Dealer Service Instructions for:

**Customer Satisfaction Notification L03**

**Door Latches**

<table>
<thead>
<tr>
<th>Models</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011 (DS)</td>
<td>Ram Truck (1500 Series) Pick up</td>
</tr>
<tr>
<td>2011 (D2)</td>
<td>Ram Truck (3500 Series) Pick up</td>
</tr>
<tr>
<td>2011 (DD)</td>
<td>Ram Truck (3500 Series) Cab Chassis</td>
</tr>
<tr>
<td>2011 (DJ)</td>
<td>Ram Truck (2500 Series) Pick up</td>
</tr>
<tr>
<td>2011 (DP)</td>
<td>Ram Truck (4500/5500 Series) Cab Chassis</td>
</tr>
<tr>
<td>2010-2011 (JK)</td>
<td>Jeep® Wrangler</td>
</tr>
</tbody>
</table>

**NOTE:** This notification applies only to the above vehicles equipped with power door locks (sales code JPB) built from July 01, 2010 through November 23, 2010 (MDH 070100 through 112312).

**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 right front door latch, right rear door latch and/or swing gate latch on about 35,000 the above vehicles may develop a ratcheting sound while using the power door locks.

**Repair**

The right front door latch, right rear door latch and Wrangler swing gate latch must be inspected and replaced if necessary.
### Parts Information

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CEEAL031AA</td>
<td>Latch, Right Front Door (DD, DJ, DP, DS, DX, D2 with sales code GXM* and Club, Mega or Quad Cab)</td>
</tr>
<tr>
<td>CEAAL032AA</td>
<td>Latch, Right Front Door (DD, DJ, DP, DS, DX, D2 without sales code GXM* / with Club, Mega or Quad Cab)</td>
</tr>
<tr>
<td>CEDAL033AA</td>
<td>Latch, Right Rear Door (DD, DJ, DP, DS, DX, D2 models)</td>
</tr>
<tr>
<td>CECAL037AA</td>
<td>Latch, Right Front Door (DD, DJ, DP, DS, DX, D2 models / with GXM* / with Standard Cab)</td>
</tr>
<tr>
<td>CEAAL038AA</td>
<td>Latch, Right Front Door (DD, DJ, DP, DS, DX, D2 models / without GXM* / with Standard Cab)</td>
</tr>
<tr>
<td>CECAL034AA</td>
<td>Latch, Right Front Door (JK models)</td>
</tr>
<tr>
<td>CECAL035AA</td>
<td>Latch, Swing Gate (JK models)</td>
</tr>
<tr>
<td>CEBAL036AA</td>
<td>Latch, Right Rear Door (JK models)</td>
</tr>
</tbody>
</table>

*Sales Code GXM = Remote Keyless Entry

04318014AB       Cleaner, Glass

### Special Tools

No special tools are required to perform this service procedure.
A. Inspect Door Latch Date Codes (All Models)

1. Open the right front door and inspect the first four digits of the door latch date code (Figure 1). If the door latch date code is between 1790 and 2100, replace the door latch assembly. Continue with the appropriate section in this document for the repair procedure.

2. Vehicles equipped with a right rear door, open the door and inspect the first four digits of the door latch date code (Figure 1). If the door latch date code is between 1790 and 2100, replace the door latch assembly. Continue with the appropriate section in this document for the repair procedure.

3. On JK vehicles only, open the swing gate and inspect the first four digits of the swing gate latch date code (Figure 1). If the door latch date code is between 1790 and 2100, replace the swing gate latch assembly. Continue with the appropriate section in this document for the repair procedure.
B. Right Front Door Latch Replacement (Ram Truck Models)

1. Place the right passenger side window in the down position.

2. Remove the inside door handle bezel (Figure 2).

3. Remove the mirror flag bezel.

4. Remove the power widow switch from the door panel (Figure 2).

5. Remove the six door panel retaining push pins.

6. Unsnap the door panel from the door shell.

7. Remove the door speaker.

8. Disconnect the power mirror electrical connectors.

9. Open the door latch access panel.

10. Place the window in the halfway up position.

11. Unsnap the window glass from the window regulator lift plate (Figure 3).

12. After unsnapping the glass from the window regulator, slide the window glass up to the top of its travel and tape the glass into position.
Service Procedure (Continued)

13. Disconnect the negative battery cable.

14. Remove the two mounting screws for the door wiring harness rubber grommet (Figure 4).

15. Unsnap the door wiring harness rubber grommet from the “A” pillar and then disconnect the door wiring electrical connector from the body harness (Figure 5).

16. Remove and save the three door latch retaining screws.

17. Disconnect the outside door handle link rod at the door latch.

18. Remove the 12 carrier plate mounting bolts (Figure 5).
19. Carefully remove the carrier plate from the door shell.

20. Disconnect the two link rods at the door latch (Figure 6).

21. Disconnect the door latch electrical connector (Figure 6).

22. Unsnap the original door latch from the carrier plate and discard.

23. Snap the new door latch into position on the carrier plate.

24. Connect the electrical connector to the door latch.

25. Connect the two link rods to the door latch.

26. Place the carrier plate into the door shell.

27. Install the 12 carrier plate mounting bolts and tighten the bolts to 49 in. lbs. (5.5 N·m) (Figure 5).

28. Install the three door latch retaining screws and tighten them to 62 in. lbs. (7 N·m).

29. Connect the door wiring electrical connector to the body harness and then snap the grommet into place.

30. Install the door wiring harness rubber grommet into place and install the two mounting screws (Figure 4).

31. Connect the power mirror electrical connectors to the door module.

32. Connect the outside door handle link rod to the door latch.
33. Remove the tape from the window, carefully lower the glass and snap it into the window regulator.

34. Install the door speaker.

35. Install the door latch access panel door.

36. Snap the door panel onto the door.

37. Install the six door panel push pins.

38. Install the mirror flag bezel.

39. Install the power window switch (Figure 2).

40. Install the inside door handle bezel (Figure 2).

41. Connect the negative battery cable and cycle test the door glass.

42. Clean the door glass with Mopar Glass Cleaner (P/N 04318014AB) or equivalent.
C. Right Rear Door Latch Replacement (Ram Truck Models)

1. Place the window in the down position.
2. Remove the inside door handle bezel.
3. Remove the power window switch.
4. Remove the “C” pillar trim panel (Figure 7).
5. Remove the five door trim panel push pins.
6. Unsnap the door panel from the door shell.
7. Remove the door speaker (Figure 8).
8. Remove and discard the access hole knock-out tab. This will give you access to the rear window glass release tab (Figure 8).
9. Move the window upward until the release tabs can be seen in the knock-out tab holes.

10. Unsnap the window glass from the window regulator and slide the glass all the way up. Then use tape to hold the glass in place.

11. Disconnect the outside door handle link rod at the door latch.

12. Remove the two wiring harness rubber grommet mounting screws (Figure 9).

13. Unsnap the door wiring harness rubber grommet from the “B” post and then disconnect the door wiring electrical connector from the body wiring harness.

14. Remove and save the three door latch retaining screws (Figure 10).

15. Remove and save the 11 carrier plate mounting bolts.

16. Remove the carrier plate from the door shell.

17. Disconnect the link rods from the door latch.

18. Disconnect the electrical connector from the door latch.

19. Unclip the door latch from the carrier plate and discard.
20. Snap the new door latch into place on the carrier plate.

21. Connect the electrical connector to the door latch.

22. Connect the link rods to the door latch.

23. Install the carrier plate into the door shell.

24. Install the 11 carrier plate mounting bolts and tighten the bolts to 49 in. lbs. (5.5 N·m).

25. Install the three door latch retaining screws (Figure 10). Tighten the screws to 62 in. lbs. (7 N·m).

26. Connect the outside door handle link rod to the door latch.

27. Install the door wiring harness rubber grommet and install the grommet mounting screws (Figure 9).

28. Connect the door wiring electrical connector to the body wiring harness. Then snap the grommet into the “B” pillar.

29. Remove the tape that is holding the window up, carefully lower the window glass and snap the window glass to the window regulator.

30. Install the door speaker.

31. Snap the door panel onto the door and install five push pins.

32. Install the “C” pillar trim panel (Figure 7).

33. Install the power window switch.

34. Install the inside door handle bezel.

35. Clean the glass using Mopar Glass Cleaner (P/N 04318014AB) or equivalent.

36. Cycle test the door glass for proper operation.
Service Procedure (Continued)

D. Right Front Door Latch Replacement (JK Models)

1. Place the window in the full down position.

2. Remove the door panel grab handle bezel (Figure 11).
   
   CAUTION: DO NOT attempt to unscrew the two ornamental allen head screws on the grab handle bezel. The bezel has two retaining clips that hold the bezel to the grab handle.

3. Remove the two door panel retaining screws located under the grab handle bezel.

4. Remove the inside door handle bezel (Figure 11).

5. Remove the door panel lower screws.

6. Remove the power door lock switch (Figure 11).

7. Unsnap the door panel from the door and set aside.

8. Knock out the access hole plugs in the carrier plate (Figure 12).

Figure 11 – Grab Handle Bezel

Figure 12 – Knock Out Access Plugs
9. Raise the window so that the release tabs line up with the knock out holes.

10. Unsnap the window glass from the window regulator and slide the glass all the way up (Figure 13). Then use tape to hold the glass in place.

11. Disconnect the door wiring electrical connector from the body wiring harness located under the instrument panel.

12. Unhook the door check strap from the body hook.

13. Remove the door check strap anchor from the door.

14. Unclip the door wiring harness from the door.

15. Disconnect the mirror electrical connector from the door wiring harness.

16. Remove and save the three door latch retaining screws.

17. Remove the black rubber access plug from the door shell (Figure 14).

18. Remove the 8 mm nut located behind the black rubber access plug that was removed in the previous step.

19. Remove the 11 carrier plate mounting bolts.
20. Remove the carrier plate from the door shell (Figure 15).

21. Disconnect the link rods and cables from the door latch.

22. Disconnect the electrical connector from the door latch.

23. Unsnap the door latch from the carrier plate and discard.

24. Snap the new door latch into position on the carrier plate.

25. Connect the electrical connector to the door latch.

26. Connect the link rods and cables to the new door latch.

27. Install the carrier plate into the door shell (Figure 15).

28. Install the 11 carrier plate mounting bolts. Tighten the bolts to 49 in. lbs. (5.5 N·m).

29. Install the three door latch retaining screws. Tighten the screws to 62 in. lbs. (7 N·m).

30. Install the 8 mm nut. Tighten the nut to 49 in. lbs. (5.5 N·m).

31. Install the black rubber access plug into the access hole for the 8 mm nut (Figure 14).

32. Connect the mirror electrical connector to the door wiring harness.

33. Clip the door wiring harness to the door.
34. Remove the tape that is holding the window glass up, carefully lower the window glass and then snap the window glass to the window regulator (Figure 16).

35. Install the door check strap anchor to the door.

36. Hook the door check strap to the body hook.

37. Connect the door wiring electrical connector to the body wiring harness.

38. Push the door wiring push pin into the door.

39. Snap the door panel to the door shell.

40. Install the door panel lower screws.

41. Install the two door panel retaining screws located inside the door panel grab handle.

42. Install the door panel grab handle bezel (Figure 11).

43. Install the inside door handle bezel (Figure 11).

44. Install the power door lock switch (Figure 11).

45. Clean the glass using Mopar Glass Cleaner (P/N 04318014AB) or equivalent.
E. Right Rear Door Latch Replacement (JK Models)

1. Place the window in the full down position.

2. Remove the door panel grab handle bezel (Figure 17).
   CAUTION: DO NOT attempt to unscrew the two ornamental allen head screws on the grab handle bezel. The bezel has two retaining clips that hold the bezel to the grab handle.

3. Remove the two door panel retaining screws located under the grab handle bezel.

4. Remove the inside door handle bezel.

5. Remove the door panel upper and lower retaining screws.

6. Unsnap the door panel from the door and set aside.

7. Knock out the access hole plugs in the carrier plate (Figure 18).

8. Raise the window so that the window release tabs line up with the knock out holes in the carrier plate.
9. Unsnap the window glass from the window regulator and slide the glass all the way up. Then use tape to hold the glass in place.

10. Remove the access panel on the lower “B” pillar to gain access to the door-to-body electrical connector (Figure 19).

11. Unplug the door wiring electrical connector from the body wiring harness located inside the “B” pillar trim panel.

12. Unhook the door check strap from the body hook.

13. Remove the door check strap anchor from the door (Figure 19).

14. Disconnect the mirror electrical connector from the door wiring harness.

15. Remove and save the three door latch retaining screws (Figure 20).
16. Remove the 9 carrier plate mounting bolts (Figure 21).

17. Remove the carrier plate from the door shell.

18. Disconnect the link rods from the door latch.

19. Disconnect the electrical connector from the door latch.

20. Unsnap the door latch from the carrier plate. Then discard the original door latch.

21. Snap the new door latch into position on the carrier plate.
22. Connect the electrical connector to the door latch.

23. Connect the link rods to the new door latch.

24. Install the carrier plate into the door shell.

25. Install the 9 carrier plate mounting bolts (Figure 21). Tighten the bolts to 49 in. lbs. (5.5 N·m).

26. Install the three door latch retaining screws (Figure 20). Tighten the screws to 62 in. lbs. (7 N·m).

27. Connect the mirror electrical connector to the door wiring harness.

28. Remove the tape that is holding the window up, carefully lower the window glass and snap the window glass to the window regulator.

29. Install the door check strap anchor to the door.

30. Hook the door check strap to the body hook.

31. Connect the door electrical connector to the body wiring harness located inside the “B” pillar trim panel.

32. Install the “B” pillar access panel (Figure 19).

33. Snap the door panel to the door shell.

34. Install the door panel upper and lower retaining screws.

35. Install the two door panel retaining screws located inside the door panel grab handle.

36. Install the door panel grab handle bezel (Figure 17).

37. Install the inside door handle bezel.

38. Clean the glass using Mopar Glass Cleaner (P/N 04318014AB) or equivalent.
Service Procedure (Continued)

F. Rear Swing Gate Latch Replacement (JK Models)

1. Open the swing gate.

2. Remove the access panel/grate (Figure 22).

3. Disconnect the swing gate latch electrical connector (Figure 23).

4. Disconnect the door link rods at the swing gate latch (Figure 23).
5. Remove the three swing gate latch retaining screws (Figure 24).

6. Remove and discard the original swing gate latch (Figure 25).

7. Install the new swing gate latch into the swing gate (Figure 25).

8. Install the three swing gate latch retaining screws (Figure 24). Tighten the screws to 62 in. lbs. (5.5 N·m).

9. Connect the door link rods to the swing gate latch (Figure 23).

10. Connect the swing gate latch electrical connector.

11. Snap the access panel/grate into place (Figure 22).

12. Clean the swing gate panel using Mopar Glass Cleaner (P/N 04318014AB) or equivalent.
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 one of the following labor operation numbers and time allowances:

<table>
<thead>
<tr>
<th>Labor Operation</th>
<th>Number</th>
<th>Time Allowance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inspect door latch date codes only</td>
<td>23-L0-31-81</td>
<td>0.2 hours</td>
</tr>
<tr>
<td>Inspect date codes and replace right front door latch (Ram models)</td>
<td>23-L0-31-82</td>
<td>0.9 hours</td>
</tr>
<tr>
<td>Inspect date codes and replace right rear door latch (Ram models)</td>
<td>23-L0-31-83</td>
<td>0.7 hours</td>
</tr>
<tr>
<td>Inspect date codes and replace right front and right rear door latch (Ram models)</td>
<td>23-L0-31-84</td>
<td>1.4 hours</td>
</tr>
<tr>
<td>Inspect date codes and replace right front door latch (JK models)</td>
<td>23-L0-31-85</td>
<td>0.8 hours</td>
</tr>
<tr>
<td>Inspect date codes and replace right rear door latch (JK models)</td>
<td>23-L0-31-86</td>
<td>0.6 hours</td>
</tr>
<tr>
<td>Inspect date codes and replace right front and right rear door latch (JK models)</td>
<td>23-L0-31-87</td>
<td>1.2 hours</td>
</tr>
<tr>
<td>Inspect date codes, replace right front door latch and swing gate latch (JK models)</td>
<td>23-L0-31-88</td>
<td>0.9 hours</td>
</tr>
<tr>
<td>Inspect date codes, replace right rear door latch and swing gate latch (JK models)</td>
<td>23-L0-31-89</td>
<td>0.7 hours</td>
</tr>
<tr>
<td>Inspect date codes, replace right front door latch, right rear door latch and swing gate latch (JK models)</td>
<td>23-L0-32-82</td>
<td>1.3 hours</td>
</tr>
<tr>
<td>Inspect date codes and replace swing gate latch (JK models)</td>
<td>23-L0-32-83</td>
<td>0.3 hours</td>
</tr>
</tbody>
</table>

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

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.

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.
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 L03
DOOR LATCHES

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 2011 model year Ram Trucks and 2010 and 2011 model year Jeep® Wrangler vehicles equipped with power door locks.

Recommended Service:
The right front door latch, right rear door latch and/or swing gate latch on your vehicle (VIN: xxxxxxxxxxxxxxxx) may develop a ratcheting sound while using the power door locks.

What your dealer will do:
Chrysler will service your vehicle free of charge (parts and labor). To do this, your dealer will inspect the door and swing gate latches and replace them if necessary. The work will take up to 1.5 hours 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 CCCCCCCCCCCCCCCCCCCCC

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 L03