



October 2012

Distributor/Dealer Service Instructions for:

## **Customer Satisfaction Notification M24 Smart Glass Switch**

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### **Models**

**2011 (LC) Dodge Challenger**

*NOTE: This notification applies only to the above vehicles built through March 15, 2011 (MDH 031511).*

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

### **Subject**

The smart glass switch on about 80 of the above vehicles may have improper heat stakes which could cause a continuous unintended smart glass operation. Continuous activation of the smart glass feature, when not intended, could cause the battery to discharge to a point where the engine will not crank.

### **Repair**

The right and left side smart glass switch located on the door latch assembly must be replaced.

**Parts Information**

<u>Part Number</u>	<u>Description</u>
<b>CEA1M241AA</b>	<b>Smart Glass Switch Package</b>

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Switch, Right Door (with mounting bracket)
1	Switch, Left Door (with mounting bracket)
4	Screw, Retaining

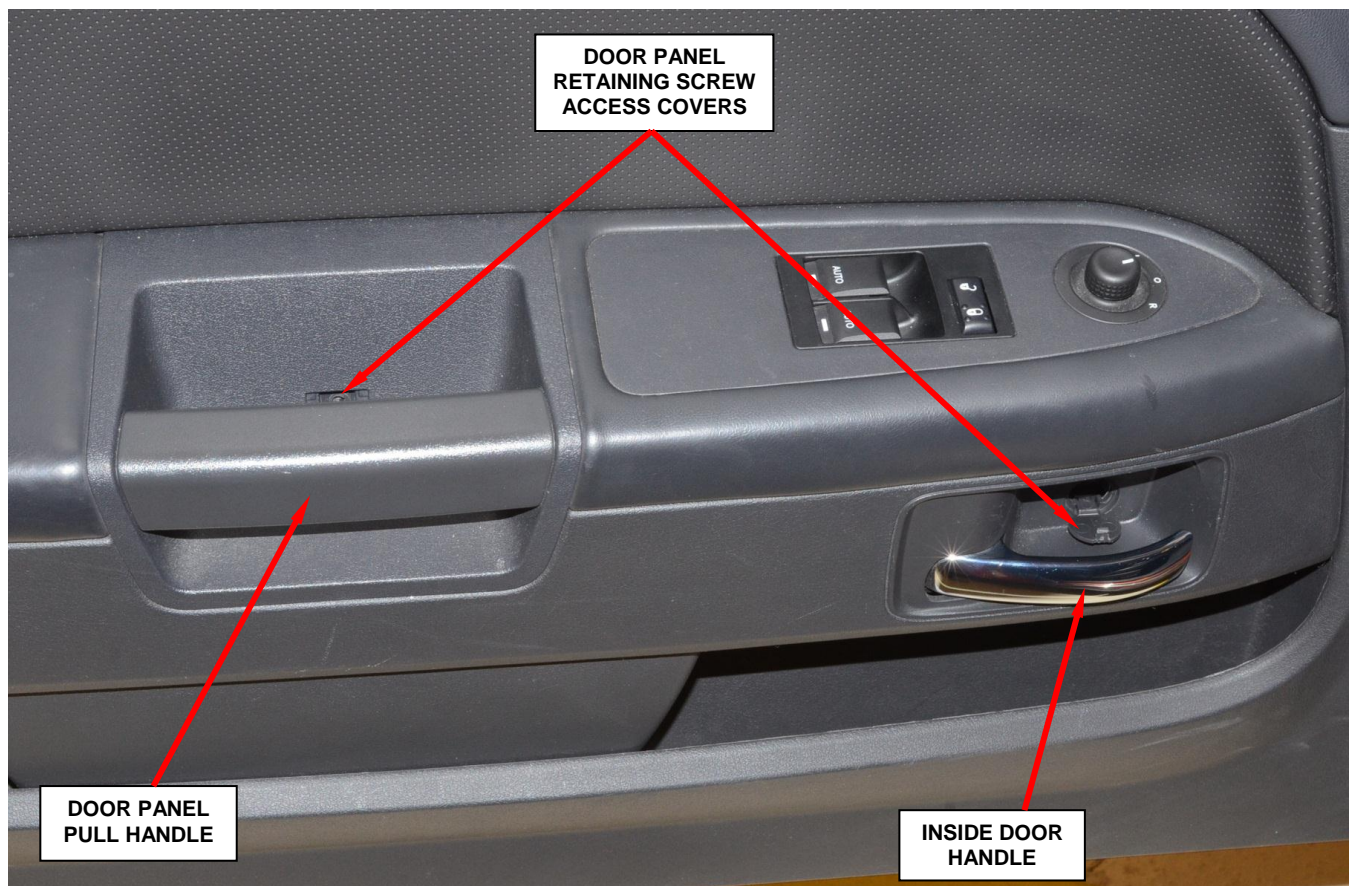
**Each dealer**, to whom vehicles in the notification were assigned, will receive enough Smart Glass Switch Packages to service about 20% of those vehicles.

**Special Tools**

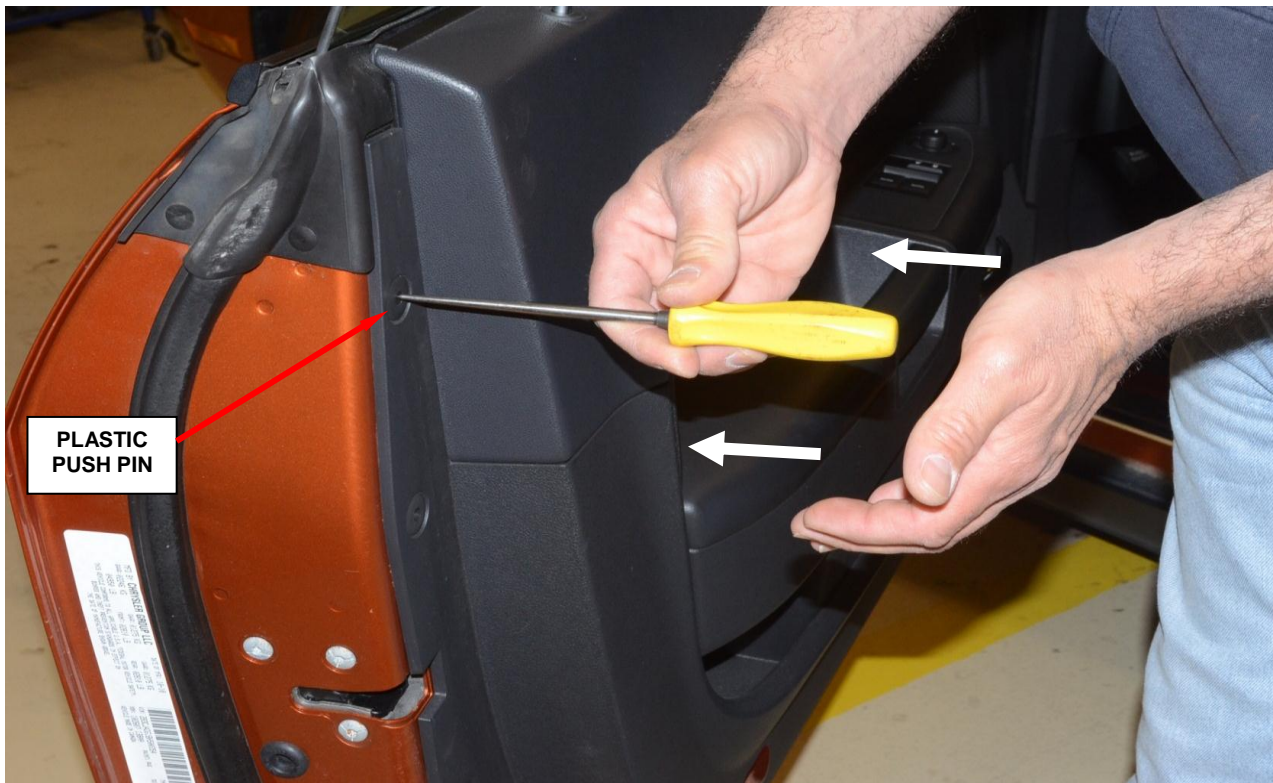
No special tools are required to perform this service procedure.

**Service Procedure**

1. Place the right and left side front door glass windows in their full up position.
2. Open the trunk and disconnect the negative battery cable from the battery.
3. Remove the left side door panel using the following procedure:
  - a. Open the door panel retaining screw access cover located by the inside door handle and then remove and save the door panel retaining screw (Figure 1).
  - b. Open the door panel retaining screw access cover located by the door panel pull handle and then remove and save the door panel retaining screw (Figure 1).



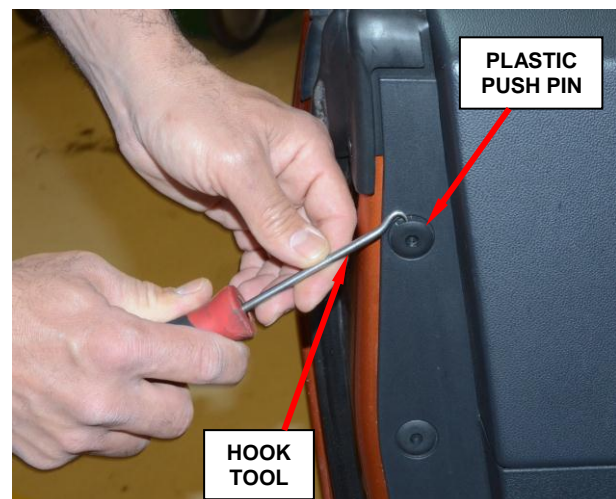
**Figure 1 – Door Panel Retaining Screw Access Cover Locations**

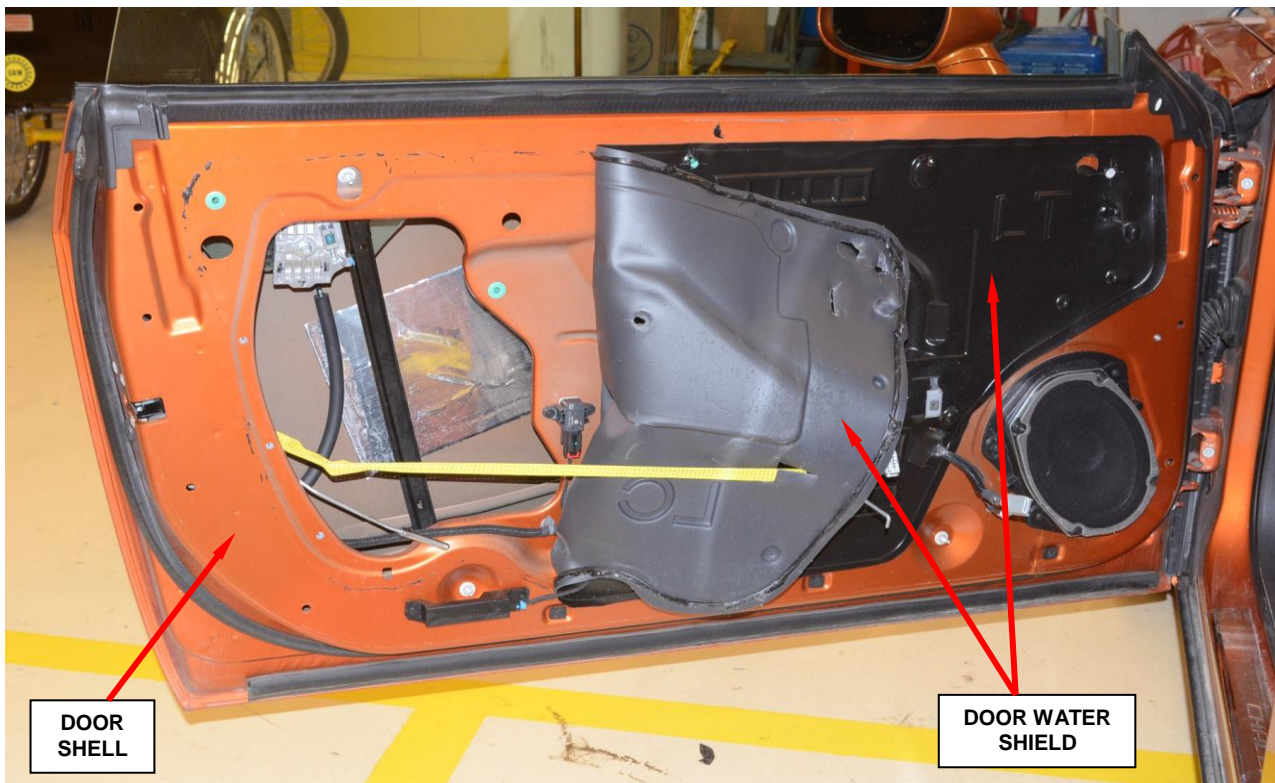
**Service Procedure (Continued)****Figure 2 – Disengaging Door Panel Push Pin**

- c. Carefully push the center pin on the seven door panel perimeter plastic push pins in about 1/8" to disengage the push pin (Figure 2).

**CAUTION: If the push pin center pin is pushed in too far, the center pin will fall into the door and will need to be retrieved.**

- d. Using a hook tool, carefully remove and save the seven door panel perimeter push pins (Figure 3).
- e. Remove and save the three lower door panel retaining screws.
- f. Lift the door panel off the door and disconnect the inside door handle linkage and switch electrical connections. Then carefully set the door panel aside.

**Figure 3 – Push Pin Removal**

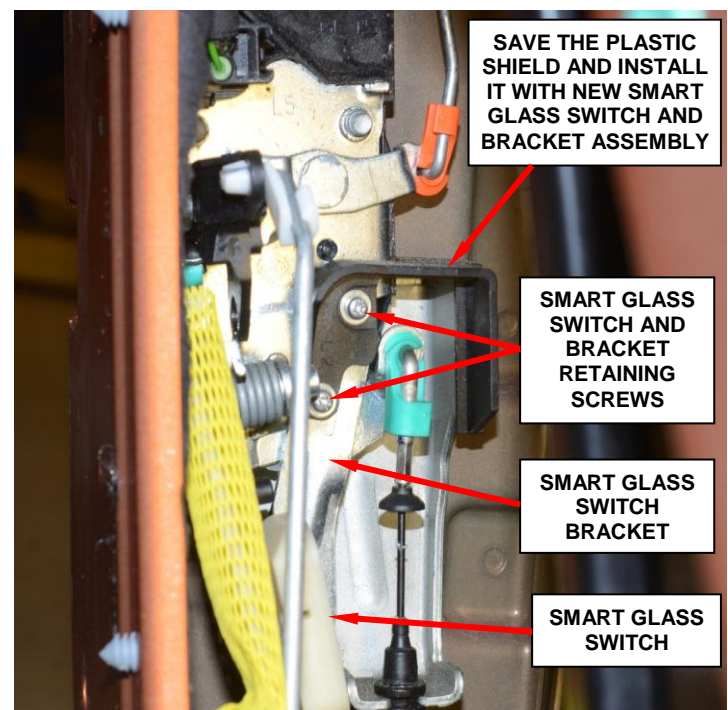
**Service Procedure (Continued)****Figure 4 – Door Water Shield**

- Partially pull the rear half of the door water shield back to gain access to the door latch area (Figure 4).

**CAUTION:** Use extreme care to avoid tearing and/or damaging the door water shield when removing it from the door shell.

- Carefully remove and save the two screws that hold the smart glass switch and switch bracket to the door latch (Figure 5).

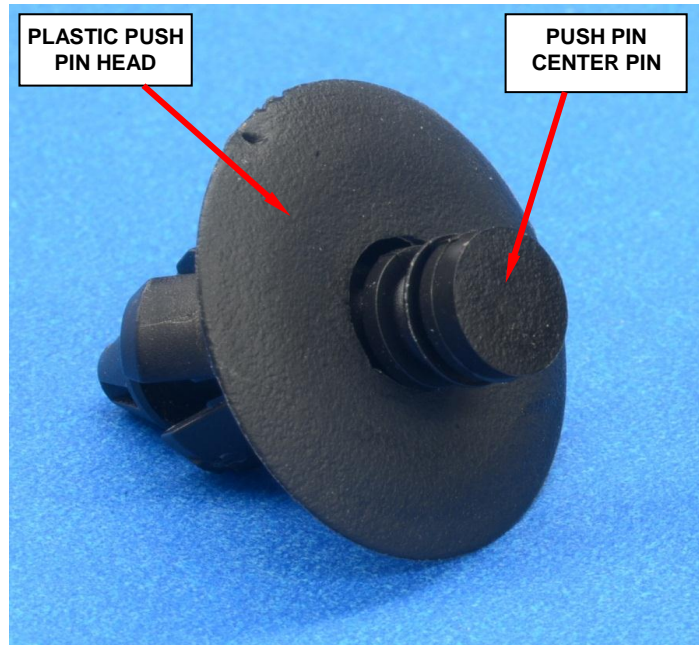
**NOTE:** Save and reuse the black plastic linkage shield (Figure 5).

**Figure 5 – Smart Glass Switch Retaining Screws**

**Service Procedure (Continued)**

6. Separate the smart glass switch and bracket assembly from the door latch, disconnect the electrical connection at the smart glass switch, and remove the smart glass switch from the door.
7. Place the new smart glass switch and bracket assembly into position on the door latch.

**CAUTION: The smart glass switches are not interchangeable. There is a right and left side switch. Match up the old smart glass switch with the new smart glass switch to ensure the correct switch is being installed.**



**Figure 6 – Door Panel Push Pin**

8. Install the two smart glass switch bracket mounting screws and tighten the screws to 5 in. lbs. (0.6 N·m) (Figure 5).
9. Connect the electrical wire connector to the new smart glass switch electrical receptacle.
10. Place the door water shield back into position on the door shell (Figure 4).
11. Install the door panel using the following procedure:
  - a. Prepare the seven push pins for installation by pushing the center pin out so that the center pin is approximately 1/8” out from the head of the push pin (Figure 6).
  - b. Place the door panel near the door and connect the inside door handle linkage, and switch wiring connectors. Then place the door panel onto the door shell.
  - c. Insert the seven push pins around the perimeter of the door panel.
  - d. Push the center pin of the seven push pins in until the top of the center pin is flush with the push pin head. This will lock the push pin into position.
  - e. Install the three lower door panel retaining screws. Tighten the screws securely.

### **Service Procedure (Continued)**

- f. Install the door panel retaining screw located by the door pull handle and then close the screw access cover.
  - g. Install the door panel retaining screw located by the inside door handle and then close the screw access cover.
12. Repeat Steps 3 through 11 on the right door before continuing with Step 13.
  13. Using a suitable cleaner, wipe down both front door panels to remove any finger prints and/or dirt from the door panel.
  14. Connect the negative battery cable to the battery and then close the trunk.

### **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>Labor Operation Number</b>	<b>Time Allowance</b>
Replace right and left smart glass switches	08-M2-41-82	0.8 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.

### **Owner Notification and Service Scheduling**

All involved vehicle owners should be notified of the service requirement by their Distributor/Dealer. Owners are requested to schedule appointments for this service. A sample copy of the owner notification letter is attached.

**Vehicle Lists, Global Recall System, VIP and Distributor/Dealer Follow up**

All involved vehicles have been entered into the Global Recall System (GRS) and Vehicle Information Plus (VIP) for Distributor/Dealer inquiry as needed.

GRS provides involved Distributors/Dealers with an updated VIN list of their incomplete vehicles. Completed vehicles are removed from GRS within several days of repair claim submission.

**Distributors/Dealers must perform this repair on all unsold vehicles before retail delivery.** Distributors/Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

**Additional Information**

If you have any questions or need assistance in completing this action, please contact your International Service and Parts Manager.

Global Service and Parts - International  
Chrysler Group LLC





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## **CUSTOMER SATISFACTION NOTIFICATION M24 SMART GLASS SWITCH**

Dear Dodge Owner:

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 **2011 model year Dodge Challenger vehicles**.

***Recommended Service:*** **The smart glass switch on your vehicle (VIN: xxxxxxxxxxxxxxxxx) may have improper heat stakes which could cause a continuous unintended smart glass operation. Continuous activation of the smart glass feature, when not intended, could cause the battery to discharge to a point where the engine will not crank.**

***What your dealer will do:*** **Chrysler will service your vehicle free of charge (parts and labor).** To do this, your distributor/dealer will replace the right and left smart glass switch located in the door latch assembly. The work will take about one hour to complete. We recommend that you make an appointment with your distributor/dealer to minimize your inconvenience.

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

***If you need help:*** If you have trouble getting your vehicle serviced, please contact the distributor/dealer nearest your location. A representative will assist you in getting your vehicle serviced. This information can be found in the Customer Assistance section of your Owner's Manual.

We apologize 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.

Sincerely,  
Global Service & Parts - International  
Chrysler Group LLC  
Notification Code M24