



CHRYSLER

February 2011

Dealer Service Instructions for:

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).

IMPORTANT: Some of the involved vehicles may be in dealer used 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 transmission gear shift lever interlock return spring hook on about 28,800 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.

Repair

A new interlock lever must be installed into the transmission gear shifter.

Parts Information

<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

Service Procedure

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.



Figure 1 – Shifter Console Bezel

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).



Figure 2 - Ash Tray/Power Source Assembly

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.

Service Procedure (Continued)

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).

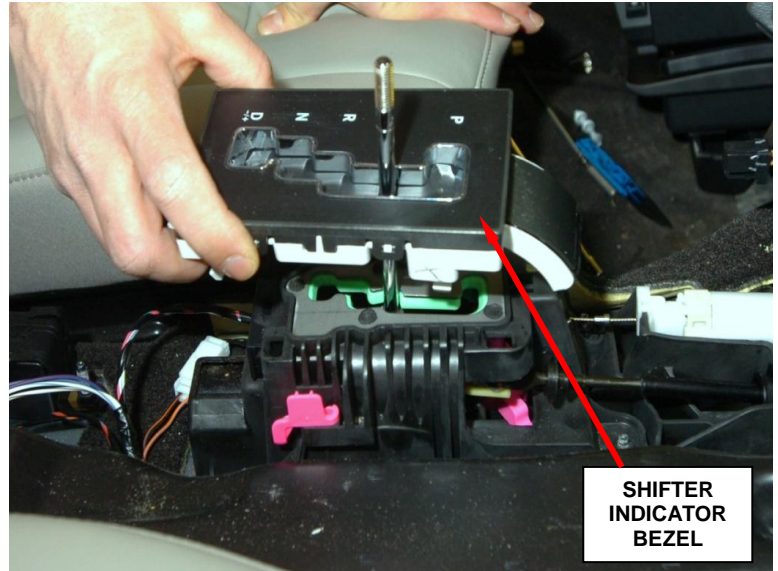


Figure 3 – Shifter Indicator Bezel

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.

Service Procedure (Continued)

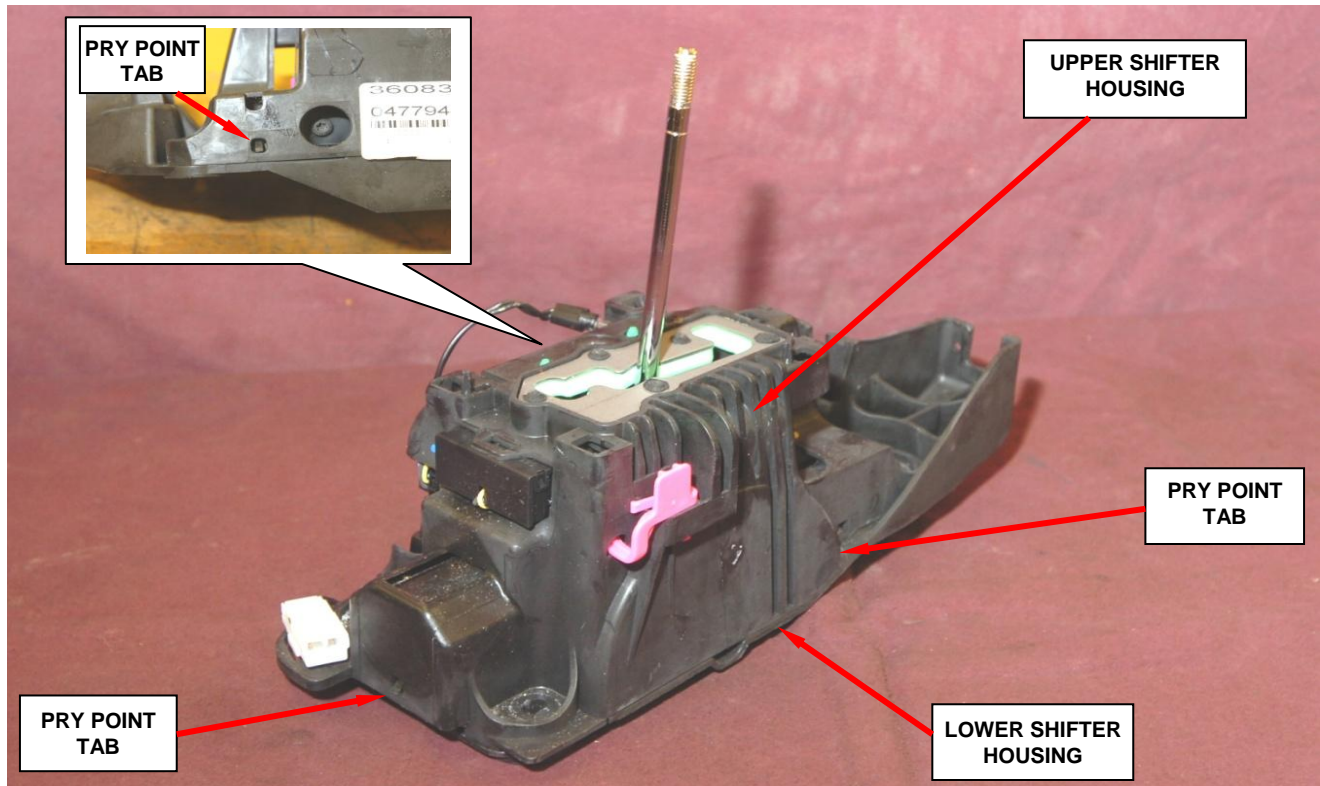


Figure 4 - Separate Upper Shifter Housing from Lower Shifter Housing

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).

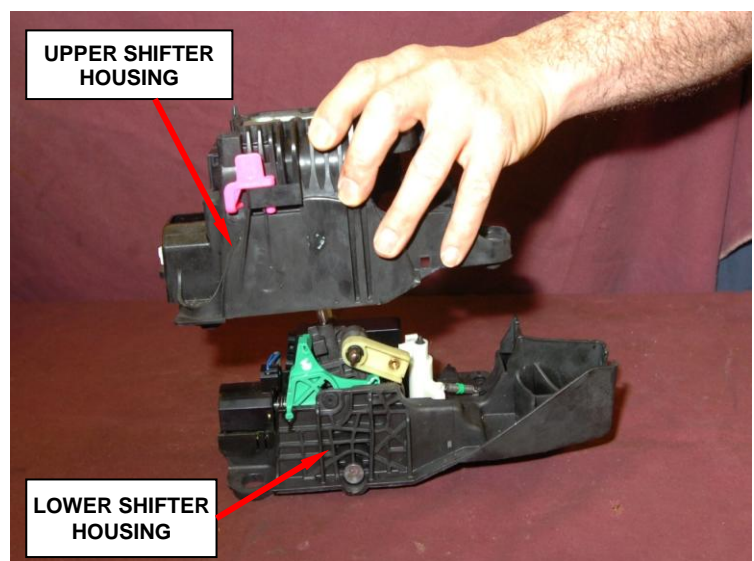


Figure 5 – Separate Upper Housing from Lower Housing

Service Procedure (Continued)

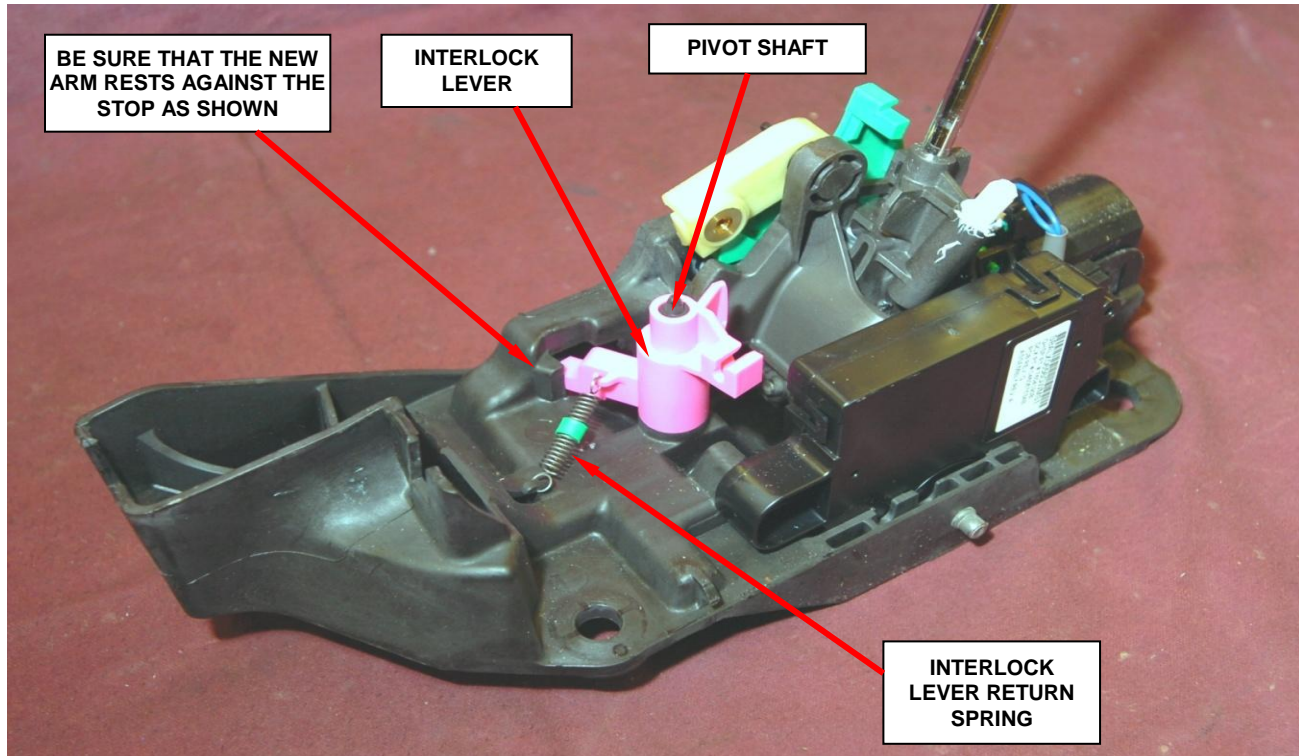


Figure 6 – Interlock Lever and Interlock Lever Return Spring

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.

Service Procedure (Continued)

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.

Service Procedure (Continued)

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.

Service Procedure (Continued)

- 50. Clear all Diagnostic Trouble Codes (DTC's)
- 51. Disconnect and remove the wiTECH pod from the vehicle.
- 52. Reset the clock.

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:

	Labor Operation Number	Time Allowance
Replace transmission shifter interlock lever	21-K3-91-82	1.0 hours

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

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete 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 Chrysler are being notified of the service requirement by 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 should 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.

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 notification 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
Chrysler Group LLC



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

Dear: (Name)

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 on your vehicle (VIN: xxxxxxxxxxxxxxxxx) 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 service your vehicle free of charge (parts and labor).** To do this, your dealer will replace the transmission shifter interlock lever. The work will take about one hour to complete. We recommend that you make an appointment with your dealer to minimize your inconvenience.

What you should do: Simply **contact your Chrysler, Jeep, or Dodge dealer,** at your convenience, to schedule a service appointment. Your dealer will collect the necessary information to ensure that the appropriate parts are available so your service can be completed in a timely manner. Although not required, we recommend bringing this letter with you to your dealer, when you bring your vehicle in for this service.

If you need help: Please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to your vehicle. You may also update this information on the web at [XXXXXXXXXXXXXXXXXXXX](#)

We apologize for any inconvenience this service may cause to your schedule. Moving forward we are committed to providing our customers with world class quality products, ensuring that you have a positive dealership experience and following up on any issues and concerns that you may have in a timely manner through our Customer Assistance Center.

Sincerely,
Customer Service / Field Operations
Chrysler Group LLC
Notification Code K39