

CUSTOMER SATISFACTION NOTIFICATION

NORTH AMERICA

Crankshaft Damper



FCA US LLC

Reference: C6C

DODGE  2023 (LA) Dodge Challenger Demon 170

Template Version 1.8

Revision	Edition	Detail
1	September 2026	Added towing allowance to LOP section

SYMPTOM DESCRIPTION

The internal crankshaft vibration damper fasteners on about 345 of the above vehicles may become loose, which can result in an engine compartment noise and damage to the front timing chain cover, which if ignored can result in engine failure.

SCOPE

This campaign applies only to the above vehicles equipped with a 6.2L HO engine (sales code ESJ).

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 the crankshaft damper and bolt by following the directions outlined in the Service Procedure below.

Use the following labor operation numbers and time allowances:

Labor Description	Number	Hrs
Replace crankshaft vibration damper	09-C6-C1-82	1.3hrs
Tow vehicle to dealer from customer location	95083357	Up to \$250
Tow vehicle to customers location from dealer	95083558	Up to \$250

*Tow claims in excessive of \$250, will require corporate review and approval.

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

PARTS INFORMATION

Qty	Part Name	Part No.
1	DAMPER, Crankshaft	CCAPC6C1AA
1	BOLT, Hex Flange Head, M16X1.5X102.00, Damper to Crankshaft	CCAPC6C2AA

PARTS RETURN

No parts return required for this campaign.

SPECIAL TOOLS

The following special tools are required to perform this repair:

Number	Description
85-15-0650	Coolant Refiller or Equivalent
10386	Holder, Vibration Damper
2042300090	Installer, Front Damper

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.

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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

Reference: C6C

Service Procedure Damper Removal

1. Open the trunk and disconnect the negative battery cable (Figure 1).
2. Allow the engine to cool to room/ambient temperature prior to performing the removal or installation procedure.

NOTE: The engine must be at room/ambient temperature before installing the damper.

3. Remove the accessory belt and the supercharger belt.



Figure 1 – Negative Battery Cable

4. Disconnect the cooling fan wire harness connector.

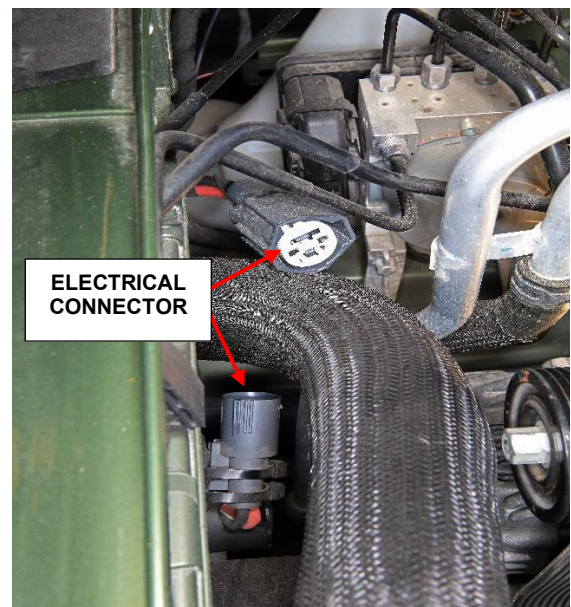


Figure 2 – Cooling Fan Electrical Connector

5. Remove the retaining bolts from the cooling fan assembly.

Reference: C6C

Service Procedure Damper Removal [Continued]

6. Remove the front and rear belly pan fasteners and remove pans (Figure 3).

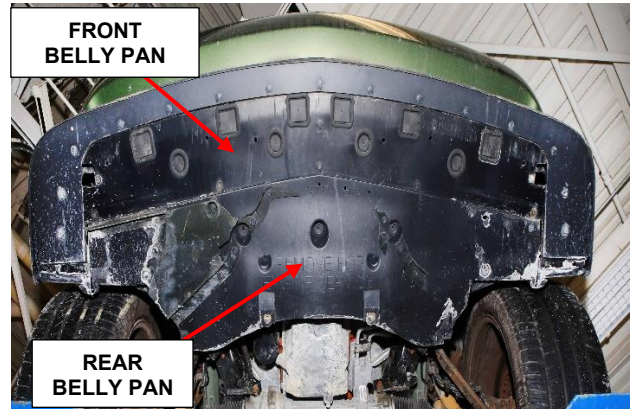


Figure 3 - Underbody

7. Remove the outlet coolant hose clamp from the auxiliary Low Temperature Radiator (LTR) and drain the coolant into a clean container (Figure 4).

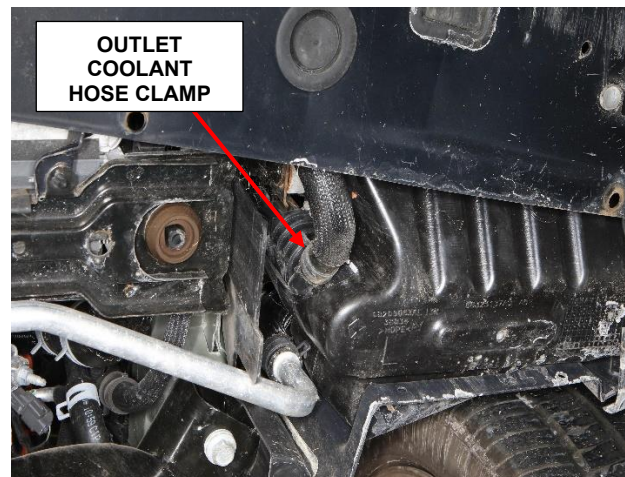


Figure 4 - Low Temperature Radiator

8. Remove the push pins from the lower radiator support to the LTR crossover tube (Figure 5).
9. Loosen, but do not remove the four lower radiator support bolts (Figure 5).

NOTE: It is not necessary to completely remove the lower radiator support.

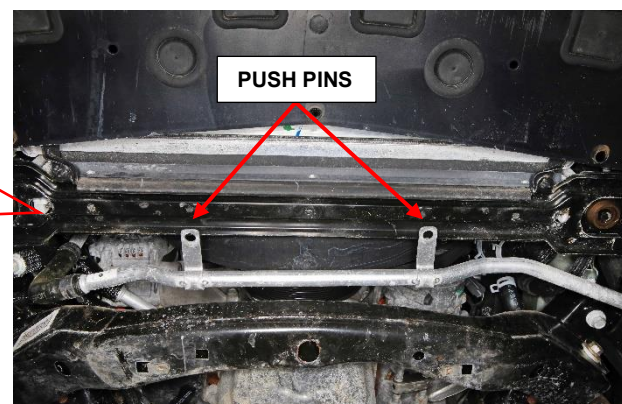
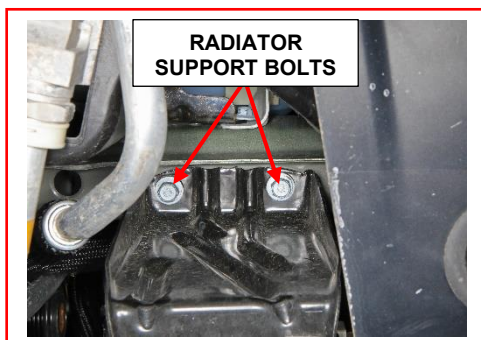


Figure 5 - Radiator Support

Reference: C6C

Service Procedure Damper Removal [Continued]

10. Position the lower radiator support slightly forward to gain additional clearance.
11. Remove the power steering hose retainer from the engine cradle and position the power steering hose rearward for additional clearance.
12. Lifting upward, disengage the cooling fan from the lower shroud retainers (Figure 6).

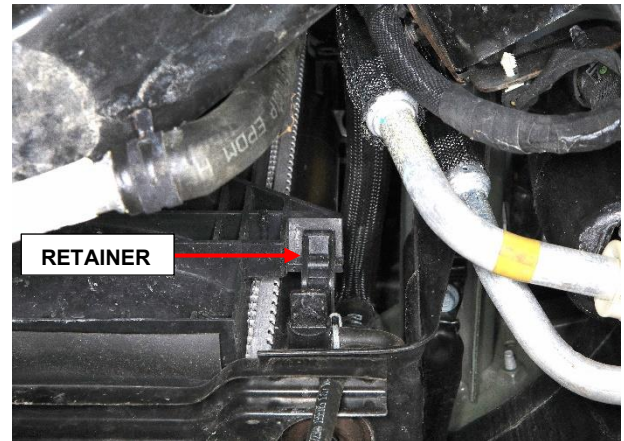


Figure 6 – Cooling Fan Retainer

13. Pushing gently forward on the lower radiator support, remove the cooling fan from the bottom of the vehicle (Figure 7).

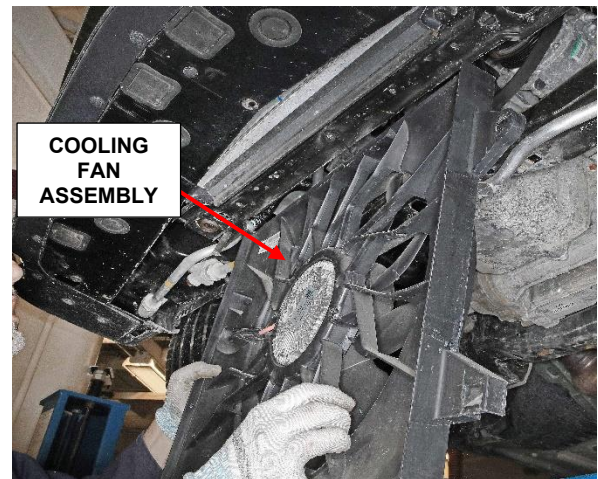


Figure 7 – Cooling Fan Removal

Reference: C6C

Service Procedure Damper Removal [Continued]

NOTE: When installing the puller tool, ensure the bolts are fully threaded through the entire crankshaft damper.

14. Remove the vibration damper bolt and **DISCARD**.
15. Install the crankshaft damper puller, making sure the bolts are fully threaded through the entire crankshaft damper (Figure 8).
16. Remove the crankshaft damper and **DISCARD**.

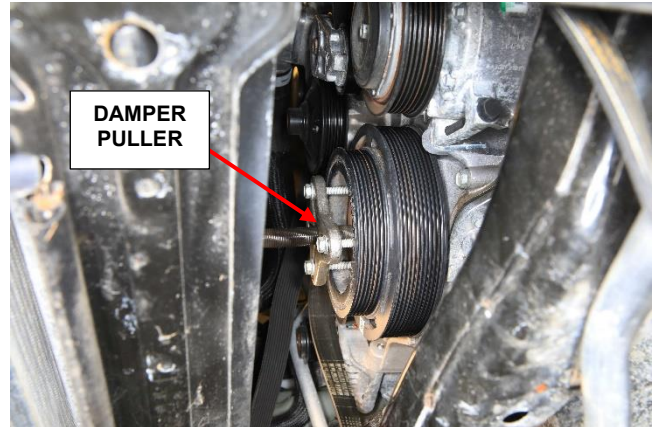


Figure 8 – Crankshaft Damper Puller Installation

Reference: C6C

Service Procedure Damper Installation

NOTE: The engine must be at room/ambient temperature before installing the damper.

1. Using Installer, **Front Damper 2042300090**, install the threaded rod into the crankshaft.
2. Tighten the threaded rod until it is seated to the face of the crankshaft.
3. Position the damper on the crankshaft.
4. Install the press washer, bearing, washer, and the press nut onto the threaded rod.
5. Using Damper Installer and a deep well socket, press the damper onto the crankshaft until seated.
6. Install a **NEW** vibration damper bolt.
7. Position the Holder, **Vibration Damper 10386**, onto the vibration damper pulley.
8. Tighten the bolt to 200N·m +150° (148ft. lbs.+150°).

CAUTION: When installing the cooling fan assembly, care must be used so that the fan shroud does not contact the radiator or the radiator fins. Damage may cause leaking.

9. Pushing slightly forward on the lower radiator support, install the cooling fan assembly from the bottom of the vehicle.
10. Engage the cooling fan into the lower shroud retaining clips.
11. Position the power steering hose to the cradle and tighten the power steering hose retainer securely.
12. Tighten the lower radiator support bolts to 28N·m (21ft. lbs.).
13. Install the hose clamp and position the **Low Temperature Radiator (LTR)** crossover tube to the lower radiator support.
14. Install the push pins to the lower radiator support, securing the LTR crossover tube.
15. Install the cooling fan retaining bolts and tighten to 9N·m (80In. lbs.).
16. Connect the cooling fan wire harness connector.
17. Fill the LTR cooling system.

NOTE: The LTR cooling system must be vacuum filled.

18. Install the accessory belt and supercharger belt unto pulleys.
19. Connect the negative battery cable.
20. Operate the engine until it reaches normal operating temperature.
21. Check the fan for proper operation and check belt alignment.
22. Return the vehicle to the customer.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

C6C

LOGO

VEHICLE PICTURE

DEALERSHIP INSTRUCTIONS

Please reference CSN C6C.

CUSTOMER SATISFACTION NOTIFICATION

Crankshaft Damper

Dear [Name],

You own one of the most powerful factory-built muscle cars ever created, and we want to help keep it performing the way it was engineered to perform.

At Dodge, we're committed to delivering the performance, durability, and ownership experience our enthusiasts expect. We're contacting you because we have identified a condition involving the crankshaft damper on certain 2023 Dodge Challenger SRT Demon 170 vehicles equipped with the 6.2L High-Output engine. We're reaching out because your vehicle may be affected, and we'd like to perform this improvement at no cost to you.

WHY ARE WE CONTACTING YOU?

We have identified a condition that could affect the crankshaft damper on your vehicle^[1]. If this condition occurs, you may notice unusual noise from the engine compartment. Continued operation could lead to damage of related engine components. To help ensure your Demon 170 continues to deliver the performance and reliability you expect, we recommend having this service performed as soon as possible.

WHAT HAPPENS NEXT?

Dodge will perform this repair free of charge, including parts and labor. A Customer Assistance Advocate will contact you directly to help coordinate service and make the process as convenient as possible. Because this involves a critical engine component, we strongly recommend having your vehicle transported to your dealer rather than driven. We will cover the cost of transportation to help protect your vehicle and provide added peace of mind. The repair itself takes approximately two hours, although your dealer may need additional time for vehicle processing. We appreciate the passion and loyalty of Dodge enthusiasts, and we're committed to keeping your vehicle performing at its best. Thank you for giving us the opportunity to make this improvement and for being part of the Dodge Brotherhood of Muscle.

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

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