



## **IMPORTANT**

### **DEALER SERVICE INSTRUCTIONS**

## **CUSTOMER SATISFACTION NOTIFICATION K39 TRANSMISSION SHIFTER INTERLOCK LEVER**

**MODELS: 2007 (LX) Dodge Charger, Magnum and Chrysler 300**

*NOTE: This notification applies only to the above vehicles equipped with an automatic transmission and a floor console transmission shift lever built from June 25, 2007 through September 21, 2007 (MDH062500 through 092113).*

**2005 - 2007 (LX) Dodge Charger, Magnum and Chrysler 300**



*NOTE: This notification applies only to the above vehicles equipped with an automatic transmission, a floor console transmission shift lever and had a Mopar Service replacement shift lever installed through June 24, 2007 (MDH 062423).*

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- The transmission gear shift lever interlock return spring hook on about 630 of the above vehicles may break. A broken interlock return spring hook will result in the inability to move the gear shift lever out of the "PARK" position.
  - To correct this condition, a new interlock lever must be installed into the transmission gear shifter.

### **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:

2B3KA73W07H810119 – 2B3KA43R77H900652

### **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.



March 8, 2011

K39

**To:** All Dealers of Chrysler Canada Inc.

**SUBJECT:** CUSTOMER SATISFACTION NOTIFICATION K39  
TRANSMISSION SHIFTER INTERLOCK LEVER

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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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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.

## SERVICE PROCEDURE

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1. Place the shifter lever in the “N” (Neutral) position.
2. Open the deck lid and disconnect the negative battery cable.
3. Unsnap the shift knob retaining ring.
4. Using a forceful pulling motion, pull the shifter knob off the shift lever.
5. Remove the center console bezel.
6. Remove the front console bin mat.
7. Remove the center console mounting screws located in the front console bin.
8. Remove the shifter console bezel (Figure 1).
9. Using a hook tool, carefully unclip the ash tray/power source assembly (Figure 2).
10. Remove the two screws located behind the ash tray/power source assembly opening.
11. Open the center console door and remove the floor panel cover to expose the center console retaining screws.



Figure 1 – Shifter Console Bezel

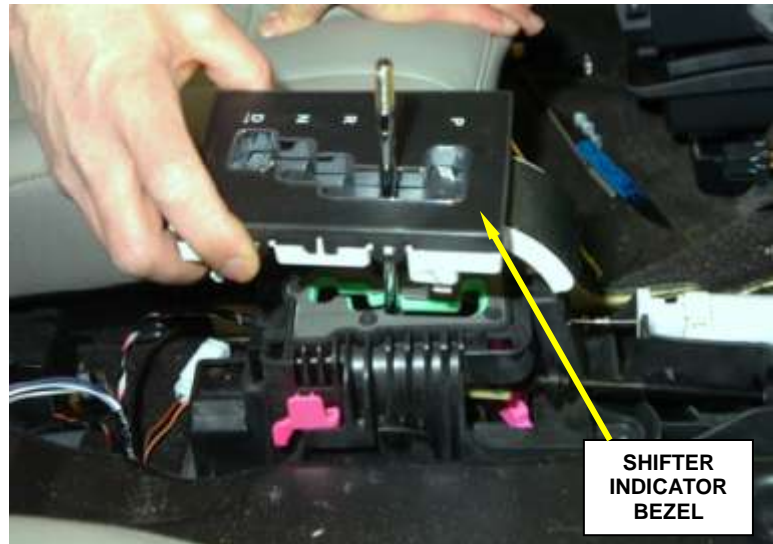


Figure 2 - Ash Tray/Power Source Assembly

12. Lift and remove the center console from the vehicle.

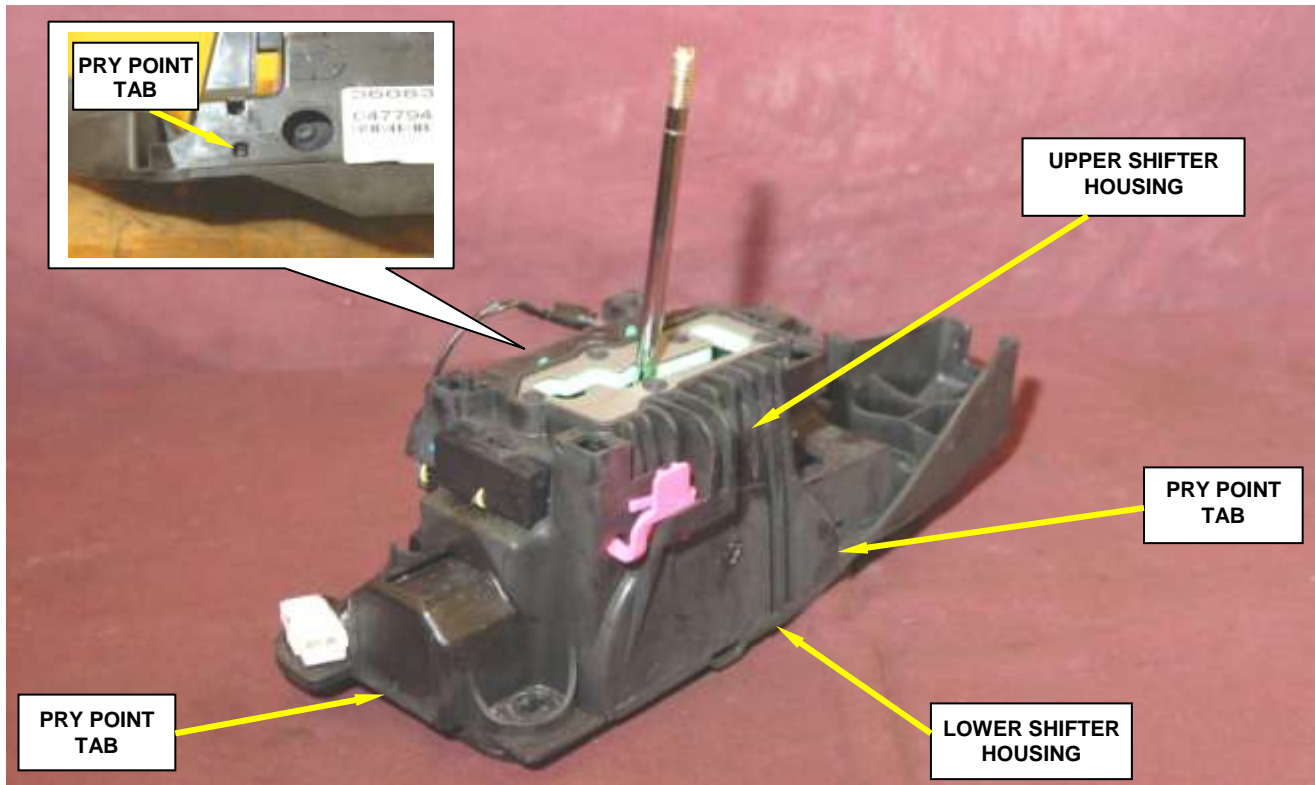
**CAUTION:** Use extreme care not to scratch the instrument panel when removing the center console from the vehicle.

13. Unsnap and then remove the shifter indicator bezel (PRNDL) from the shifter assembly (Figure 3).



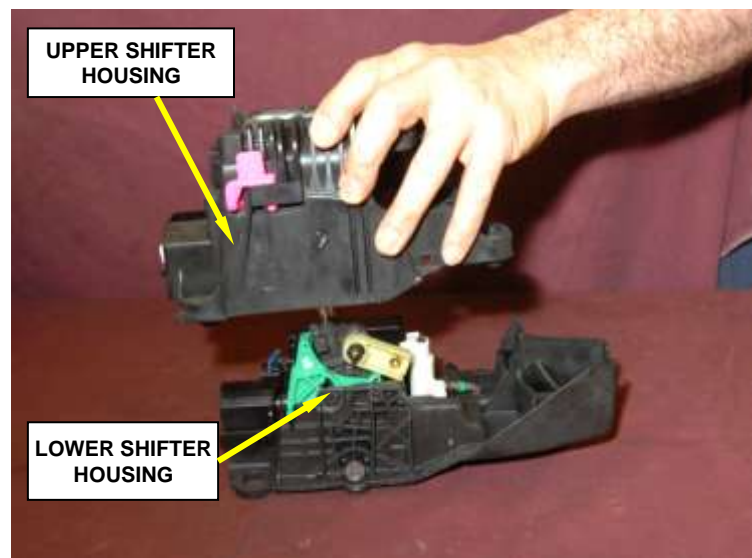
**Figure 3 – Shifter Indicator Bezel**

14. Disconnect the shifter assembly electrical connections.
15. Disconnect the transmission shift cable from the shifter assembly pivot pin.
16. Disconnect the shift interlock cable from the shifter assembly.
17. Remove and save the four shifter assembly mounting nuts.
18. Disengage the carpet push pin on the left side of the shifter.
19. Remove the shifter assembly from the vehicle.



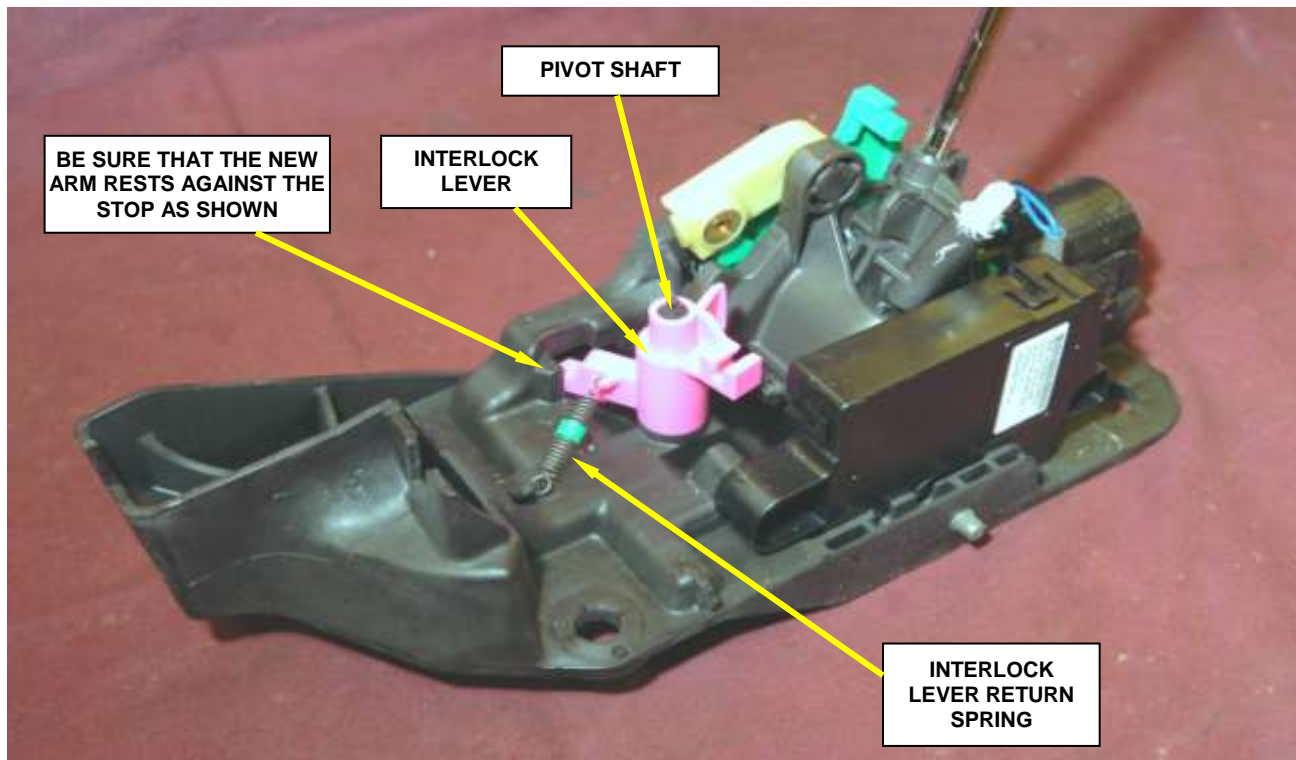
**Figure 4 - Separate Upper Shifter Housing from Lower Shifter Housing**

20. Partially separate the upper shifter housing from the lower shifter housing by prying on the three retaining tabs (Figure 4).
21. Disconnect the electrical connector located inside the shifter assembly.
22. Finish separating the upper shift housing from the lower shift housing (Figure 5).



**Figure 5 – Separate Upper Housing from Lower Housing**





**Figure 6 – Interlock Lever and Interlock Lever Return Spring**

23. Disconnect the interlock lever return spring at the pivot arm (Figure 5).
24. Remove and discard the pink interlock lever.
25. Install the new interlock lever onto the pivot shaft.

**CAUTION: Do not apply any type of lubricant to the pivot shaft.**

26. Connect the interlock lever return spring.
27. Place the upper shift housing into position and connect the electrical connector located inside the shifter assembly.
28. Snap the upper shift housing into place on the lower shift housing.

**CAUTION: The shifter must not be in the “PARK” position when assembling the shifter.**

29. Place the shifter assembly back into the vehicle.

30. Install the four shifter assembly mounting nuts and tighten them to 65 in. lbs. (7 N·m).
31. Install the carpet push pin.
32. Connect the shift interlock cable to the shifter assembly.
33. Connect the shift cable to the shifter assembly pivot pin.
34. Connect the electrical connectors to the shifter assembly.
35. Snap the shifter indicator bezel (PRNDL) into place (Figure 3).

**CAUTION: Be sure to install the light for the shift indicator and route the wiring correctly.**

36. Install the center console into the vehicle.
37. Loosely install all fasteners that retain the center console.
38. Tighten all of the fasteners that retain the center console securely.
39. Install the ash tray/power source assembly (Figure 2).
40. Install the shifter console bezel. Then install and tighten the two mounting screws (Figure 1).
41. Install the front console bin mat and center console storage bin floor panel.
42. Install the center console shifter bezel.
43. Install the shifter knob retaining ring onto the gear shifter stalk.
44. Install the shifter knob.
45. Snap the shifter knob retaining ring into place.
46. Connect the negative battery cable and close the deck lid.
47. Check the shifter for proper operation.



48. Calibrate the door module using the following procedure:

- a. Turn the ignition to the “**Run**” position.
- b. Regardless of current window position, move the driver side front window upward until the window stalls in the full up position. Allow the window motor to stall for at least 2 seconds before releasing the window switch.
- c. Move the driver side front window downward until the window stalls in the full down position. Allow the window motor to stall for at least 2 seconds before releasing the window switch.
- d. Move the driver side front window upward until the window stalls in the full up position. Allow the window motor to stall for at least 2 second before releasing the window switch.
- e. Repeat steps 24a. through 24d. to calibrate the module for the passenger side front window.
- f. Verify the windows are properly calibrated by operating the “Auto-Up” feature on the windows. Repeat this procedure if the calibration failed.

49. Calibrate the Steering Angle Sensor (SAS) using the following procedure:

**CAUTION:** If the vehicle is equipped with Electronic Stability Program (ESP), once the battery is reconnected, the Steering Angle Sensor (SAS) within the Antilock Brake Module (ABM) needs to be calibrated. The SAS requires calibration (initialization) using the wiTECH scan tool. If the SAS is not calibrated following battery reconnection, the ESP/BAS indicator lamp will flash continuously with no Diagnostic Trouble Codes (DTC's).

- a. Position the front wheels straight ahead and center the steering wheel.
- b. Connect the wiTECH pod to the vehicle data link connector.
- c. Place the ignition in the “**RUN**” position.
- d. Launch the wiTECH Diagnostic Application.
- e. Starting at the “Vehicle View” screen, select “**ABS Icon**”.
- f. Select the “**Misc. Functions**” tab.
- g. Select “**Initialize ECU**” from the list.
- h. Follow the wiTECH on-screen instruction to complete the drive test.

48. Clear all Diagnostic Trouble Codes (DTC's)

49. Disconnect and remove the wiTECH pod from the vehicle.

50. Reset the clock.

## PARTS INFORMATION

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<u>Part Number</u>	<u>Description</u>
CEDTK390AA	Lever, Shifter Interlock

## SPECIAL TOOLS

The following special tools are required to perform this repair:

- NPN wiTECH VCI Pod Kit
- NPN Laptop Computer
- NPN wiTECH Software

**REIMBURSEMENT**

**K39**

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 Number/s and Time Allowance for reimbursement and add the cost of the campaign part/s to your claim.

	<b><u>Labour Operation Number</u></b>	<b><u>Time Allowance</u></b>
Replace transmission shifter interlock lever	21-K3-91-82	1.0 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.

March 8, 2011

**K39****CUSTOMER SATISFACTION NOTIFICATION K39  
TRANSMISSION SHIFTER INTERLOCK LEVER**

Dear Chrysler Canada Vehicle 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 **2005 through 2007 model year Dodge Charger, Magnum and Chrysler 300 equipped with a floor shifter.**

**Recommended  
Service ..:**

**The transmission gear shift lever interlock return spring hook may break. A broken interlock return spring hook will result in the inability to move the gear shift lever out of the "PARK" position.**

**What your dealer  
will do...**

**Chrysler will repair your vehicle free of charge.** To do this, your dealer will replace the transmission shifter interlock lever. The work will take about one hour to complete and **you will not be charged for this service.** However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

**What you must do...**

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). Ask the dealer to hold the part for your vehicle or to order it before your appointment. 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.

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 this special service will help ensure your continuing satisfaction with our products.

Thank you for your attention to this important matter.

***Buckle Up  
for Safety***

Yours very truly,

**Chrysler Canada Inc.**

National Service and Parts Manager