



November 2009

Dealer Service Instructions for:

Customer Satisfaction Notification J21 Hot Start Engine Cranking

Effective immediately all repairs on involved vehicles are to be performed according to this notification. Rapid Response Transmittal (RRT) 09-019 is no longer applicable for the involved vehicles only. Those vehicles that have already had this repair performed, as determined by our warranty records, have been excluded from this notification.

Models

2009 (LC) Dodge Challenger

2009 (LX) Chrysler 300/300C and Dodge Charger

NOTE: This notification applies only to the above vehicles equipped with a 5.7L engine (sales code EZC, EZD, or EZH) built through December 11, 2008 (MDH121123) or 6.1L engine (sales code ESF) built through January 23, 2009 (MDH 012323).

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 battery ground cables on about 15,500 of the above vehicles may cause slow engine cranking during hot engine starting conditions.

Repair

The battery ground cables must be replaced on all involved vehicles and the original 625 Cold Cranking Amp (CCA) battery must be upgraded to a 730 CCA battery on vehicles not equipped with a police package (sales code AHB).

Parts Information

Part Number Description

CEC0J210AA Ground Cable Package

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Cable, Battery Negative
1	Cable, Transmission Ground

Each dealer to whom vehicles in the recall were assigned will receive enough Ground Cable Packages to service about 10% of those vehicles.

Part Number Description

BB94R750AA Battery, 730 CCA

NOTE: Vehicles equipped with a police package (sales code AHB) do not require battery replacement.

Special Tools

The following special tools are required to perform this repair:

- CH9401* StarSCAN Tool
- CH9404D* StarSCAN Vehicle Cable

* Part of CH9400 kit.

Service Procedure

1. Replace the battery negative ground cable using the following procedure:
 - a. Turn the ignition switch to the “Off” position. Be certain that all electrical accessories are turned off.
 - b. Remove the load floor cover to gain access to the battery.
 - c. Disconnect and isolate the battery negative ground cable clamp (Figure 1).
 - d. Remove the fastener securing the battery negative ground cable to the body (Figure 1).
 - e. Remove the battery negative ground cable from the vehicle and discard the old cable.
 - f. Position the new battery negative ground cable in the vehicle.
 - g. Install the fastener securing the battery negative ground cable to the body. Tighten the fastener to 44 in. lbs. (5 N·m).

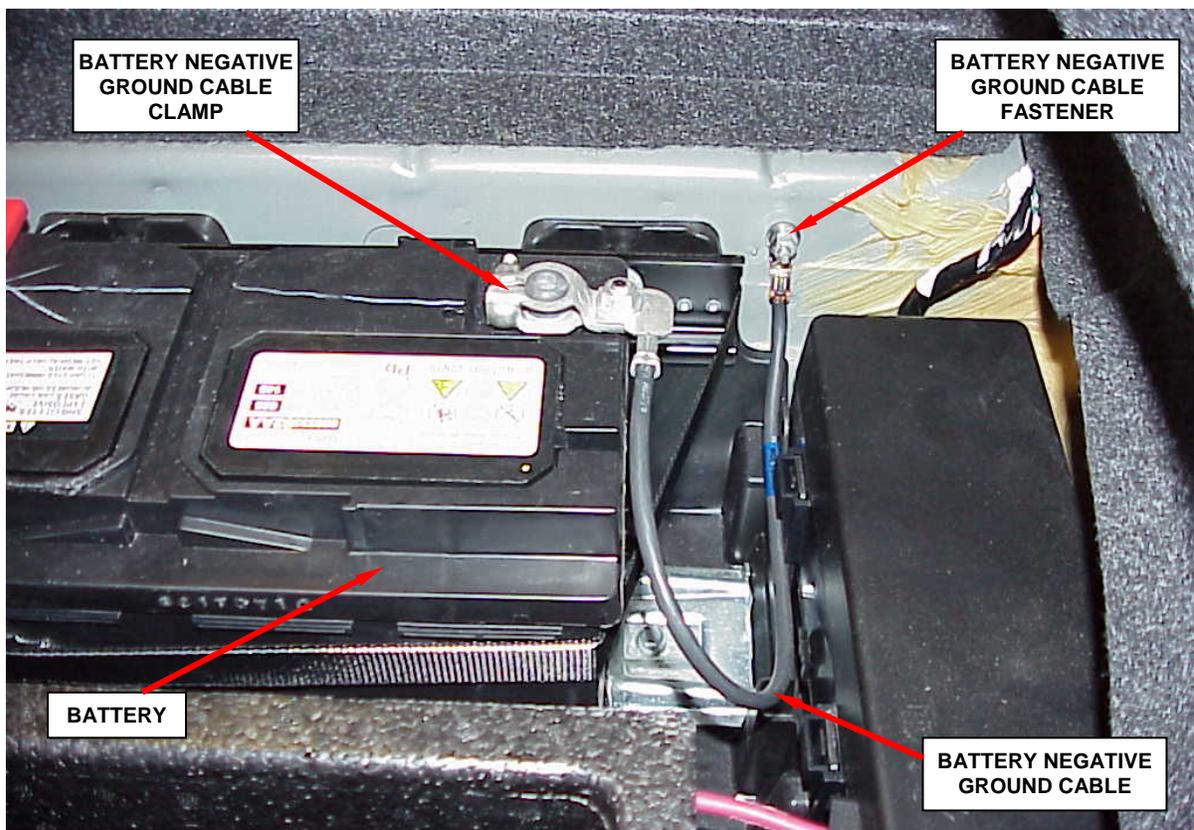


Figure 1 – Battery Negative Ground Cable

Service Procedure (Continued)

2. Replace the battery using the following procedure:

NOTE: Vehicles equipped with a police package (sales code AHB) do not require battery replacement. If the vehicle is equipped with a police package, continue with Step 3 of this procedure.

- a. Disconnect the battery positive cable clamp from the battery terminal (Figure 2).
- b. Unlatch the battery retention strap.
- c. Gently disconnect the battery vent hose from the battery vent nipple (Figure 3).

CAUTION: Use care when disconnecting the battery vent hose from the battery. The vent hose nipple is made of plastic and can be damaged if not disconnected properly.

- d. Remove the battery hold down clamp and remove the battery from the vehicle.
- e. Position the new battery in the battery tray.
- f. Install the battery hold down clamp. Tighten the bolt to 35 in. lbs. (4 N·m).
- g. Gently connect the battery vent hose to the battery nipple (Figure 3).

CAUTION: Use care when connecting the battery vent hose to the battery vent nipple.

- h. Latch the battery retention strap.
- i. Connect the battery positive cable (Figure 2).

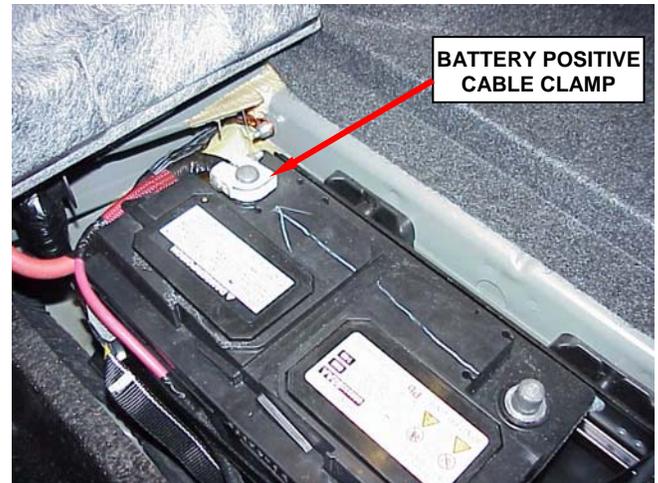


Figure 2 – Positive Cable Connection

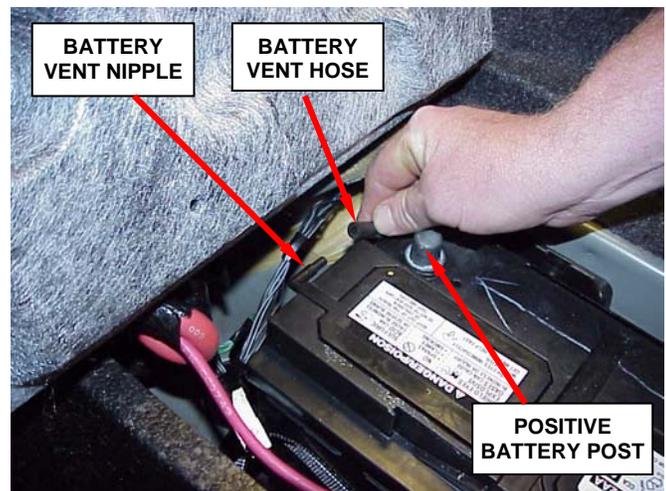


Figure 3 – Battery Vent Hose

Service Procedure (Continued)

3. Replace the transmission negative ground cable using the following procedure:
 - a. Remove and save the nut securing the transmission negative ground cable to the right front strut tower (Figure 4).
 - b. Remove the transmission negative ground wire eyelet from the strut tower stud.
 - c. Raise vehicle on an appropriate hoist.
 - d. Remove and save the nut securing the transmission negative ground cable to the transmission bellhousing stud. (Figure 5).
 - e. **Vehicles equipped with an automatic transmission**, relocate the transmission dipstick brace from the transmission bellhousing stud (Figure 5).
 - f. Remove and discard the transmission negative ground cable from the vehicle.

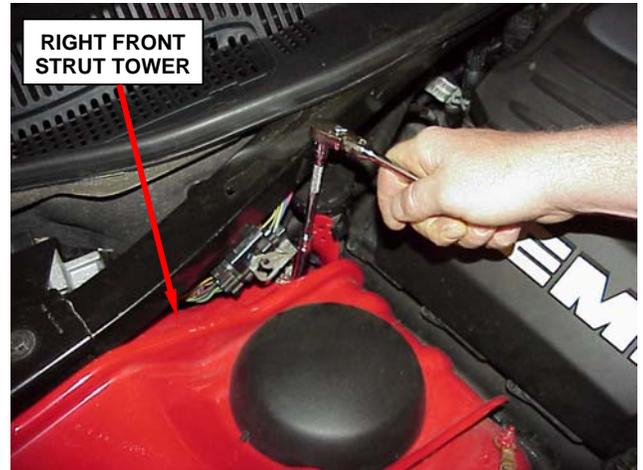


Figure 4 – Strut Tower Connection

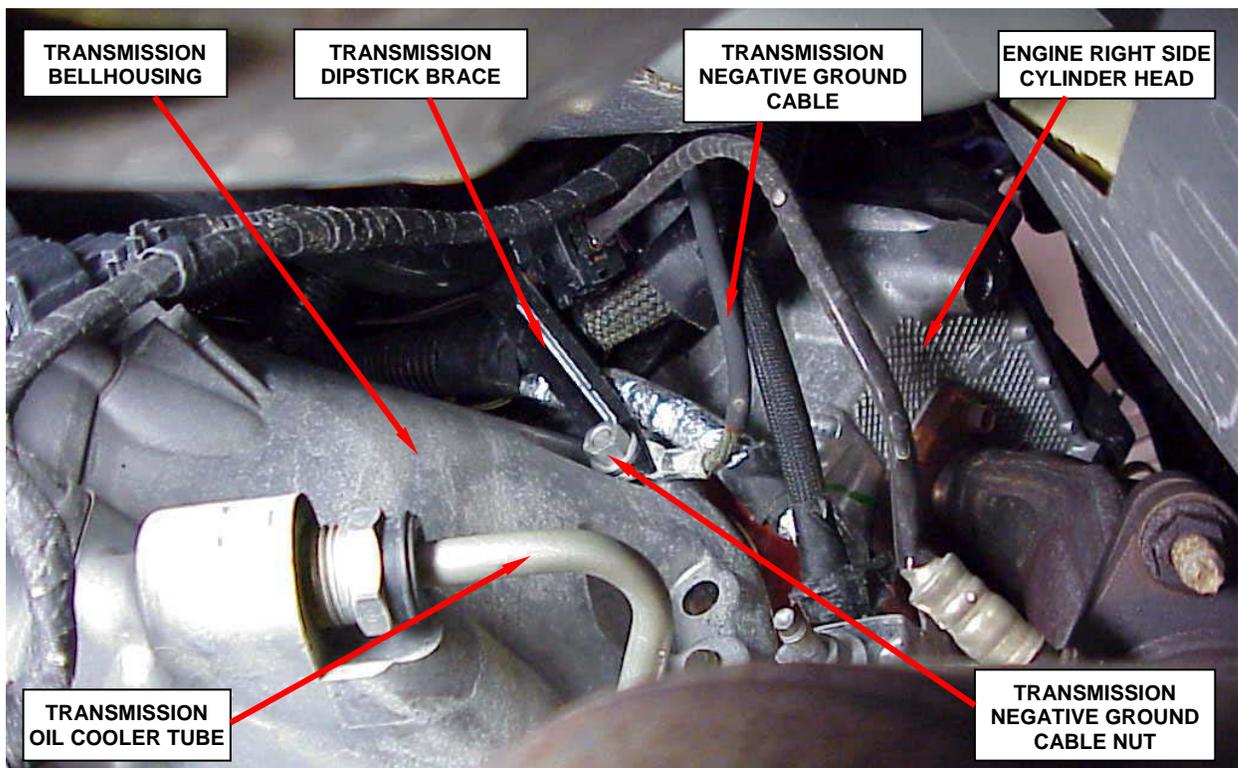


Figure 5 – Transmission Ground Cable Connection (Viewed from Under Vehicle)

Service Procedure (Continued)

- g. Route the new transmission negative ground cable in the vehicle.
 - h. Install the transmission negative ground cable eyelet onto the transmission stud.
 - i. **Vehicles equipped with an automatic transmission**, position the transmission dipstick brace onto the transmission stud (Figure 5).
 - j. Install the nut securing the transmission negative ground cable and dipstick brace to the transmission housing. Tighten the nut to 97 in. lbs. (11 N·m).
 - k. Lower the vehicle from the hoist.
 - l. Install the transmission negative ground cable eyelet onto the right shock tower stud and install the retaining nut (Figure 4). Tighten the fastener to 106 in. lbs. (12 N·m).
 - m. Connect the battery negative cable clamp to the negative battery post (Figure 1).
 - n. Install the load floor cover.
4. **For Vehicles equipped with the “Auto-Up” front window feature**, calibrate the door module using the following procedure:
- a. Turn the ignition to the “**Run**” position.
 - b. Regardless of current window position, move the driver side front window upward until the window stalls in the full up position. Allow the window motor to stall for at least 2 seconds before releasing the window switch.
 - c. Move the driver side front window downward until the window stalls in the full down position. Allow the window motor to stall for at least 2 seconds before releasing the window switch.
 - d. Move the driver side front window upward until the window stalls in the full up position. Allow the window motor to stall for at least 2 second before releasing the window switch.
 - e. Repeat steps 4a. through 4d. to calibrate the module for the passenger side front window.
 - f. Verify the windows are properly calibrated by operating the “Auto-Up” feature on the windows. Repeat this procedure if the calibration failed.

Service Procedure (Continued)

5. For Vehicles equipped with Electronic Stability Program (ESP), calibrate the Steering Angle Sensor (SAS) using the following procedure:

CAUTION: If the vehicle is equipped with Electronic Stability Program (ESP), once the battery is reconnected, the Steering Angle Sensor (SAS) within the Antilock Brake Module (ABM) needs to be calibrated. The SAS requires calibration (initialization) using the StarSCAN scan tool. If the SAS is not calibrated following battery reconnection, the ESP/BAS indicator lamp will flash continuously with no Diagnostic Trouble Codes (DTC's).

- a. Position the front wheels straight ahead and center the steering wheel.
 - b. Connect the StarSCAN scan tool to the vehicle data link connector.
 - c. Turn on the StarSCAN and place the ignition in the “**RUN**” position.
 - d. Starting at the “**HOME**” screen, select “**ECU View**”.
 - e. Select “**ABS Anti Lock Brakes**”.
 - f. Select “**Misc. Functions**”.
 - g. Select “**Initialize ECU**”.
 - h. Follow the StarSCAN on-screen instruction to complete the drive test.
6. Check and clear all Diagnostic Trouble Codes (DTC's) using the following procedure:
 - a. Starting at the “**Home**” screen, select “**System View**”.
 - b. Select “**All DTC's**”.
 - c. Select “**Clear All Stored DTC's**” and follow the StarSCAN on-screen instructions.
 7. Disconnect and remove the StarSCAN from the vehicle.

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 Chrysler to record Customer Satisfaction Notification service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Replace ground cables, battery and calibrate “Auto-Up” window module	08-J2-11-82	0.5 hours
Replace ground wires <u>only</u> and calibrate “Auto-Up” window module (vehicles equipped with a police package)	08-J2-11-83	0.4 hours

Related Operation

Calibrate Steering Angle Sensor (SAS) on vehicles equipped with Electronic Stability Program (ESP)	08-J2-11-50	0.2 hours
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Add the cost of the parts package plus applicable dealer allowance to your claim.

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 Chrysler 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.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

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 recall displayed can be sorted by: those vehicles that were unsold at recall 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 Services Field Operations
Chrysler Group LLC



***CUSTOMER SATISFACTION NOTIFICATION J21
HOT START ENGINE CRANKING***

Dear: (Name)

Customer satisfaction is very important to Chrysler. Accordingly, we are recommending the following service on some **2009 model year Chrysler 300/300C, Dodge Charger and Dodge Challenger vehicles equipped with 5.7L or 6.1L engine.**

The problem is... **The battery ground cables on your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx) may cause slow engine cranking during hot engine starting conditions.**

What your dealer will do... **Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will replace the battery ground cables and upgrade the battery. The work will take about ½ hour to complete. However, additional time may be necessary depending on service schedules.

What you must do... Simply **contact your dealer** right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Remember to bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact Chrysler at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at CCCCCCCCCCCCCCCCCCCCCCCCCCCCCC

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement.

We're sorry for any inconvenience, but we believe that this service will help to ensure your continuing satisfaction with your vehicle. Thank you for your attention to this important matter.

Customer Services Field Operations
Chrysler Group LLC
Notification Code J21