



March 2016

Dealer Service Instructions for:

Revised April 2016

Safety Recall S03

Wheel Chocks

NOTE: For vehicles missing the spare tire equipment, additional instructions have been added to this recall.

Models

2011 - 2016 (LD) Dodge Charger

NOTE: This recall applies only to the above vehicle equipped with a spare tire and built from August 23, 2010 through January 07, 2016 (MDH 082307 through 010723).

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

Subject

The body-side sill assemblies on about 18 949 of the above vehicles are susceptible to bending during jack operation if wheel chocks are not used. Bending of the body side sill during spare tire jack use may cause the vehicle to become unstable, increasing the risk of injury.

Repair

Two wheel chocks and instruction card must be added to the tire service kit.

Parts Information

<u>Part Number</u>	<u>Description</u>
CBXZS031AA	Wheel Chock Kit

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
2	Chock, Wheel
1	Instruction Card – Jack and Chocks

Each dealer to whom vehicles in the recall were assigned will receive enough wheel chock kits to service about 20% of those vehicles.

<u>Part Number</u>	<u>Description</u>
06510265AA	Bolt, Shoulder (2011-2012 Model Year Only)

Each dealer to whom vehicles in the recall were assigned will receive enough shoulder bolts to service about 20% of the 2011-2012 model year vehicles.

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Open the decklid.
2. If equipped with a compact spare tire, raise the load floor panel (Figure 1).

NOTE: If the spare tire and jack equipment is missing and the wheel chocks cannot be secured in the proper location, do not leave the wheel chocks loose in the vehicle. Proceed to Step 15 then provide the wheel chocks and new instruction card directly to the customer. Note in the repair order that the Wheel Chock Kit was provided to the customer due to lack of spare tire equipment. Claim the labour operation time and mark the recall as complete.

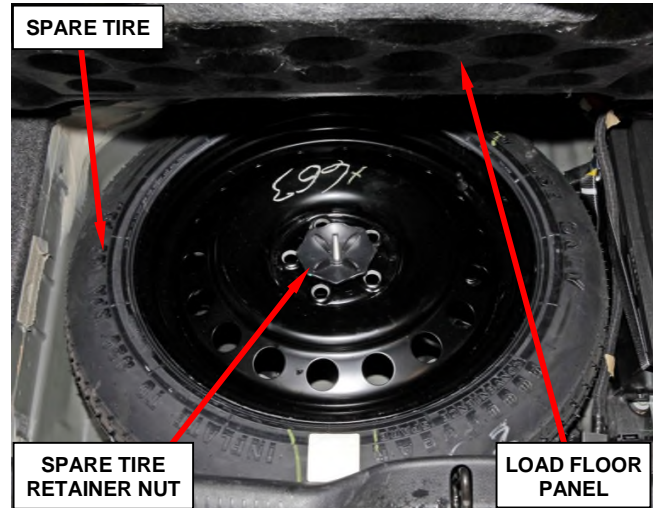


Figure 1 – Compact Spare Tire

3. Remove and save the spare tire retainer nut (Figure 1 or 2).
4. If equipped with a full size spare tire, remove and save the spare tire retainer plate (Figure 2).
5. Remove and save the spare tire (Figure 1 or 2).

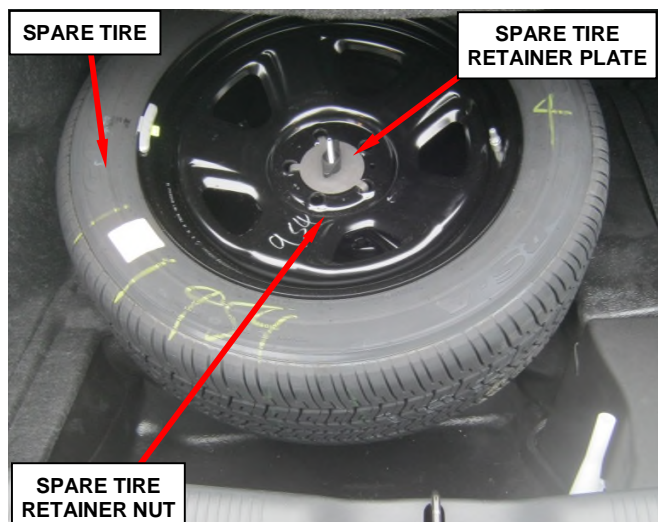


Figure 2 – Full Size Spare Tire

Service Procedure (Continued)

6. Remove and save the jack assembly retainer nut (Figure 3).
7. Discard the old tire changing instruction card and replace with the NEW instruction card which includes wheel chock usage steps for enhanced vehicle stabilization (Figure 4).

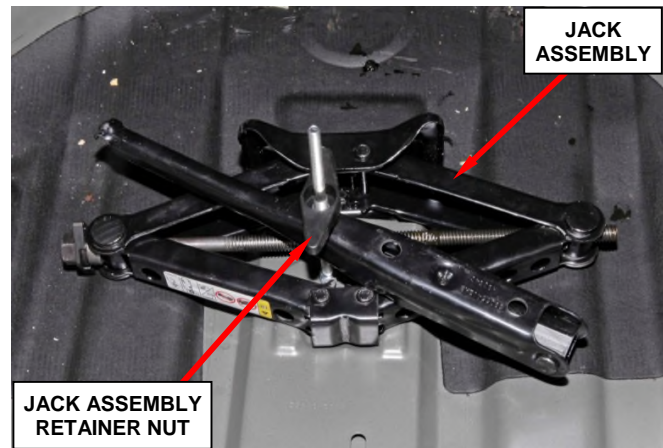


Figure 3 – Vehicle Jack Retainer Nut

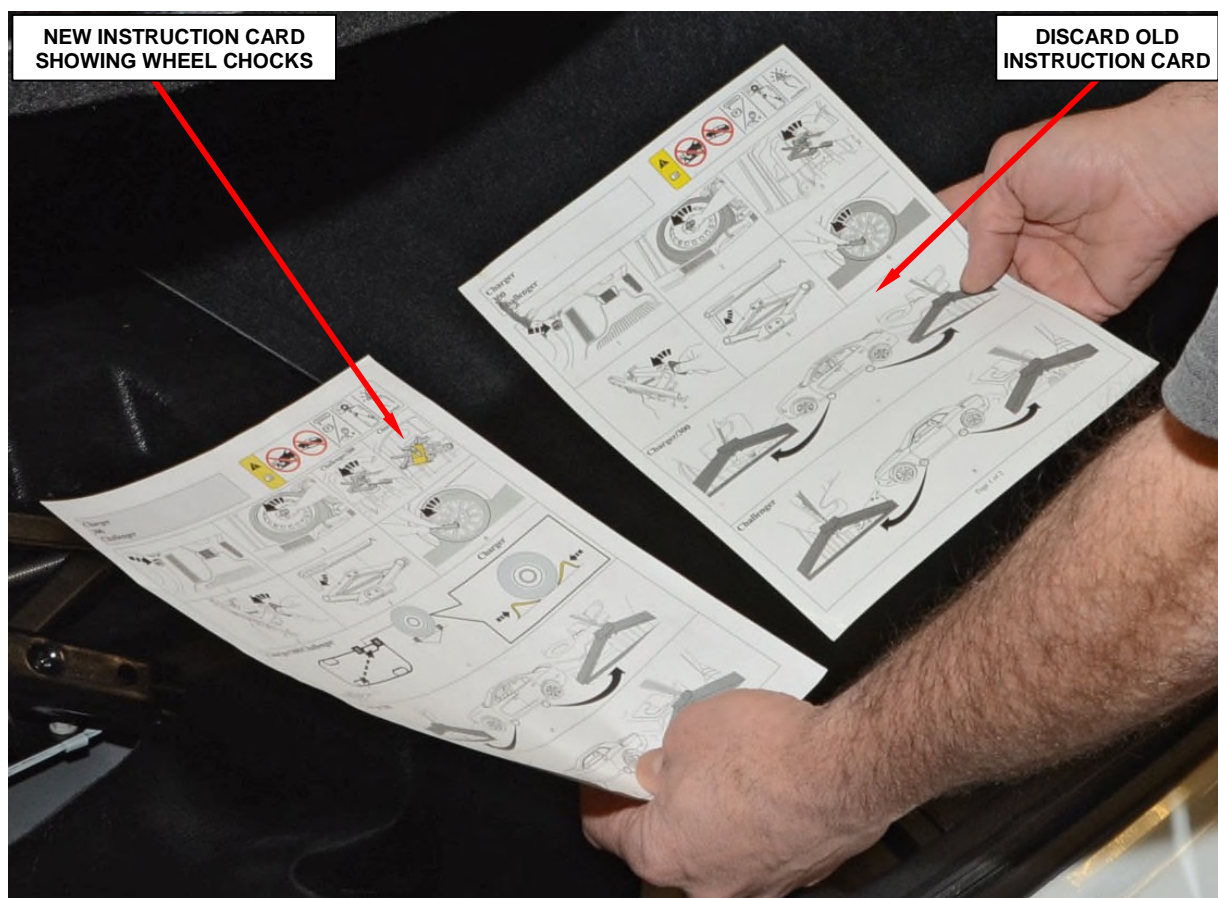


Figure 4 – Replace Tire Changing Instruction Card With New Version.

Service Procedure (Continued)

8. For 2011 - 2012 model year vehicles equipped with a compact spare tire perform the following procedure:

- a. Lift the jack assembly off of the retaining bolt and set aside.
- b. Remove the retaining bolt from the trunk floor bolt slot (Figure 5).
- c. Measure the distance from the bolt head to the end of the larger diameter bolt thread (Figure 6):
 - If the distance is 4.0 in. (102 mm), reuse the bolt (Figure 6).
 - If the bolt is 3.5 in. (89 mm), discard the short thread length bolt and replace with a new long thread length bolt (Figure 6).
- d. Install a long thread length retaining bolt into the trunk floor bolt slot (Figure 5).
- e. Install the jack assembly onto the retaining bolt.

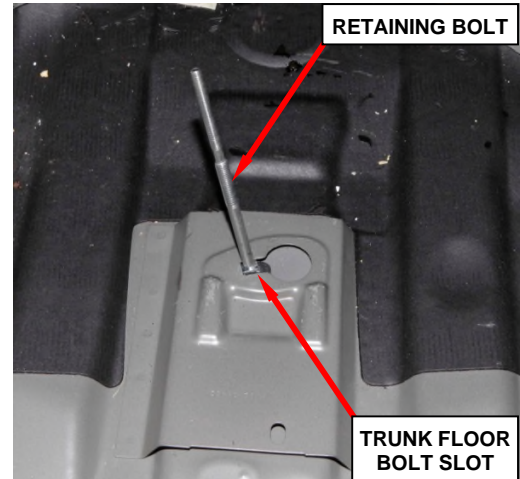


Figure 5 – Retaining Bolt

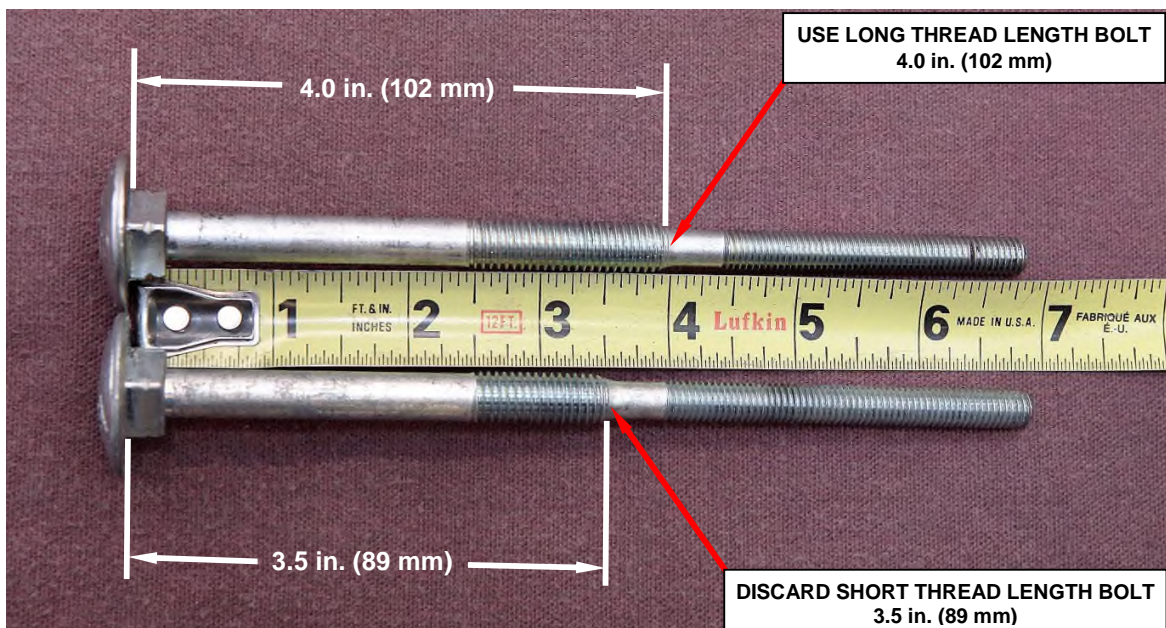


Figure 6 – Retaining Bolt Length

Service Procedure (Continued)

9. Install both wheel chocks as a nested pair onto the retaining bolt in the orientation shown (Figure 7 or 8).
10. Install the jack assembly retainer nut (Figure 7 or 8).
11. Install the spare tire (Figure 1 or 2).
12. **If equipped with a full size spare tire**, install the spare tire retainer plate (Figure 2).
13. Install the spare tire retainer nut (Figure 1 or 2).
14. **If equipped with a compact spare tire**, lower the load floor panel (Figure 1).
15. Close the decklid.
16. Return the vehicle to the customer.

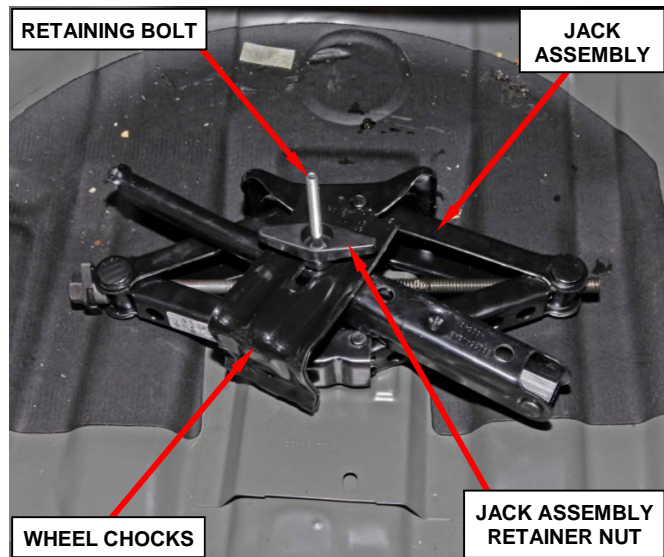


Figure 7 – Compact Spare Configuration

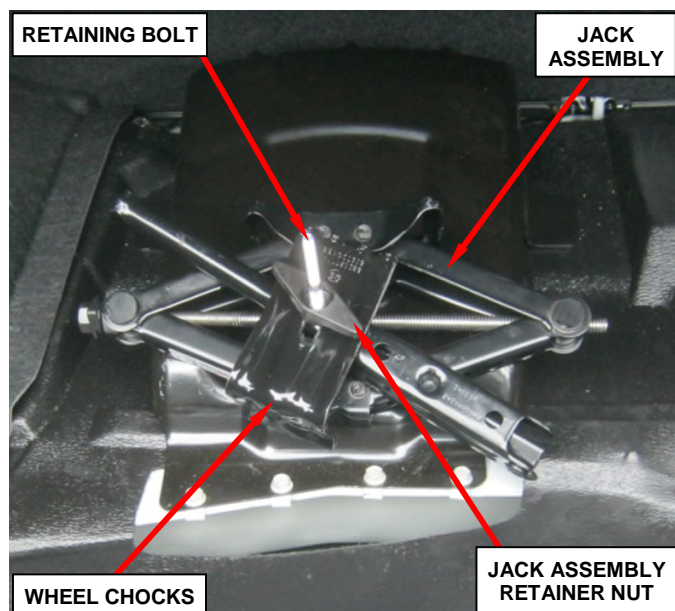


Figure 8 – Full Size Spare Configuration

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 submitted will be used by FCA Canada to record recall service completions and provide dealer payments.

Parts listed on any campaign are required for the repair but may not always be eligible for reimbursement. As stated in the Service Administration Manual; Normal shop supplies, such as general-purpose cleaners, solvents, lubricants, etc. submitted on claims are subject to non-payment or chargeback.

Use the following labour operation number and time allowance:

	Labour Operation Number	Time Allowance
Add wheel chock kit to the tire service kit. Includes replacing hold down bolt if required.	22-S0-31-82	0.2 hours

Owner Notification and Service Scheduling

All involved vehicle owners known to FCA Canada are being notified of the service requirement by mail. They are requested to schedule appointments for this service with their dealers. A 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 studio 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.**” The VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, Postal 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. 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.

FCA Canada Inc.

A handwritten signature in black ink, appearing to read "J.D. Kiritsis". The signature is stylized with a large loop at the beginning and a vertical line extending downwards.

J.D. Kiritsis
National Service and Parts Manager



SAFETY RECALL S03 WHEEL CHOCKS

Dear Vehicle Owner:

This **notice** is sent to you in accordance with the Canada Motor Vehicle Safety Act.

FCA Canada has decided that a defect, which relates to motor vehicle safety, exists in certain **2011 through 2016 model year Dodge Charger vehicles**.

- The problem is :*** Some of the above vehicles may have a spare tire jack that could bend the body-side sill assembly during jack operation if wheel chocks are not used. Bending of the body side sill during spare tire jack use may cause the vehicle to become unstable, increasing the risk of injury.
- What your dealer will do :*** FCA intends to install a set of wheel chocks in your vehicle free of charge. To do this, your dealer will add two wheel chocks and instruction card to the tire service kit.
- What you must do to ensure your safety :*** Contact your authorized FCA Canada dealer to schedule a service appointment.
- If you need help :*** If you require additional assistance or information, please contact FCA Canada Customer Care Centre:
By Phone: 1-800-465-2001 (English) or 1-800-387-9983 (French),
By Email: www.fcacanada.ca/en/contact_us.php (English) or www.fcacanada.ca/fr/contact_us.php (French),
By mail: FCA Canada Customer Care Centre, P.O. Box 1621, Windsor, Ontario, N9A 4H6.

If your name and address indicated above are incorrect or if you no longer own the vehicle, please contact the Customer Name & Address Call Centre at 1-800-373-1474 to update your information.

We apologize for any inconvenience and thank you for your attention to this important matter.

Yours very truly,

FCA Canada Inc.
National Service and Parts Manager