

CUSTOMER SATISFACTION NOTIFICATION

NORTH AMERICA

Spark Plugs



FCA US LLC

Reference: A6B

DODGE 2023 (LA) Dodger Challenger - Demon

Template Version 1.8

Revision	Edition	Detail
0	January 2025	Initial Version.

SYMPTOM DESCRIPTION

The spark plug gap on about 3,311 of the above vehicles may be set too high. The vehicle may experience a reduction in power or an engine misfire and may illuminate the engine Malfunction Indicator Lamp (MIL).

SCOPE

This campaign applies only to the above vehicles equipped with a 6.2L HO engine.

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.

REPAIR TO BE PERFORMED

Replace all 16 spark plugs by following the directions outlined in the Service Procedure below.

Use the following labor operation numbers and time allowances:

Labor Description	Number	Hrs
Replace all 16 spark plugs	08-A6-B1-82	1.7hrs

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete claim processing instructions.

PARTS INFORMATION

Qty	Part Name	Part No.
1	C-Kit	CCAQA6B1AA

PARTS RETURN

No parts return required for this campaign.

SPECIAL TOOLS

No special tools required to perform this service procedure.

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.

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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

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Service Procedure

1. Disconnect and isolate the negative battery cable.
2. Remove the engine cover(s).
3. The following steps are necessary only for right side ignition coils, for the left side, continue to step 4.
 - Remove the supercharger coolant bottle reservoir from the mounting bracket and position aside for additional clearance.

NOTE: It is not necessary to disconnect the coolant hoses from the coolant reservoir.

- Remove the right side coolant tube retainer and reposition coolant tubes.
 - Remove the Power Distribution Center (PDC) from the mounting bracket and position aside.
 - Reposition the wire harness for additional clearance.
4. Remove the air cleaner body.
 5. Disconnect the ignition coil wire harness connector.
 6. Remove the two ignition coil bolts.
 7. Using a slight rocking motion, carefully lift the ignition coil from the cylinder head opening.

NOTE: It will be necessary to carefully reposition the A/C lines for clearance.

8. Remove the spark plug(s) from the cylinder head and **DISCARD**.
9. Carefully insert the **NEW** spark plug into cylinder head, hand start threading plug into threads, tighten to 30N·m (22ft. lbs.).
10. Using a slight rocking motion, carefully push the ignition coil into the cylinder head opening.
11. Install the two ignition coil bolts.
12. Connect the ignition coil wire harness connector.

NOTE: Carefully reposition the A/C lines in their location.

13. The following steps are necessary only for right side ignition coils.
 - Install the supercharger coolant bottle reservoir to the mounting bracket.
 - Install the right side coolant tube retainer and position coolant tubes.
 - Install the Power Distribution Center (PDC) from the mounting bracket and position aside.
 - Reposition the wire harness.
14. Install the engine cover(s).
15. Install the air cleaner body.
16. Reconnect the negative battery cable, close the hood.
17. Complete Proof of Correction Form for California Residents.

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Service Procedure [Continued]

Install the Authorized Modifications Label:

Type or print (with a ballpoint pen) the necessary information shown in Figure 1 onto the Authorized Modifications Label. Then attach the label near the VECI label.

The form is a rectangular label with a grey border. At the top left, it says "Chrysler Group LLC". To its right, in a larger font, is "AUTHORIZED MODIFICATIONS". Further right, in a smaller font, is "THESE MODIFICATIONS HAVE BEEN APPROVED AS APPROPRIATE BY EPA AND CARB.". Below this header, it says "THE FOLLOWING MODIFICATIONS HAVE BEEN MADE:" followed by a large empty rectangular box for handwritten text. Below the box, there are three columns: "CHANGE AUTHORITY", "DEALER CODE", and "DATE". Under "CHANGE AUTHORITY" is "RECALL", under "DEALER CODE" is "XXXXX", and under "DATE" is "XX / XX / XXXX". At the bottom right corner of the label, the number "04275086AD" is printed.

Figure 1 – Authorized Modifications Label

Complete Proof of Correction Form for California Residents:

This recall is subject to the **State of California Registration Renewal/Emissions Recall Enforcement Program**. Complete a Vehicle Emission Recall Proof of Correction Form (**Form No. 81-016-1053**) and **supply it to vehicle owners residing in the state of California** for proof that this recall has been performed when they renew the vehicle registration.

Process Steps to obtain the California Proof of Correction form:

- a. Access the “**DealerCONNECT**” website.
- b. Select the “**Service**” tab.
- c. Under the “**Publications**” heading, select the “**ePublishing**” link.
- d. Sign in using your **Dealer Code** and **Password**.
- e. Select the “**Proof of Correction form**”.

18. Return the vehicle to the customer.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

A6B

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 A6B.

CUSTOMER SATISFACTION NOTIFICATION

Spark Plugs

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 [2023 (LA) Dodge Challenger] vehicles equipped with a 6.2L HO engine.

WHY DOES MY VEHICLE NEED REPAIRS?

The spark plug gap in your vehicle's engine may be set too high. This can cause your vehicle to experience a reduction in power or an engine misfire and may illuminate the engine Malfunction Indicator Lamp (MIL).

HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION?

FCA US will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace all the spark plugs. The estimated repair time is about 2 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 REPAIR,
CALL YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

CALIFORNIA RESIDENTS

The State of California requires the completion of this emission recall repair prior to vehicle registration renewal. Your dealer will provide you with a Vehicle Emission Recall Proof of Correction Form after the Customer Satisfaction Notification service is performed. Be sure to save this form since the California Department of Motor Vehicles may require that you supply it as proof that the Customer Satisfaction Notification has been performed.

In order to ensure your full protection under the emissions warranty provisions, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your vehicle.

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, 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. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the repair performed.

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.