



March 2012

Distributor/Dealer Service Instructions for:

Customer Satisfaction Notification M04 Engine Oil Addendum Card

Models

2012 (LC/LD) **Dodge Challenger SRT and Charger SRT**
(LX) **Chrysler 300 SRT**

NOTE: This notification applies only to the above vehicles equipped with a 6.4L Hemi engine (sales code ESG or ESH) built through October 31, 2011 (MDH 103121).

2012 (WK) **Jeep® Grand Cherokee SRT**

NOTE: This notification applies only to the above vehicles equipped with a 6.4L Hemi engine (sales code ESG or ESH) built through October 20, 2011 (MDH 102020).

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

Subject

The User Guide on about 110 of the above vehicles incorrectly stated the use of SAE 5W-40 engine oil instead of the correct oil which is SAE 0W-40 full synthetic engine oil.

Repair

An owner's manual addendum letter must be placed in the glove box.

Parts Information

NOTE: For unsold vehicles in dealer inventory, print a copy of the owner letter from the DealerCONNECT website and place it in the glove box. The backside of the owner letter has the necessary information to correct the Owner's Manual.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Open the driver's door.
2. Open the glove box and insert the Owner's Manual Addendum letter into the vehicle's information kit (Figure 1).
3. Close the glove box door.



Figure 1 – Owner's Manual Addendum Letter

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:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Place Owner's Manual Addendum letter in glove box	23-M0-41-82	0.0 hours

FOR UNSOLD VEHICLES: Enter "UPDATE" in the part number section of your claim with a quantity of one (1). Enter \$5.00 (WITH NO MARK-UP) for reimbursement for placing an Owner's Manual Addendum letter in the glove box.

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



CUSTOMER SATISFACTION NOTIFICATION M04 ENGINE OIL ADDENDUM CARD

Dear Dodge or Jeep 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 **2012 model year Dodge Challenger SRT, Charger SRT, Chrysler 300 SRT and Jeep® Grand Cherokee SRT models equipped with a 6.4 liter Hemi engine.**

Recommended Service: **The User Guide for your vehicle (VIN: xxxxxxxxxxxxxxxxx) incorrectly stated the use of SAE 5W-40 engine oil instead of the correct oil which is SAE 0W-40 full synthetic engine oil.**

What you should do: The Owner's Manual Addendum information printed on the backside of this letter should be placed in your vehicle's glove box for future reference by you or future owners.

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 M04

(over)

USER GUIDE ADDENDUM
THIS ADDENDUM UPDATES INFORMATION ABOUT MAINTENANCE
PROCEDURES IN SECTION 7 OF YOUR OWNER’S MANUAL AND IN
“MAINTAINING YOUR VEHICLE” IN YOUR USER GUIDE.

Engine Oil Selection

For best performance and maximum protection under all types of operating conditions, the manufacturer only recommends full synthetic engine oils that meet the American Petroleum Institute (API) categories of “SM” or “SM/CF.”

The manufacturer recommends the use of a **full synthetic SAE 0W-40 engine oil** or equivalent.

Chrysler Group LLC
