

IMPORTANT

DEALER SERVICE INSTRUCTIONS

SAFETY RECALL H29 – REPROGRAM WIRELESS IGNITION NODE

MODELS: 2008 – 2009 (LC) Dodge Challenger

NOTE: *This recall applies only to the above vehicles equipped with an automatic transmission and "Keyless Go" option (sales code **GX4**) built through August 19, 2008 (MDH 081914).*

- The Remote Keyless Entry (RKE) transmitters on about 740 of the above vehicles can be removed from the vehicle when the transmission gear selector has not been placed in the "Park" position. If the driver turns the engine off but does not place the gear selector in the "Park" position, the vehicle could move inadvertently and cause a crash without warning. As a result, these vehicles do not comply with the Canada Motor Vehicle Safety Standard (CMVSS) No. 114.
- To correct this condition, the Wireless Ignition Node (WIN) must be reprogrammed and the Remote Keyless Entry (RKE) transmitters must be resynchronized to the vehicle. After this repair, the engine will only turn off when the transmission gear selector has been placed in the "Park" position.

The new software will also correct an intermittent RKE condition and add a time-out feature to prevent draining the battery if the vehicle remains in the "Accessory" or "Run" mode for more than 30 minutes with the engine off.

NOTE: The reprogramming procedure can only be performed with the StarMOBILE.

Recall and Parts Information

Canadian Recall Service Instructions and Part Numbers can be different. Always use the attached Canadian Recall Notification for service instructions and parts information.

This Canadian Recall Notification can also be found in DealerCONNECT – See below:

DealerCONNECT > Service > In the Repair section TechCONNECT >  30 - CANADIAN RECALLS

The V.I.N. range for vehicles involved in this campaign is as follows:

2B3LJ74W18H182849 - 2B3LJ74W68H322748
2B3LJ54TX9H504724 - 2B3LJ54T99H520820

DEALER VIN LISTS Located in DealerCONNECT – Global Recall System (GRS)

GRS has been developed to provide dealers with an up-to-date list of involved vehicles by recall number and by dealer code. Owners known to Chrysler are also listed. Involved vehicles will be removed from the GRS within several days of submitting repair claims.

To use the **GRS** in DealerCONNECT, you first need to click on the **Service** tab and then in the **Repair section** click on **Global Recall System**. Your dealer's VIN list for each Recall can be sorted by: Unsold Vehicles (at the time of Recall launch), Phone Number, City Name, Zip Code (Postal Code) or VIN.

September 23, 2008

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To: All Dealers of Chrysler Canada Inc.

SUBJECT: SAFETY RECALL H29 – REPROGRAM WIRELESS IGNITION NODE

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Recall information for Canadian Dealers is now available on DealerCONNECT

See Group 30 – CANADIAN RECALLS

DealerCONNECT > Service > Repair > TechCONNECT > Group 30 – CANADIAN RECALLS

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The new software will also correct an intermittent RKE condition and add a time-out feature to prevent draining the battery if the vehicle remains in the "Accessory" or "Run" mode for more than 30 minutes with the engine off.

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Details of this service action are explained in the following section.

IMPORTANT: Some of the involved vehicles may be in your new/used vehicle dealer inventory. Be sure to complete the recall service on these vehicles before retail delivery.

Vehicle List

Involved Dealers

Each dealer to whom involved vehicles in this recall were invoiced (or current dealer at the same location) has available through DealerCONNECT a Dealer Vehicle Listing arranged in Vehicle Identification Number (VIN) sequence. Available names and addresses known to Chrysler Canada are also listed. These lists are for use by dealers to arrange for service of involved vehicles.

DealerCONNECT>Service>Reports & Information>Global Recall System>Recall & Selection Criteria

Non-Involved Dealers

If no VIN list is available in DealerCONNECT for your dealer code, then this letter is for your information and to assist you in providing the recall service to transient owners or other involved vehicles, which you may encounter. **THE SUCCESS OF RECALL COMPLETION WILL BE GREATLY HELPED BY GOOD DEALER FOLLOW-UP.**

Owner Notification and Service Scheduling

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All owners of involved vehicles known to Chrysler Canada are being notified of the service requirement by first class mail. They are requested to schedule service appointments with their dealers at the earliest possible date. A copy of the notification letter is attached.

A Service Authorization Card is enclosed with each customer letter. Owners are instructed to present the card to their dealer at the time of recall service.

Service Authorization Cards for each vehicle whose owner is not known to Chrysler Canada will be mailed to the dealer to whom the vehicle was invoiced (or the current dealer at the same location) for dealer follow-up.

NOTE: Every dealer is responsible for scheduling of campaign service for all involved vehicles upon request. At the time of ANY SERVICE, enter the vehicle VIN into DealerCONNECT VIP for outstanding recalls. Advise the customer of any recalls which are still outstanding and offer to do the repairs (schedule a future service appointment if parts are not available). This action will help toward our common goal of completing the recalls, and will contribute to overall customer satisfaction.

DealerCONNECT>Service>Writeup>VIP>Single VIN Inquiry>Recall Tab

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) at the time of recall implementation 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. Any incorrect owner information should be updated using the owner update application in DealerCONNECT

DealerCONNECT>Sales>Sales Reporting>Time of Sales Reporting>Used Sales>Owner Update

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, postal code, or VIN sequence.

Dealers must 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.

NOTE: Recall VIN lists may contain confidential owner name and address information that was obtained from the Provincial Registrars Offices as well as other sources. Use of this information is permitted for recall purposes only and is strictly prohibited from all other use.

Completion Status Reporting

When a vehicle has been serviced, submit your claim through DealerCONNECT. Your completion will automatically be recorded in Windsor and in a few days, the VIN will be removed from the GRS.

Check the name and address on the Service Authorization Card and if there are any changes, complete customer name and address update in DealerCONNECT.

NOTE: Only StarMOBILE can be used to perform this recall. Attempting to use the StarSCAN will cause an error message indicating “This ECU cannot be flashed by StarSCAN. Please flash this ECU with StarMOBILE.”

This procedure must be performed with software at the latest release. If this WIN flash is aborted or interrupted, repeat the procedure.

1. Open the hood. Install a battery charger and verify that the charging rate provides 13.2 to 13.5 volts. Do not allow the charger to time out during the flash process. Set the battery charger timer (if so equipped) to continuous charge.

NOTE: Use an accurate stand-alone voltmeter. The battery charger voltmeter may not be sufficiently accurate. Voltages outside of the specified range will cause an unsuccessful flash. If voltage reading is too high, apply an electrical load by activating the park or headlamps and/or HVAC blower motor to lower the voltage.

2. Connect the StarMOBILE scan tool to the vehicle data link connector located under the steering column and place the ignition to the “**RUN**” position.
3. Power ON the StarMOBILE scan tool.
4. Connect the CH9410 StarMOBILE scan tool ethernet cable to the StarMOBILE and the dealer’s network drop.
5. From the desktop, launch the “StarMOBILE Desktop Client” software.
6. Establish a connection with the StarMOBILE scan tool.
7. Select “**ECU View**”.
8. Select “**WCM Wireless Control**”.
9. Select “**More Options**”.
10. Select “**ECU Flash**”.
11. Select “**Browse for New File**”.
12. Enter your ID and password.

13. Compare the highlighted software part number with the software part number displayed at the top of the screen.
 - **If the part numbers are the same, the module is up to date and reprogramming is not required.** Continue to Step 20.
 - If the software part numbers are different, continue with Step 14 to reprogram the module.
14. Highlight the required flash file and select **“Download to Client”**.
15. Click the **“Close”** button and then the **“Back”** button.
16. Highlight the desired file.
17. Select **“Update Controller,”** press the select button and follow the on-screen instructions.
18. Resynchronize each Remote Keyless Entry (RKE) transmitter (also known as a FOB/IK) using the following procedure:
 - a. Remove the “Start” button cover, insert the RKE transmitter into the ignition switch and start the engine.
 - b. Allow the engine to run for a minimum of 5 seconds.
 - c. Turn off the vehicle and remove the RKE transmitter from the vehicle.
 - d. Verify the function of the RKE transmitter to ensure proper operation.
 - e. Repeat Steps 18a through 18d for all additional RKE transmitters.
 - f. Install the “Start” button cover.

NOTE: If the customer did not bring both RKE transmitters, be sure to explain the synchronization process to them so that he/she can synchronize their other RKE transmitter(s).
19. Clear any Diagnostic Trouble Codes (DTCs) as follows:

NOTE: Due to the WIN programming procedure, DTC(s) may be set in other modules (PCM, TCM, ABS, BCM, MIC, WCM, etc.) within the vehicle, if so equipped. Some DTC's may cause the MIL to illuminate.

 - a. From the **“Standalone Home”** screen highlight **“All DTC’s”** and then press the select button.
 - b. Highlight **“Clear All Stored”** and then press the select button.
 - c. Follow the screen prompts on the StarMOBILE screen.
20. Turn the ignition key to the **“OFF”** position and remove the StarMOBILE unit, StarMOBILE cable, and battery charger from the vehicle.

PARTS INFORMATION

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No parts are required to perform this service procedure.

SPECIAL TOOLS

The following special tools are required to perform this repair:

- CH9801 StarMOBILE Tool
- CH9804 StarMOBILE Vehicle Cable
- NPN TechCONNECT PC
- NPN StarSCAN/StarMOBILE Software Update CD

REIMBURSEMENT

When the campaign service is completed, submit your claim using DealerCONNECT. The recall number can be identified from the Customer's Service Authorization Card or from **DealerCONNECT**.

Use the following Labour Operation Numbers and Time Allowances for reimbursement and add the cost of the campaign part(s) to your claim.

	<u>Labour Operation Number</u>	<u>Time Allowance</u>
Wireless Ignition Node update previously performed	08-H2-91-81	0.2 hours
Reprogram Wireless Ignition Node	08-H2-91-82	0.3 hours

Please follow the above reimbursement procedure. Failure to do so will result in a delay in processing your claim.

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager (SPDM) or Business Centre.

Yours very truly,

Chrysler Canada Inc.


J.D. Kiritsis
National Service and Parts Manager

Attach.

September 26, 2008

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SAFETY RECALL H29 – REPROGRAM WIRELESS IGNITION NODE

Dear Chrysler Canada Vehicle Owner:

PLEASE CALL YOUR SELLING CHRYSLER CANADA DEALER AS SOON AS POSSIBLE TO ARRANGE FOR A SERVICE APPOINTMENT TO CORRECT A POTENTIAL SAFETY RELATED NONCOMPLIANCE WITH CMVSS 114 ON YOUR VEHICLE, AS SHOWN ON THE ENCLOSED RECALL SERVICE AUTHORIZATION CARD.

Chrysler Canada Inc. has determined that a defect, which relates to motor vehicle safety, exists in some **2008 and 2009 model year Dodge Challenger** vehicles fail to conform to Canada Motor Vehicle Safety Standard CMVSS 114.

The problem is... **The Remote Keyless Entry (RKE) transmitters can be removed from your vehicle when the transmission gear selector has not been placed in the "Park" position. If the driver turns the engine off but does not place the gear selector in the "Park" position, the vehicle could move inadvertently and cause a crash without warning.**

What Chrysler and your dealer will do... **Chrysler will repair your vehicle free of charge.** To do this, your dealer will reprogram the Wireless Ignition Node and resynchronize your RKE transmitters. The work will take about ½ hour to complete. **You will not be charged for this service.** However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

After this repair, the engine will only turn off when the transmission gear selector has been placed in the "Park" position. The new software will also correct an intermittent RKE condition and add a time-out feature to prevent draining the battery if the vehicle remains in the "Accessory" or "Run" mode for more than 30 minutes with the engine off.

What you must do to ensure your safety... Simply **contact your selling dealer** right away to schedule a service appointment, **and** at the same time provide your dealer with the vehicle VIN number (shown on the enclosed Service Authorization Card). On the day of your appointment, **take the enclosed Service Authorization Card with you and give it to your dealer.**

If you need help... If you are unable to return to your selling dealer, any authorized Chrysler Canada dealer can perform this service.

Should you experience any difficulty in obtaining this recall service, please contact Chrysler Canada Customer Service at 1-800-465-2001 (English) or 1-800-387-9983 (French). We will take the necessary steps to ensure prompt servicing of your vehicle.

This notice is sent to you in accordance with the Canada Motor Vehicle Safety Act.

If your name and address as shown on the enclosed Service Authorization Card is incorrect in any way or if you no longer own this vehicle, please detach the mail-in portion of the card, fill in the correct or new information, sign and mail it. Postage will be paid by Chrysler Canada Inc. Your input is needed to update our records.

We regret any inconvenience this action may cause you. However, we believe that you understand our concern for motor vehicle safety and for your continuing satisfaction with our products.

Thank you for your attention to this important matter.

Yours very truly,

Chrysler Canada Inc.

National Service and Parts Manager

*Buckle Up
for Safety*