



March 2012

Dealer Service Instructions for:

Customer Satisfaction Notification M04 Engine Oil Addendum Card and Tip Card

Models

**2012 (LC/LD) Dodge Challenger SRT and Charger SRT
(LX) Chrysler 300 SRT**

NOTE: This notification applies only to the above vehicles equipped with a 6.4L Hemi engine (sales code ESG or ESH) built through October 31, 2011 (MDH 103121).

2012 (WK) Jeep® Grand Cherokee SRT

NOTE: This notification applies only to the above vehicles equipped with a 6.4L Hemi engine (sales code ESG or ESH) built through October 20, 2011 (MDH 102020).

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 User Guide and Tip Card on about 2,600 of the above vehicles incorrectly stated the use of SAE 5W-40 engine oil instead of the correct oil which is SAE 0W-40 full synthetic engine oil.

Repair

The Tip Card located on the sun visor must be replaced and an owner's manual addendum card must be placed in the glove box.

NOTE: An Owner's Manual Addendum Card and Tip Card has been mailed directly to all owners of involved vehicle.

Parts Information

<u>Part Number</u>	<u>Description</u>
05030971AH	Card, Visor Tip (LC/LD/LX models)
68147062AB	Card, Visor Tip (WK models)

NOTE: For unsold vehicles in dealer inventory, print a copy of the owner letter from the DealerCONNECT website and place it in the glove box. The backside of the owner letter has the necessary information to correct the Owner's Manual.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Open the driver's door.
2. Remove and discard the original Tip Card from the sun visor (Figure 1).
3. Slide the new Tip Card onto the sun visor (Figure 1).
4. Open the glove box and insert the Owner's Manual Addendum letter into the vehicle's information kit (Figure 2).
5. Close the glove box door.



Figure 1 – Sun Visor Tip Card



Figure 2 – Owner's Manual Addendum Letter

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:

	Labor Operation Number	Time Allowance
Replace Tip Card and place Owner's Manual Addendum letter in glove box	23-M0-41-82	0.0 hours

FOR UNSOLD VEHICLES: Enter "UPDATE" in the part number section of your claim with a quantity of one (1). Enter \$5.00 (WITH NO MARK-UP) for reimbursement for the part cost and placing an Owner's Manual Addendum letter in the glove box and replace the Tip Card located on the sun visor.

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. 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 Service / Field Operations
Chrysler Group LLC



**CUSTOMER SATISFACTION NOTIFICATION M04
ENGINE OIL ADDENDUM CARD AND TIP CARD**

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 **2012 model year Dodge Challenger SRT, Charger SRT, Chrysler 300 SRT and Jeep® Grand Cherokee SRT models equipped with a 6.4 liter Hemi engine.**

Recommended Service: **The User Guide and Tip Card for your vehicle (VIN: xxxxxxxxxxxxxxxxx) incorrectly stated the use of SAE 5W-40 engine oil instead of the correct oil which is SAE 0W-40 full synthetic engine oil.**

What you should do: The enclosed Owner’s Manual Addendum Card and Tip Card should be placed in your vehicle’s glove box for future reference by you or future owners.

If you need help: Please contact the Chrysler Customer Assistance Center 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 your vehicle. You may also update this information on the web at
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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 M04

(over)

USER GUIDE ADDENDUM
THIS ADDENDUM UPDATES INFORMATION ABOUT MAINTENANCE
PROCEDURES IN SECTION 7 OF YOUR OWNER’S MANUAL AND IN
“MAINTAINING YOUR VEHICLE” IN YOUR USER GUIDE.

Engine Oil Selection

For best performance and maximum protection under all types of operating conditions, the manufacturer only recommends full synthetic engine oils that meet the American Petroleum Institute (API) categories of “SM” or “SM/CF.”

The manufacturer recommends the use of a **full synthetic SAE 0W-40 engine oil** or equivalent.

Chrysler Group LLC
