



April 2010

Dealer Service Instructions for:

## **Customer Satisfaction Notification J36 Audio Control Switches**

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### **Models**

**2010 (LC) Dodge Challenger**

*NOTE: This notification applies only to the above vehicles with the Electronics Convenience Group (sales code AFC) built through October 07, 2009 (MDH 100720).*

**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 steering wheel mounted audio control switches on about 300 of the above vehicles were not installed during vehicle manufacturing.

### **Repair**

Steering wheel mounted audio control switches and a related wiring harness must be installed.

**Parts Information**

<u>Part Number</u>	<u>Description</u>
<b>CEA0J360AA</b>	<b>Switch Package</b>

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Switch, Right Audio
1	Switch, Left Audio
1	Harness, Wiring

Due to the small number of involved vehicles, no parts will be distributed initially. Dealers should order the switch package for each vehicle at the time appointments are scheduled to assure that the part is available when the customer arrives.

<u>Part Number</u>	<u>Description</u>
<b>04318031</b>	<b>Thread-locker, Medium Strength</b>

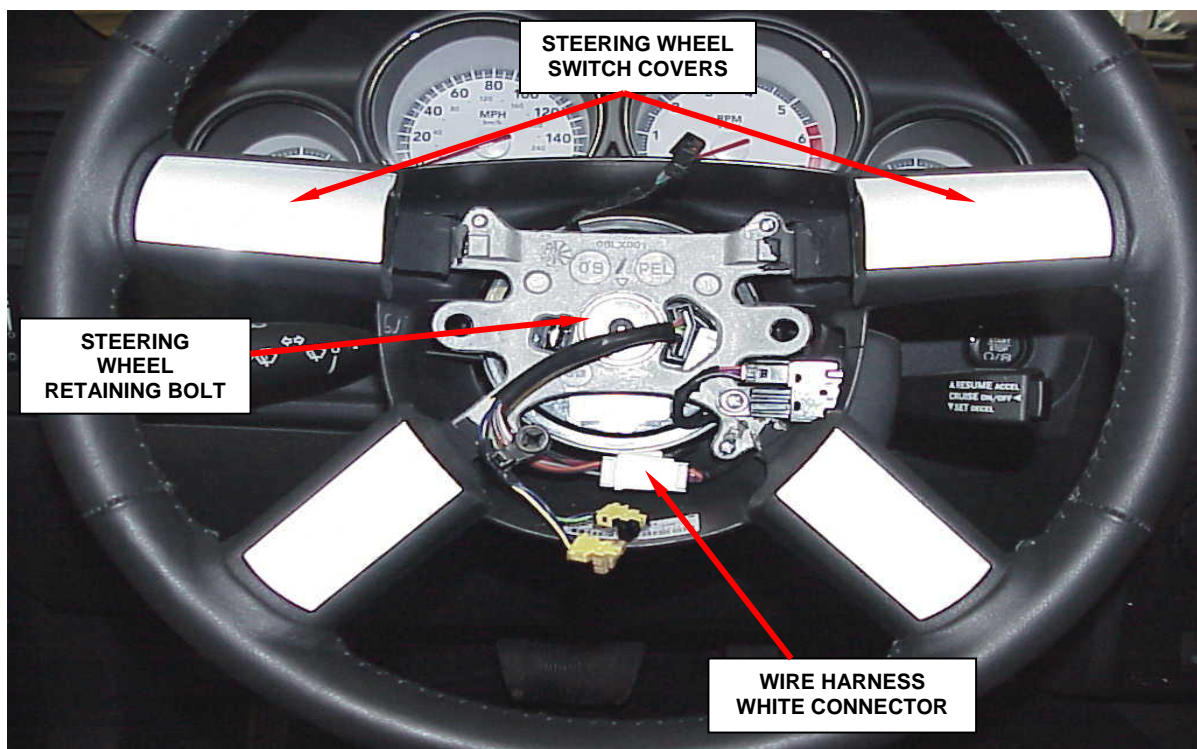
**Special Tools**

**The following special tool is required to perform this repair:**

- C4755 Plastic Trim Stick

**Service Procedure**

1. Open the trunk and disconnect the negative battery cable.
2. Remove the two driver airbag module mounting bolts (Figure 1).
3. Separate the driver airbag module from the steering wheel, disconnect the module wiring harness and set the airbag module aside.
4. Disconnect the wire harness white connector from the steering wheel (Figure 2).
5. Remove the steering wheel retaining bolt (Figure 2).
6. With the steering wheel in the straight ahead position, remove the steering wheel from the steering column.

**Figure 1 – Module Mounting Bolts****Figure 2 – Steering Wheel Components**

**Service Procedure (Continued)**

- Using plastic trim stick C4755 or equivalent, carefully pry the steering wheel switch covers from the steering wheel (Figure 2).

**CAUTION:** Use extreme care not to damage the steering wheel when prying the steering wheel switch covers from the steering wheel.

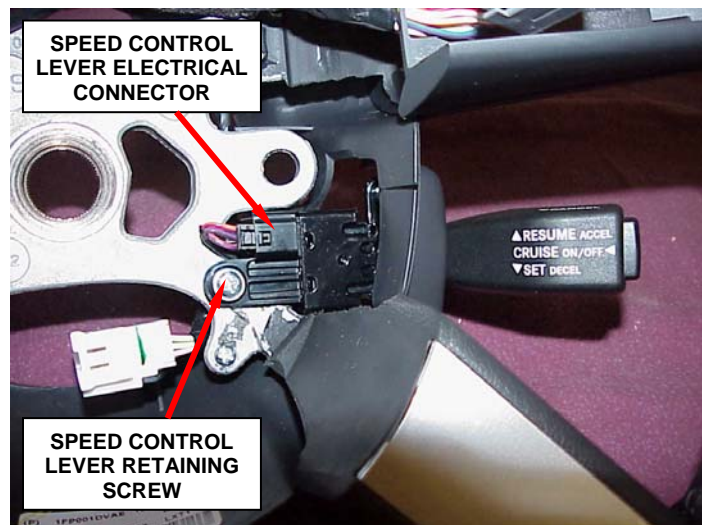


**Figure 3 – Speed Control Back Cover**

- Remove the speed control switch back cover (Figure 3).

- Disconnect the speed control lever electrical connector (Figure 4).

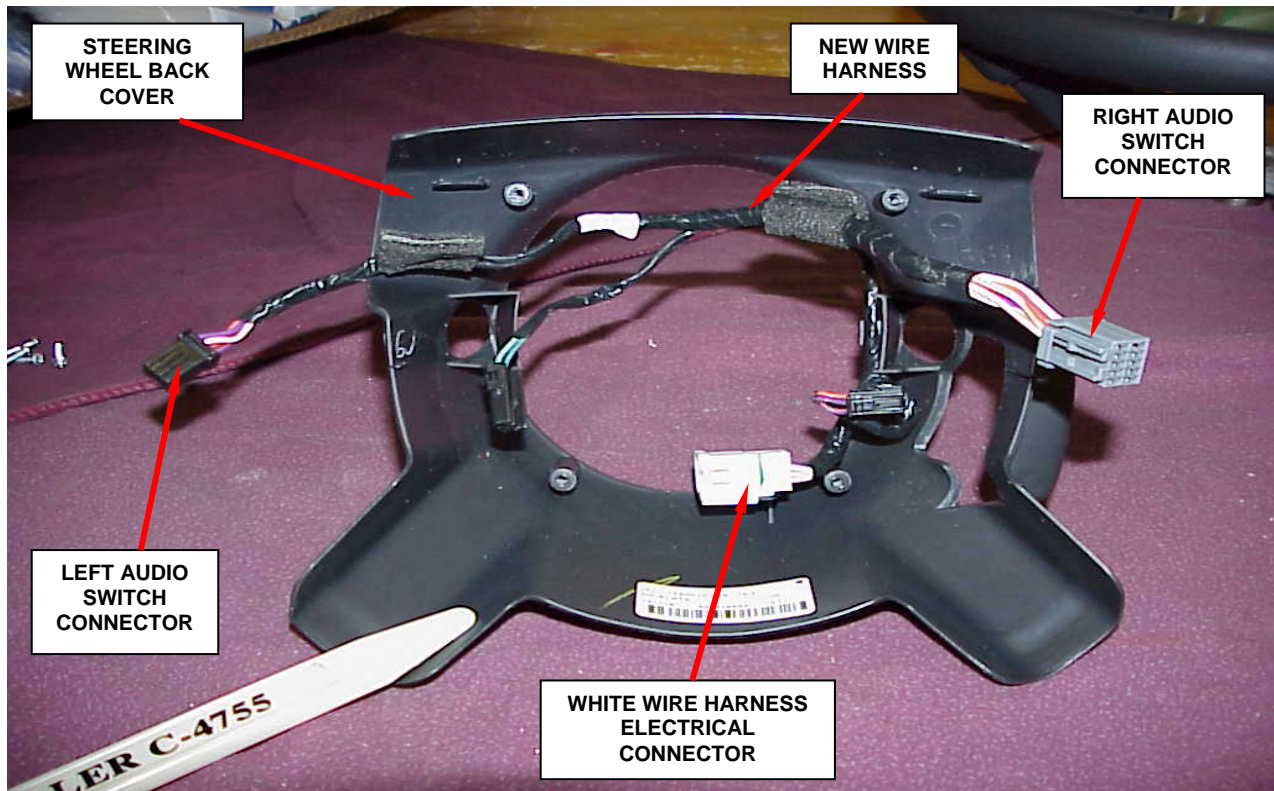
- Remove the speed control lever retaining screw and then remove the speed control lever assembly from the steering wheel (Figure 4).



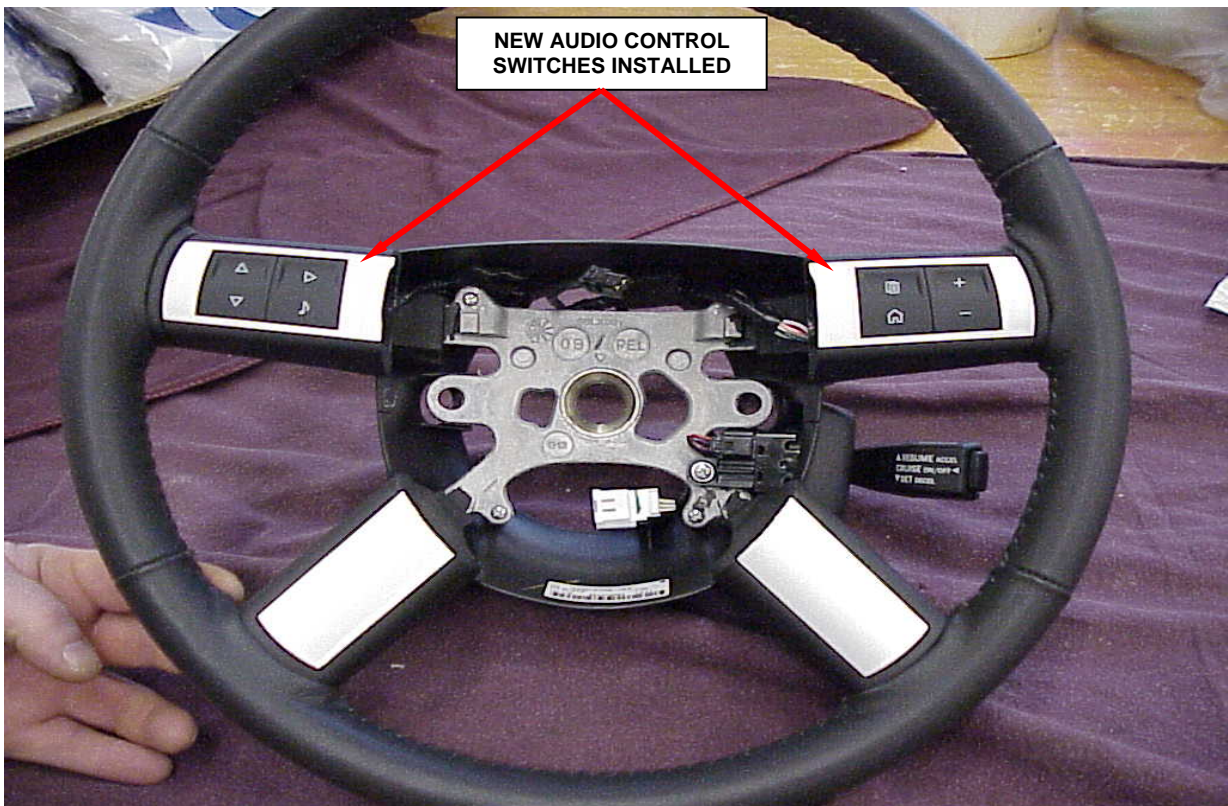
**Figure 4 – Speed Control Lever**

- Remove the steering wheel plastic back cover.

- Remove and discard the original steering wheel wire harness.

**Service Procedure (Continued)****Figure 5 – Wiring Harness Routing**

13. Place the new wire harness into position in the steering wheel back cover and snap the white connector into place (Figure 5).
14. Place the back cover into position on the steering wheel and install the steering wheel back cover retaining screws.
15. Install the speed control lever and connect the electrical connector (Figure 4).
16. Install the speed control lever back cover (Figure 3).

**Service Procedure (Continued)****Figure 6 – Audio Switches**

17. Connect the new audio control switches to the steering wheel wire harness and snap the switches into place on the steering wheel (Figure 6).
18. Align the splines on the steering wheel to the steering column shaft, then install the steering wheel.
19. Place a drop of thread locker onto the retaining bolt threads and install the steering wheel retaining bolt (Figure 2). Tighten the bolt to 52 ft. lbs. (70 N·m).
20. Connect the wire harness white connector to the steering wheel.
21. Connect the airbag module wires to the driver airbag module and place the module into position on the steering wheel.
22. Install the airbag module retaining bolts (Figure 1). Tighten both retaining bolts to 97 in. lbs. (11 N·m).
23. Connect the negative battery cable.

**Service Procedure (Continued)**

24. **For Vehicles equipped with the “Auto-Up” front window feature**, calibrate the door module using the following procedure:
- Turn the ignition to the “**Run**” position.
  - 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.
  - 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.
  - 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.
  - Repeat steps 24a. through 24d. to calibrate the module for the passenger side front window.
  - Verify the windows are properly calibrated by operating the “Auto-Up” feature on the windows. Repeat this procedure if the calibration failed.
25. **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 wiTECH 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).**

- Position the front wheels straight ahead and center the steering wheel.
- Connect the wiTECH pod to the vehicle data link connector.
- Place the ignition in the “**RUN**” position.
- Launch the wiTECH Diagnostic Application.
- Starting at the “Vehicle View Screen” screen, select “**ABS Icon**”.
- Select the “**Misc. Functions**” tab.
- Select “**Initialize ECU**” from the list.
- Follow the wiTECH on-screen instruction to complete the drive test.

**Service Procedure (Continued)**

- 26. **For Vehicles equipped with Electronic Stability Program (ESP)**, clear all Diagnostic Trouble Codes (DTC's)
- 27. Disconnect and remove the wiTECH pod from the vehicle.
- 28. Reset the clock located in the radio.

**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 the following labor operation number and time allowance:

	<b><u>Labor Operation Number</u></b>	<b><u>Time Allowance</u></b>
Install steering wheel mounted audio control switches	08-J3-61-82	0.7 hours

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.

Dealers are encouraged to consider alternative scheduling and servicing approaches for this notification. This repair does not require hoists or other full service facility special equipment and is a Chrysler Mobile Service approved repair.

### 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 J36  
AUDIO CONTROL SWITCHES**

Dear: (Name)

At Chrysler Group LLC, you can be assured that we are changing the way we look at quality. To prove our commitment to quality, the company is investing in and prioritizing improvements for every vehicle that we build. As part of that commitment, we are also targeting existing vehicles on the road today and contacting our customers to provide these quality improvements, at no charge, that will help to improve your ownership satisfaction.

We are recommending the following improvements be performed on some **2010 model year Dodge Challenger vehicles equipped with the Electronics Convenience Group.**

**Recommended Service:** **The steering wheel mounted audio control switches on your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx) were not installed during vehicle manufacturing.**

**What your dealer will do:** **Chrysler will service your vehicle free of charge (parts and labor).** To do this, your dealer will install steering wheel mounted audio control switches. The work will take about one hour to complete. We recommend that you make an appointment with your dealer to minimize your inconvenience.

**What you should do:** Simply **contact your Chrysler, Jeep, or Dodge dealer,** at your convenience, to schedule a service appointment. Your dealer will collect the necessary information to ensure that the appropriate parts are available in your service can be completed in a timely manner. Although not required, it is recommended to bring this letter with you to your dealer when you bring your vehicle in for this service.

**If you need help:** Please contact the Chrysler Customer Assistance Center at 1-800-853-1403.

If you have already experienced this condition and have paid to have it repaired, please 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. Once we receive and verify the required documents, reimbursement will be sent to you within 3 weeks.

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

We apologize for any inconvenience this service may cause to your schedule. Moving forward we are committed to providing our customers with world class quality products, ensuring that you have a positive dealership experience and following up on any issues and concerns that you may have in a timely manner through our Customer Assistance Center.

Sincerely,  
Customer Service / Field Operations  
Chrysler Group LLC  
Notification Code J36