



June 2015

Dealer Service Instructions for:

Safety Recall R14 / NHTSA 15V-178 Outside Door Handle Switch

Models

2013 – 2014 (ZD) Dodge Viper

NOTE: This recall applies only to the above vehicles built from July 11, 2012 through January 29, 2014 (MDH 071112 through 012913).

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The right and/or left side outside door handle switch on about 1,500 of the above vehicles may short circuit when exposed to moisture. A short circuit in the door handle switch may cause the door latch to activate the unlatch function and cause unintended driver and/or passenger door opening while driving at speeds up to 18 miles per hour (mph). An unexpected door opening while driving could cause a driver distraction, an unsafe driving situation and/or a crash without warning under certain driving conditions.

Repair

The right and left outside door handles and top covers must be replaced.

Parts Information

Dealers should determine which Door Trim Cover Package is required for each vehicle at the time appointments are scheduled to assure that the correct color part is available when the customer arrives. The Door Trim Cover Package for the vehicle to be serviced may be determined by checking the vehicle paint sales code.

<u>Part Number</u>	<u>Description</u>
CBAFR141AA	Outside Door Handle Package (all models)

Each door handle package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Handle Assembly, Right Outside Door
1	Handle Assembly, Left Outside Door

CBAFR142AA	Door Trim Cover Package (with sales code PWA)
CBAFR143AA	Door Trim Cover Package (with sales code PX8)
CBAFR144AA	Door Trim Cover Package (with sales code PCC)
CBAFR145AA	Door Trim Cover Package (with sales code PRK)
CBAFR146AA	Door Trim Cover Package (with sales code PR7)
CBAFR147AA	Door Trim Cover Package (with sales code PBE)
CBAFR148AA	Door Trim Cover Package (with sales code PYR)
CBAFR149AA	Door Trim Cover Package (with sales code PSC)
CBAFR14AAA	Door Trim Cover Package (with sales code PBU)
CBAFR14BAA	Door Trim Cover Package (with sales code PL4)
CBAFR14CAA	Door Trim Cover Package (with sales code PDR)
CBAFR14DAA	Door Trim Cover Package (with sales code PG7)
CBAFR14EAA	Door Trim Cover Package (with sales code PBY)

Each door trim cover package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Cover, Right Outside Door (color matched to body paint color)
1	Cover, Left Outside Door (color matched to body paint color)

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

NOTE: Inspect the paint area around both outside door handles for scratches and/or paint damage. Inspect both interior door panels for any damage. Report any damage found before beginning this service procedure to prevent any misunderstandings between the vehicle owner and the dealership.

1. Open the liftgate.
2. Place the door glass for both doors in the full up position.
3. Apply masking tape around the door handle to protect the paint during door handle replacement (Figure 1).
4. Open both doors.
5. Disconnect and isolate the negative battery cable.

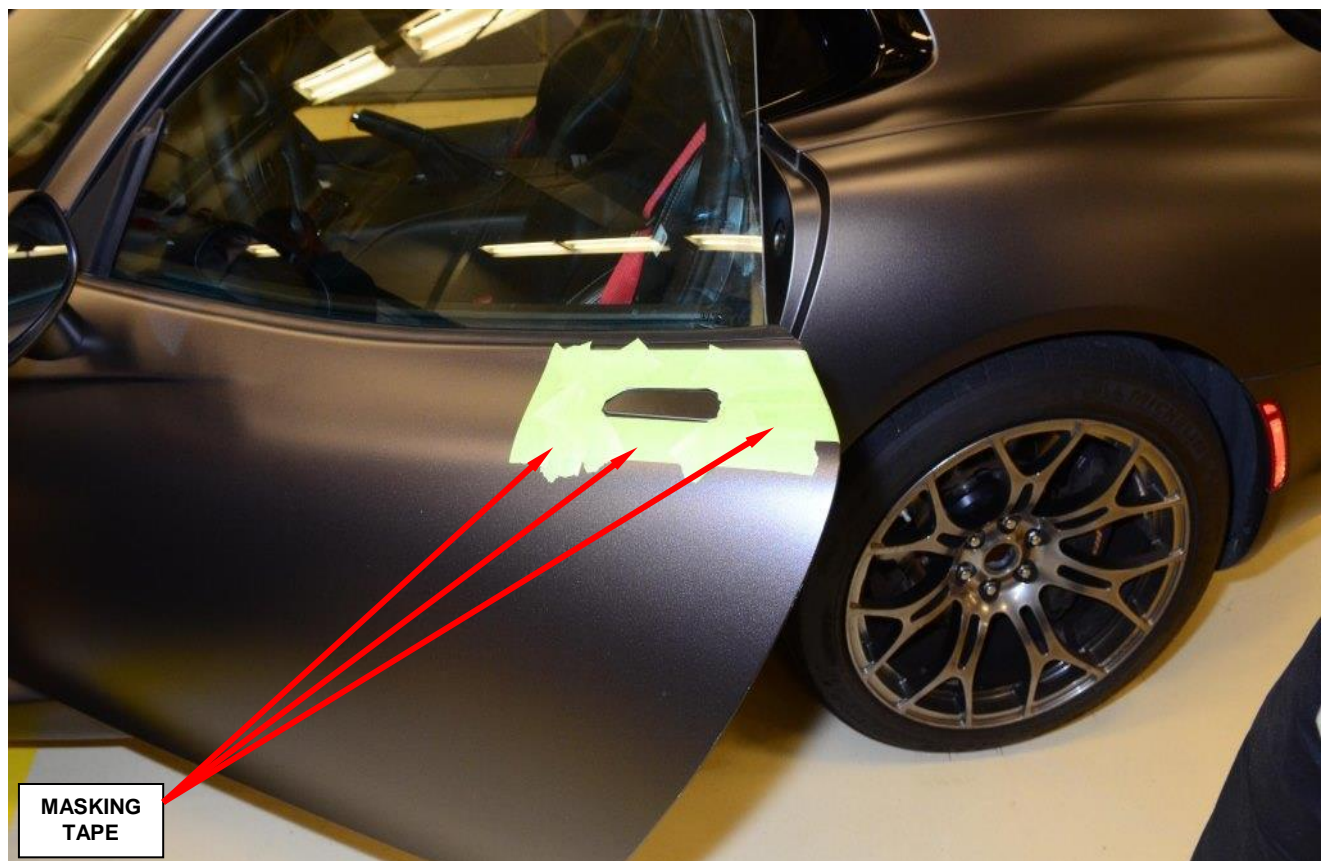


Figure 1 – Apply Masking Tape to Protect Paint

Service Procedure (Continued)

6. Use the following procedure to remove the interior door panel:
 - a. Remove and save the arm rest screw cover and screw (Figure 2).



Figure 2 – Arm Rest Screw Cover

- b. Remove and save the interior door release handle screw cover and screw (Figure 3).



Figure 3 – Interior Door Release Handle Screw Cover

- c. Unsnap the door panel from the door shell.

Service Procedure (Continued)

- d. Disconnect the interior door panel tether (Figure 4).
- e. Disconnect all interior door panel electrical connectors.
- f. Disconnect the interior door handle release cable.
- g. Carefully remove and save the interior door panel.
- h. Carefully pull back the door shell water shield to gain access to the outside door handle electrical connector (Figure 5).



Figure 4 – Interior Door Panel Tether



Figure 5 – Partially Remove the Door Shell Water Shield

Service Procedure (Continued)

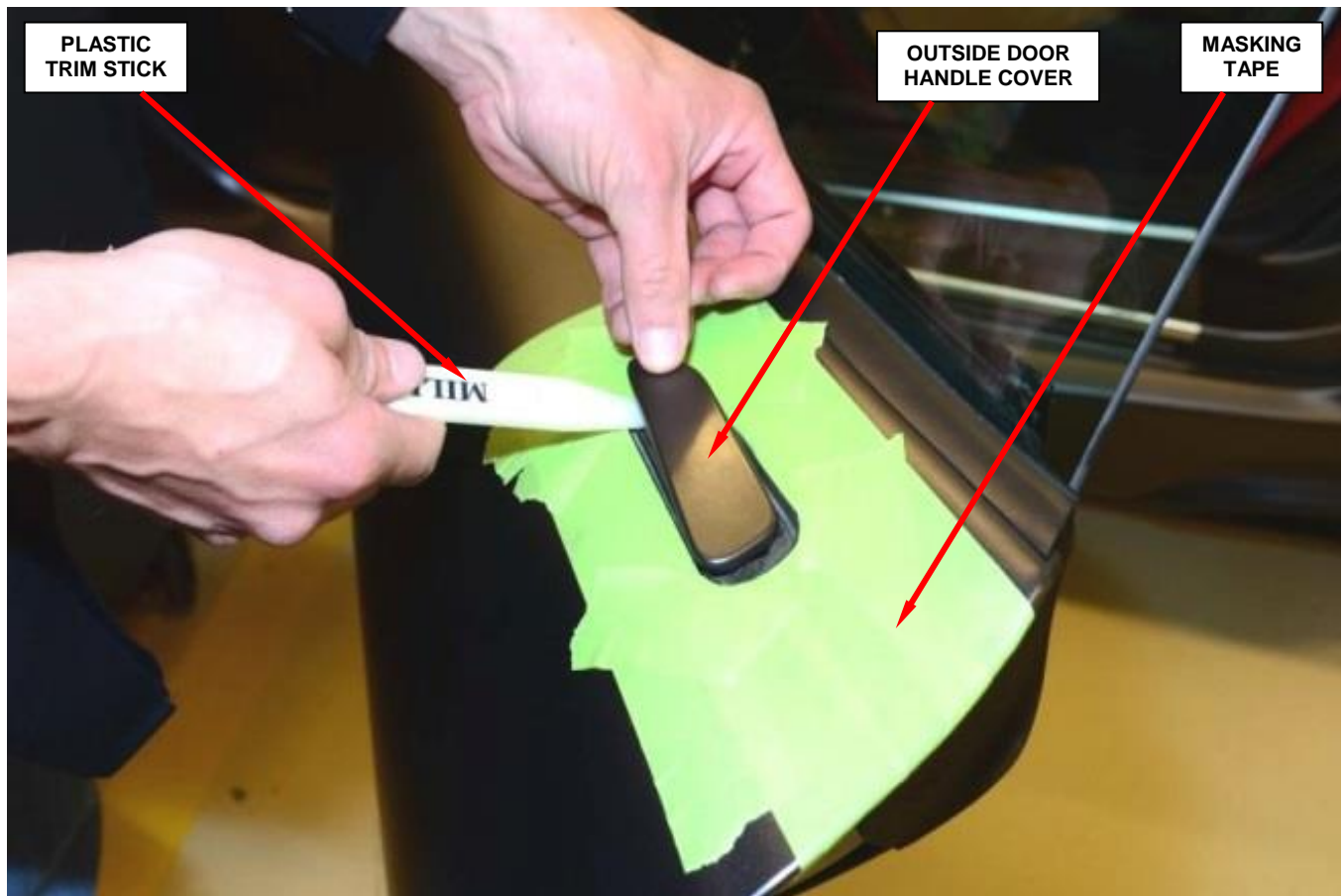


Figure 6 – Remove and Discard the Outside Door Handle Cover

7. Reaching inside the door, unfasten the outside door handle wiring connector from the door.
8. Disconnect the outside door handle electrical connector from the door wire harness electrical connector.
9. Reposition the end of the weatherstrip to access the door handle cover access holes.
10. Using a plastic trim stick, or equivalent, release the door handle cover from the door handle (Figure 6).

Service Procedure (Continued)

11. Remove and save the two fasteners from the outside door handle assembly (Figure 7).
12. Push the door handle down fully.
13. While holding the door handle down, back the “lock” screw out just far enough to lock the door handle in the down position (Figure 8).
14. Remove and discard the original outside door handle assembly from the door.

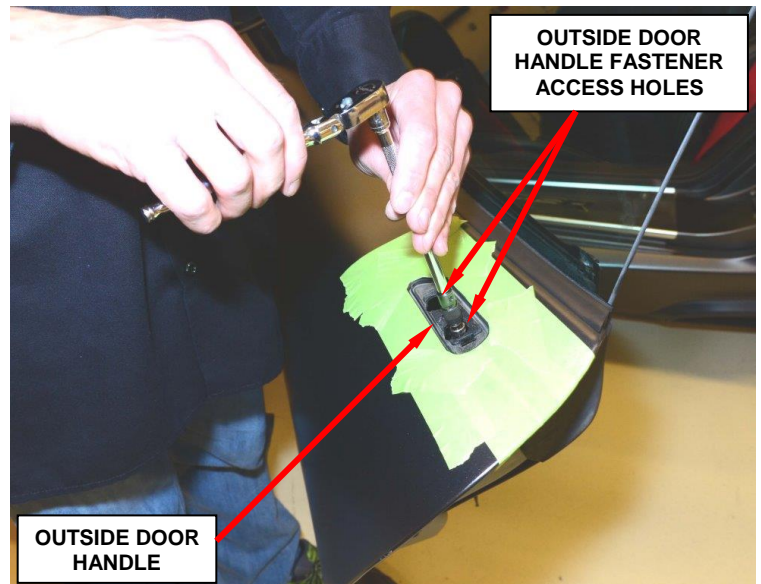


Figure 7 – Outside Door Handle Fasteners

15. Position the new outside door handle assembly into the door.

NOTE: If the new door handle is not in the down position, push the handle down fully and back out the “lock” screw far enough to hold the handle down.

16. Tighten the “lock” screw securely, unlocking the door handle (Figure 8).



Figure 8 – Door Handle Lock Screw

Service Procedure (Continued)

17. Place the outside door handle in the correct position by aligning the opening in the door for the handle with the ridge on top of the outside door handle assembly.
18. Install the original outside door handle fasteners and tighten to 45 in. lbs. (5 N·m).
19. From inside the door, connect the outside door handle electrical connector to the door wire harness electrical connector.
20. Insert the outside door handle electrical connector retainers into the door tab holes.

NOTE: Be sure the new outside door handle wiring follows the original outside door handle wire routing path.

21. Snap the new door handle cover into place.
22. Remove and discard the protective masking tape.
23. Install the interior door panel.
24. Repeat Steps 1 through 23 of this procedure on the other door.
25. Connect the negative battery cable and close the liftgate.
26. Check all door functions on both doors.
27. Clean the door glass, door paint, and interior door panel as required.
28. Return the vehicle to the customer.

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 FCA to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Replace right and left outside door handles and top covers	23-R1-41-82	0.8 hours

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

Dealer Notification

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

Owner Notification and Service Scheduling

All involved vehicle owners known to FCA are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

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) 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. Completed vehicles are removed from GRS within several days of repair claim submission.

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, zip 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.

Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.

Additional Information

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

Customer Services / Field Operations
FCA US LLC

IMPORTANT SAFETY RECALL

R14 / NHTSA 15V-178

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxx).

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Dear: (Name)

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain **2013 and 2014 model year Dodge Viper vehicles**.

The problem is... **The right and/or left side outside door handle switch on your vehicle may short circuit when exposed to moisture. A short circuit in the door handle switch may cause the door latch to activate the unlatch function and cause unintended driver and/or passenger door opening while driving at speeds up to 18 miles per hour (mph). An unexpected door opening while driving could cause a driver distraction, an unsafe driving situation and/or a crash without warning under certain driving conditions.**

What your dealer will do... **FCA will repair your vehicle free of charge.** To do this, your dealer will replace the right and left outside door handle and trim cover. The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply **contact your Chrysler, Jeep, Dodge or RAM dealer** right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either **recalls.mopar.com** or 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. If you have further questions go to **recalls.mopar.com**.

If you have already experienced this specific condition and have paid to have it repaired, you may visit **www.fcarecallreimbursement.com** to submit your reimbursement request online or you can mail your original receipts and proof of payment to the following address for reimbursement consideration: **FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement**. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations
FCA US LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.