloth.
42. Acquire the spoiler and add new pieces of two-sided tape in red highlighted areas (Figure 32).
43. Position and align the center pin, bolts, and outboard clips on the spoiler through the holes in the decklid.
44. Apply pressure on the spoiler to seat the retainer clips.
45. Open the decklid.
46. Install the fasteners and tighten nuts and bolts to secure the spoiler to 6.0 + 1.0 N·m.
47. If the bubble appears immediately after the graphic installation, then the installer must remove the bubble immediately with a squeegee. However, if the bubble is noticed after this time, then the following steps must be taken to remove the bubble.
 - With a squeegee, concentrate the bubble in one place.
 - Acquire the air release tool.
 - Poke the bubble at a 45-degree angle.
 - Ensure not to reach the vehicle paint.
 - Release the trapped water.
 - Simply push down on the bubble with your finger and smooth it out.

**Figure 32 – Tape Installation**

Service Procedure [Continued]

C. Hood Decal Installation Procedure

1. Measure down from rear corner of hood of the drivers side and place tape at 6". Measure over from tape and place tape 16 7/8" (Figure 33).

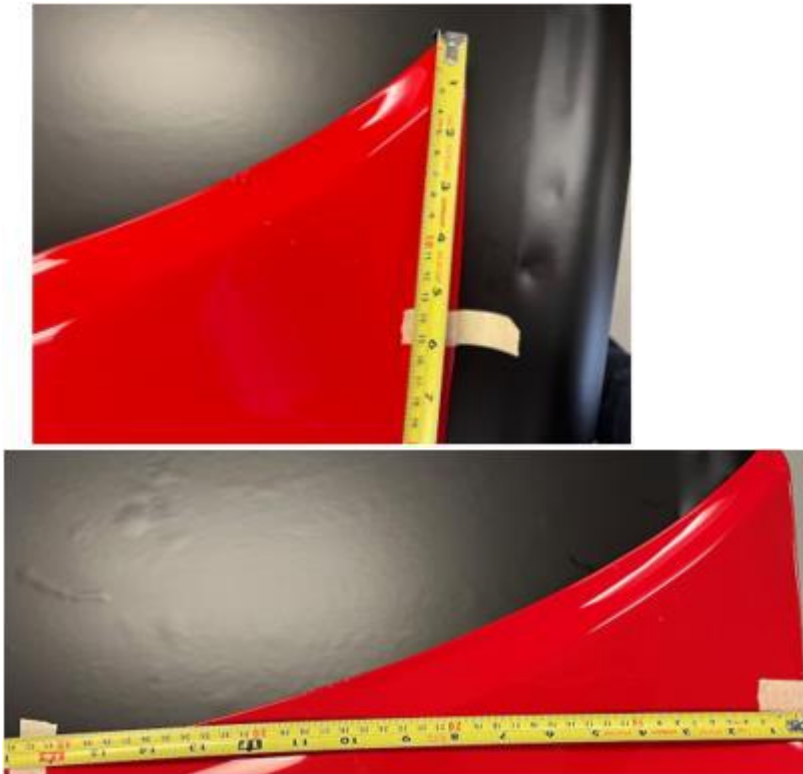


Figure 33 – Hood Measurement

2. Repeat on Passengers side.
3. Wipe the hood with a clean, lint-free cloth to remove any dirt or dust accumulated on the surface. Spray the hood with 90% ISO-Water Solution and wipe dry with a clean lint-free cloth.
4. Spray down the hood with soap/water solution in the areas where the graphic will lay.

Service Procedure [Continued]

5. Acquire the hood graphic and peel off the backing paper from the graphic. Dispose the backing paper (Figure 34).



Figure 34 – Remove Backing Paper

6. Spray down the back of the graphic thoroughly with soap/water solution till the graphic is soaked (Figure 35).



Figure 35 – Hood Decal Prep

Service Procedure [Continued]

7. Lay the graphic over the hood. Position the graphic cross-car by aligning the edge of the backing paper alignment features against the back edge of the hood. Ensure the graphic is centered and straight as displayed above. Use masking tape as centering guide (Figure 36).



Figure 36 – Hood Decal Position

8. Spray down the carrier thoroughly with soap/water solution (Figure 37).



Figure 37 – Spray Hood Decal

Service Procedure [Continued]

9. Squeegee down the center line of the graphic prior to squeegeeing the sides. This will secure the graphic in place, preventing it to slip (Figure 38).

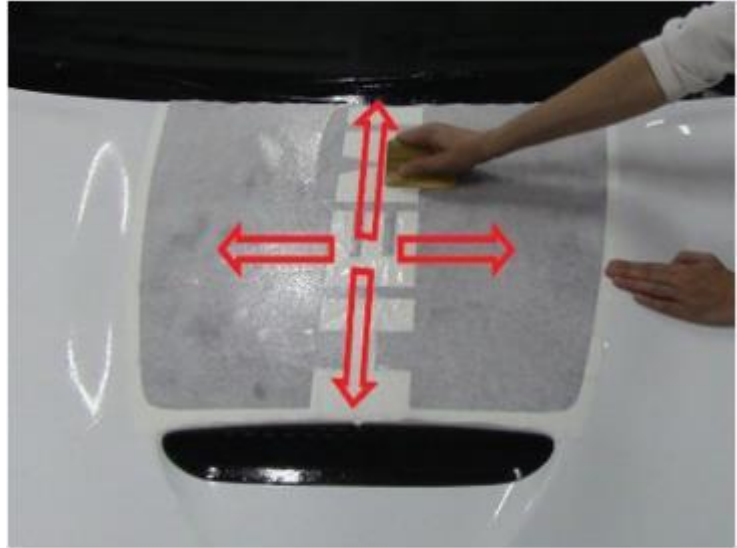


Figure 38 – Squeegee Directions

10. With the graphic now locked in place through the center, both sides can be worked on separately.

11. Spray under the edges with 25% isopropyl solution. Continue to adhere the graphic out towards the edges till complete (Figure 39).

NOTE: Continue to adhere the graphic out towards the edges till complete.



Figure 39 – Hood Edge

Service Procedure [Continued]

- Carefully peel the carrier/pre-mask from the back of the graphic with 180-degree angle. Use the squeegee to press down any raised edges (Figure 40).



Figure 40 – Pre-mask Removal

- Wrap the graphic around the lip of the hood. The graphic should roll over the lip wrinkle free (Figure 41).



Figure 41 - Hood

Service Procedure [Continued]

14. Apply heat to the rear edge as required to set the graphic. The heat gun should be on a low setting at approx. distance of 4". Ensure that the graphic is not overheated (Figure 42).



Figure 42 – Underside of Hood

15. After the graphic is applied, acquire the heat gun and apply heat to the surface of the graphics. The heat gun should be on a low setting at approx. distance of 8". Ensure that the graphic is not overheated (Figure 43).



Figure 43 – Hood Decal Installed

Service Procedure [Continued]

D. Roof Decal Installation Procedure.

1. Gently pull down the rear of the head liner to disengage the 3 clips (Figure 44).



Figure 44 – Head Liner Clip Removal

2. Disconnect the 2 electrical connectors (Figure 45).

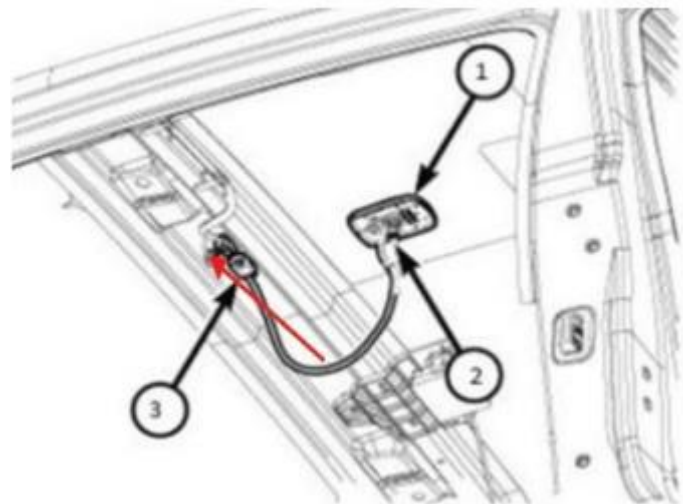


Figure 45 – Electrical Connectors

Service Procedure [Continued]

3. Use 10mm socket to remove the mounting bolt securing the antenna (Figure 46).



Figure 46 – Antenna Bolt

4. Depress one of the retaining tabs on the antenna. Push up the one side of the antenna connector through the roof panel. Depress the other side of the connector and remove the antenna (Figure 47).



Figure 47 – Antenna Removed

Service Procedure [Continued]

5. Wipe the roof with a cloth to remove any dirt or dust accumulated on the surface. Spray the roof with 90% ISO-Water Solution and wipe dry with a clean lint-free cloth. Using a squeegee covered by lint-free cloth, thoroughly wipe clean and dry the gap between the roof edges and the windshield seals.
6. Spray down the entire roof with soap/water solution.
7. With a partner, acquire the roof graphic and peel off the backing paper from the graphic. Dispose the backing paper.
8. Spray down the back of the roof graphic thoroughly with soap/water solution.
9. With a partner, carefully place the graphic on the roof and lay it evenly over the roof surface (Figure 48).
10. With a partner, pull on all edges to remove the bulk of the wrinkles. Pull the edges to create tension and then pull down so the graphic adheres to the roof edges. Work around the vehicle until the graphic is relatively smooth. Ensure there is equal overlap on the left and right side of the roof (Figure 49).

**Figure 48 – Roof Decal Installation****Figure 49 – Pulling on Edges**

Service Procedure [Continued]

11. Spray down the graphic thoroughly with soap/water solution (Figure 50).

**Figure 50 – Spray Roof Decal**

12. Use a squeegee to lock a strip of the graphic down the middle of the roof. This will hold the graphic in place.

13. With the graphic now locked in place through the center, both sides can be worked on separately. Continue to pull and lay down the graphic to remove as much wrinkles as possible. The goal is to have the graphic pulled tight and “tenting” across the ditch at the sides of the roof.
14. Spray under the edge with 25:75% ISO/Water solution. Continue to adhere the graphic out towards the edges till complete (Figure 51).

**Figure 51 – Roof Edges**

Service Procedure [Continued]

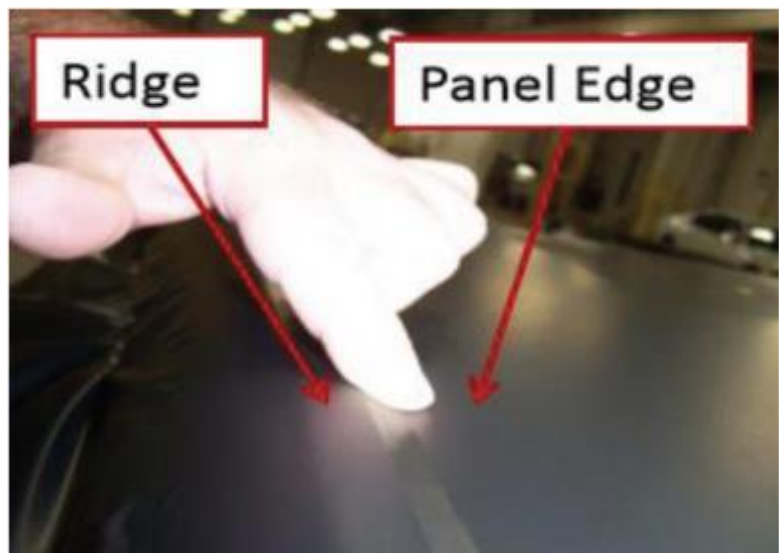
15. Work the graphic by quadrants sweeping the squeegee from the center toward the edges. Don't progress to the next quadrant till the first is complete (Figure 52).

**Figure 52 – Squeegee Roof Decal**

16. Continue adhering the graphic toward the corner of the roof pane. Upon completion of the quadrants, the graphic should be fully adhered with no wrinkles on the graphic or the ridge to the sides of the roof

17. Starting with one roof edge, run your squeegee over the gap to fully adhere the vinyl to the roof panel edge and the ridge. The graphic should be fully adhered with no wrinkles on the graphic. The graphic should be tented across the roof ditch and ready for edge cutting (Figure 53).

18. Trim excess graphic according to specifications.

**Figure 53 – Roof Edge**

Service Procedure [Continued]

19. Carefully pull away the scrap vinyl. The finished vinyl should have a continuous uniform edge without any jagged edges (Figure 54).



Figure 54 – Scrap Vinyl

20. While holding the squeegee at an angle, push the squeegee along the trench to adhere the edge of the cut vinyl. Apply heat to the side edges as required to set the graphic. The heat gun should be on a low setting at approx. distance of 4". Ensure that the graphic is not overheated (Figure 55).



Figure 55 – Apply Heat

Service Procedure [Continued]

21. Repeat steps 19-22 for opposite side.
22. Use a sharp X-Acto blade to trim the front of the graphic. Starting in the middle of the graphic, gently cut using the window edge as a guide (Figure 56).



Figure 56 – Trimming

23. Carefully pull away the scrap vinyl.

24. Insert edge guide between the window seal and the roof edge. This will create a gap for the graphic to be “wrapped” into, use a squeegee to push the graphic under a window seal (Figure 57).



Figure 57 – Edge Guide

25. Repeat steps 22-24 for the other window seal.

Service Procedure [Continued]

26. Do not tuck in the roof graphic on the corners. Apply heat to the corner as required to set the graphic. The heat gun should be on a low setting and applied at approx. distance of 4". Ensure the graphic is not overheated (Figure 58).



Figure 58 – Heat Gun

27. Cut a small “X” into the vinyl over the antenna hole.

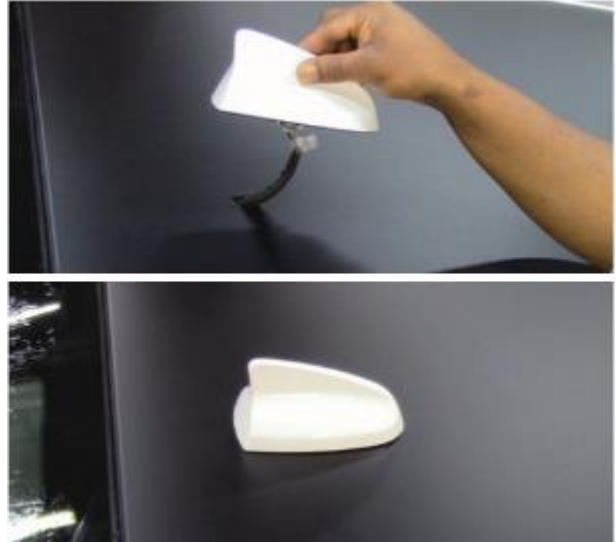
28. Use your finger to roll the vinyl over the antenna hole. Apply heat to vinyl around the antenna hole to set the graphic. The heat gun should be on a low setting at approx. distance of 4". Ensure that the graphic is not overheated (Figure 59).



Figure 59 – Antenna Hole

Service Procedure [Continued]

29. Place the antenna over the roof panel hole and push in till both retaining tabs lock. Secure the mounting fastener with the 10mm wrench. Tighten to $9\pm 1\text{N}\cdot\text{m}$ make the electrical connection. Ensure the connector locks (Figure 60).

**Figure 60 – Antenna Installation**

30. Re-secure the headliner by pushing up and re-engaging the 3 clips (Figure 61).

**Figure 61 - Clips**

31. Open the sunroof completely. Then restrain the sunroof deflector with two plastic clips or squeegee (Figure 62).

**Figure 62 - Sunroof**

Service Procedure [Continued]

32. After roof graphic installation run your finger over the lip of the sunroof to create an edge for the tool to run along (Figure 63).



Figure 63 – Sunroof Lip

33. Make sure the blade is facing the right direction and the tool rest firmly against the roof panel (Figure 64).



Figure 64 - Cutting

Service Procedure [Continued]

34. Cut out the sunroof opening by running the tool along the lip of the sunroof opening. The other operator will have to hold and keep tension on the vinyl while the other half of the cut is made (Figure 65).

35. The result should be an even uniform width of free vinyl around the sunroof opening.

NOTE: After completing the roof graphic installation, wait at least 1 hour for the graphic to dry before continuing with the following steps. Wait time at least 1 hour to tuck the sunroof decal is recommended but not required and depends on the indoor temperature and humidity.



Figure 65 – Sunroof Cut Out

36. Starting with the corners, use your finger to massage the vinyl back and forth while slowly moving down the lip. The vinyl should roll over the lip wrinkle free. Complete all four corners before proceeding to the next step (Figure 66).

37. Use your finger to roll the remaining vinyl over the lip of the sunroof.

38. Use your finger to roll the remaining vinyl under the lip along the edge of the sunroof opening.



Figure 66 – Sunroof Corners

Service Procedure [Continued]

39. The finished sunroof opening should be consistent and wrinkle-free. No body color should be visible anywhere on the lip of the sunroof opening. Remove plastic clips.
40. Apply heat to vinyl around the sunroof lip to set the graphic. The heat gun should be on a low setting at approx. distance of 4". Ensure that the graphic is not overheated (Figure 67).
41. After the graphic is applied, acquire the heat gun and apply heat to the surface of the graphics. The heat gun should be on a low setting at approx. distance of 8". Ensure that the graphic is not overheated.

**Figure 67 – Sunroof Opening**

42. If the bubble appears immediately after the graphic installation, then the installer must remove the bubble immediately with a squeegee. However, if the bubble is noticed after this time, then the following steps must be taken to remove the bubble.



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 paid will be used by FCA to record Customer Satisfaction Notification service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Inspect for missing decals	23-ZA-21-81	0.0 hours
<u>Related Operation Number</u>		
Install Hood Decal	23-ZA-21-50	0.5 hours
Install Quarter Panel Decal (Right)	23-ZA-21-51	0.4 hours
Install Quarter Panel Decal (Left)	23-ZA-21-52	0.4 hours
Install Decklid Decal	23-ZA-21-53	0.7 hours
Install Roof Decal	23-ZA-21-54	0.8 hours

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 FCA 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.

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 campaign displayed can be sorted by: those vehicles that were unsold at campaign 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
FCA US LLC

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

ZA2

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership
- 2. Call the FCA Recall Assistance Center at 1-800-853-1403.** An agent can confirm part availability and help schedule an appointment
- 3. Visit recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App.**

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity.

DEALERSHIP INSTRUCTIONS

Please reference CSN **ZA2**.

CUSTOMER SATISFACTION NOTIFICATION

Missing Decals

Dear [Name],

At FCA US LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle ^[1]. This will be done at no charge to you.

We are recommending the following improvements be performed on certain [2022 Model Year (LD) Dodge Charger] vehicles.

WHY DOES MY VEHICLE NEED ATTENTION?

The decals on your vehicle may not have been installed on the hood, roof, and decklid/quarter panels during the manufacturing process.

HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION?

FCA US will install your vehicle's missing decals free of charge (parts and labor) or you may choose to receive a refund for the decals by contacting our Customer Care Team at **1-800-853-1403**.

The estimated decal install time is 3 hours. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE INSTALL,
CALL YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

WHAT IF I ALREADY PAID TO HAVE THIS INSTALL COMPLETED?

If you have already noticed the missing decals and have paid to have them installed, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online. ^[2] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

We apologize for any inconvenience, but are sincerely concerned about your satisfaction. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
FCA US LLC



Mr. Mrs. Customer
1234 Main Street
Hometown, MI 48371

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.