

September 17, 2009

TO: ALL DODGE DEALERS

FROM: SERVICE OPERATIONS

SUBJECT: RAPID RESPONSE TRANSMITTAL #09-060
Sun Visor Vanity Mirror Cover Looseness

INVOLVED VEHICLES:

2009 (JC) Journey
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 number of vehicles shipped with Sun Visor Vanity Mirrors were assembled with contaminated lubricant. The lubricant will soften the plastic of the mirror cover and cause it to become loose or fall off. Dealers are required to remove the covers, clean the pivot areas on the visor and install new covers.

PARTS REQUIRED:

1	68068736AA	Visor Cover Kit - JC
1	68068735AA	Visor Cover Kit - LC
(AR)	NPN	Isopropyl Alcohol

NOTE: Each kit includes two covers (both sides).

SPECIAL TOOLS / EQUIPMENT REQUIRED:

1	NPN	Trim Stick
AR	NPN	Cotton Swabs

REPAIR PROCEDURE:

1. Lower the visor to gain access to the vanity mirror.
2. Insert a trim stick between the upper edge of the cover and mirror bezel. Gently pry the lid stops out of the bezel (Fig 1).

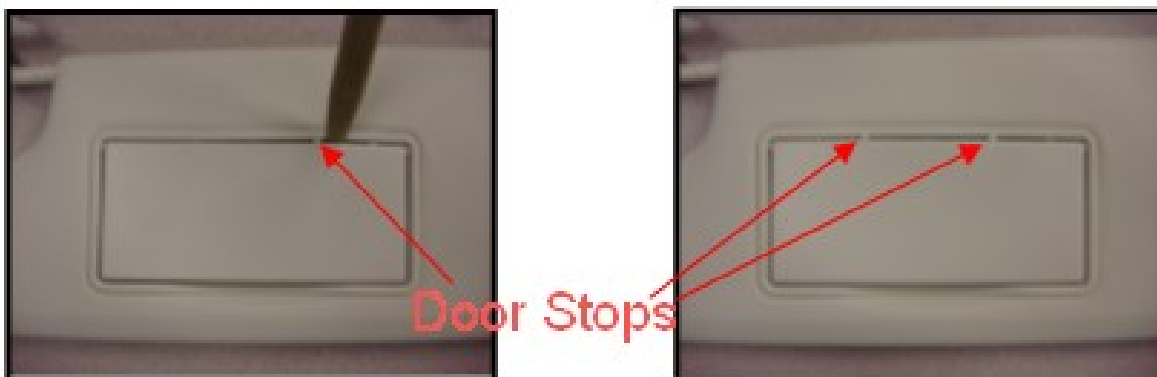


Figure 1

3. Open the cover just enough to get your fingers underneath. Gently bow the cover outward at the center to release the hinge pins from the housing (Fig 2).



Figure 2

4. Inspect the cover for a hinge pin on each side. If any are missing, inspect the pivot area of the housing and remove any pins that may be broken off.
5. Clean each pivot area of the housing with a cotton swab and alcohol (Fig 3).

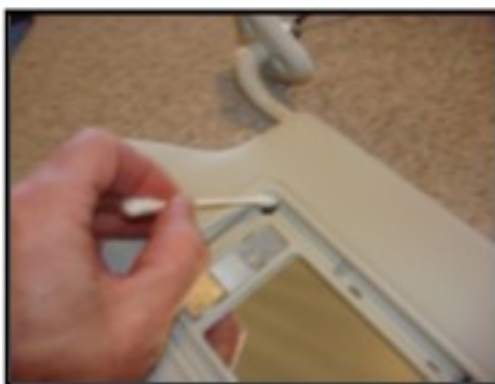


Figure 3

NOTE: All lubricant left on the housing must be removed.

6. Insert one of the hinge pins from the new door into the housing. Gently bow the cover outward in the center and install the opposite hinge pin (Fig 4).



Figure 4

7. Insert a trim stick between the upper edge of the cover and mirror bezel. Increase the gap between the cover and bezel to allow the stops to snap back in place (Fig 5).



Figure 5

8. Cycle the door several times to assure it moves freely without binding. If the mirror includes illumination, make sure it operates properly.
9. Repeat the procedure for the opposite side.

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:

23-20-75-92 Replace- Sun Visor Vanity Mirror Covers, Both Sides (B) 0.2 Hrs.

FAILURE CODE: ZZ - Service Action

If you have any questions, contact your Business Center.