

May 1, 2009

TO: ALL DODGE DEALERS

FROM: SERVICE OPERATIONS

SUBJECT: RAPID RESPONSE TRANSMITTAL/SERVICE ACTION #09-028
Door Glass Chip

INVOLVED VEHICLES:

2009 (LC) Challenger

NOTE: This Rapid Response Transmittal affects unsold vehicles only.

NOTE: The VIN List is available on DealerCONNECT for all affected dealers. The VIN List has been inserted in the Service Tab under Rapid Response Transmittals. The dealers receiving the Rapid Response Transmittal Service Action are the “Ship To” dealers and the VIN’s listed are specific to their dealership. All involved vehicles will be loaded into the VIP system.

DISCUSSION:

A small number of vehicles were shipped that may have a small chip(s) on the **top edge** of the right or left door glass. The chip(s) may be located approximately 114 mm (4.5 in) and/or 756 mm (29.75 in) from the rear edge of the glass (Fig 1). Dealers are required to inspect the glass. If chips are found, replace the door glass.

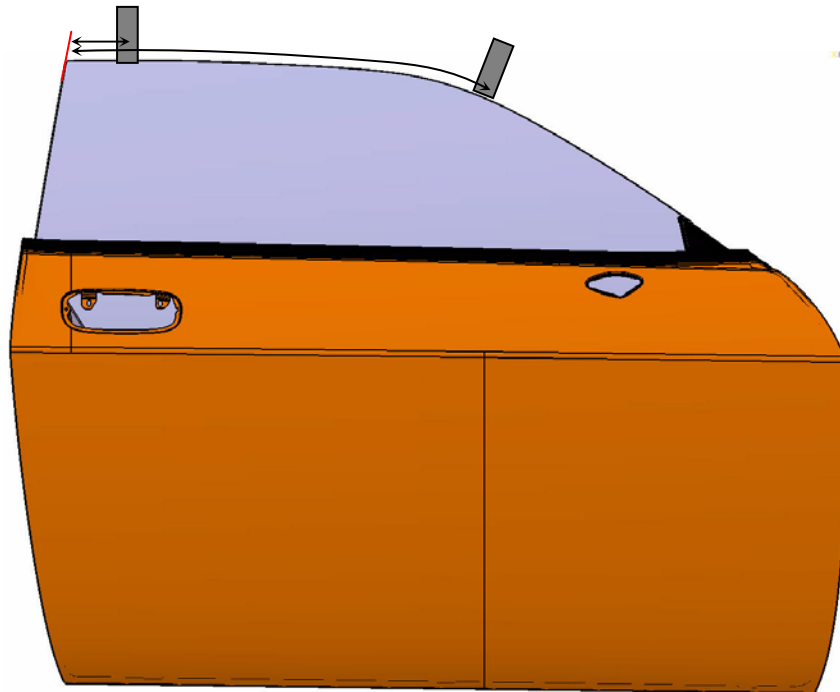


Figure 1 – Chip Location(s)

PARTS REQUIRED:

- AR (1) 04816142AB Glass, Right Door
- AR (1) 04816143AB Glass, Left Door

REPAIR PROCEDURE:

- 1) Lower the Door Glass and inspect the top edge for a small chip approximately 114 mm (4.5 in) and/or 756 mm (29.75 in) from the rear edge of the glass (Fig 1). Is the glass chipped?
 - a) YES – Continue with Glass Replacement – Step 2.
 - b) NO – Return Vehicle to Inventory.
- 2) Replace the door glass following the detailed procedures in DealerCONNECT > TechCONNECT > Group 23 – Body > Door – Front > Glass, Door > Remove/Install.

POLICY: Reimbursable within the provisions of the warranty.

NOTE: USE OF THE LABOR OPERATION INCLUDED WITH THIS SERVICE ACTION ON VEHICLES OTHER THAN THOSE INVOLVED MAY BE SUBJECT TO CHARGE BACK.

TIME ALLOWANCE:

LABOR OPERATION NO:

23-30-10-90	Inspect Both Door Windows for Chips	0.2Hrs
23-30-10-91	Inspect Both Door Windows and Replace One Door Window (Right or Left)	0.5Hrs
23-30-10-92	Inspect Both Door Windows and Replace Both Door Windows	0.9Hrs

FAILURE CODE: ZZ - Service Action

If you have any questions, contact your Business Center.