

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 8

2007 - 2012 JK

08-067-11



NUMBER: 08-067-11

GROUP: Electrical

DATE: December 21, 2011

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SUBJECT:

Clockspring Replacement Due To Airbag Warning Lamp Illumination X41 (10 Year Or 150,000 Mile (240,000 Kilometers) Warranty Extension)

OVERVIEW:

This bulletin involves replacing the Airbag Clockspring if the Airbag Warning Lamp Is Illuminated.

MODELS:

2007 (JK) Wrangler

NOTE: This bulletin applies to Left Hand Drive models only.

SYMPTOM/CONDITION:

Some customers may experience the illumination of the Airbag Warning Lamp. Upon further investigation the technician may find one or more of the following Diagnostic Trouble Codes (DTCs) have been set.

- B1B00 - Driver Airbag Squib 1 Circuit Low
- B1B01 - Driver Airbag Squib 1 Circuit High
- B1B02 - Driver Airbag Squib 1 Circuit Open
- B1B03 - Driver Airbag Squib 1 Circuit Shorted Together
- B1B04 - Driver Airbag Squib 2 Circuit Low
- B1B05 - Driver Airbag Squib 2 Circuit High
- B1B06 - Driver Airbag Squib 2 Circuit Open
- B1B07 - Driver Airbag Squib 2 Circuit Shorted Together

DIAGNOSIS:

Using a Scan Tool (wiTECH) determine if any of the above DTCs are present. If the appropriate diagnostics available in DealerCONNECT/TechCONNECT determines that the clockspring is the cause, perform REPAIR PROCEDURE.

NOTE: This Service Bulletin only applies to the replacement of the clockspring. All other repairs are not covered by this Service Bulletin

PARTS REQUIRED:

Qty.	Part No.	Description
AR (1)	05156106AB	Clockspring

REPAIR PROCEDURE:

1. Replace the clockspring. Follow the detailed procedures available in DealerCONNECT > TechCONNECT > 10 - Restraints > Clockspring, removal and installation procedures.

POLICY:

Reimbursable within the provisions of the warranty.

NOTE: Vehicles included in this Service Bulletin have a 10 Year or 150,000 Mile (240,000 Kilometers) Warranty Extension for this repair. See Warranty Bulletins; U.S. D-11-63, Canada SAB-2011-37, Mexico BG-023-11 or International ID-11-15 for details associated with the extended warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
19-85-25-93	Clockspring, Steering Column Control Module - Replace	0.5 Hrs.

FAILURE CODE:

ZZ	Service Action
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PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 8

2007 - 2012 JK

RC-L37-12



March 2012

Dealer Service Instructions for:

Safety Recall L37 / NHTSA 11V-528 Airbag System Clockspring

Models

2008-2012 (JK) Jeep® Wrangler

NOTE: This recall applies only to the above vehicles equipped with Right Hand Drive (RHD) steering (sales code AHF) built to U.S market specifications (sales code YAA) from July 30, 2007 through October 08, 2011 (MDH 073013 through 100822).

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 airbag system clockspring assembly that connects the driver's airbag to the electrical system on about 5,400 of the above vehicles could experience a compromised driver's airbag circuit. This would cause the airbag light to illuminate or flash intermittently, which indicates the airbag may not deploy and increase the risk of an injury in the event of a frontal crash.

Repair

The supplemental restraint system must be tested using a wiTECH scan tool. Vehicles found with a defective clockspring must have the clockspring replaced.

If other airbag components are found to be faulty, it is the responsibility of the owner unless the vehicle is still in the new vehicle 3/36 warranty period.

Parts Information

<u>Part Number</u>	<u>Description</u>
05156106AB	Clockspring
06505656AA	Screw, Hex Flange

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

NOTE: The following recall inspection/repair procedure is an interim procedure. Dealer service and parts personnel are instructed to follow these instructions until further notice. Once a new component is available the recall documentation will be updated to include the revised recall inspection/repair procedure which will include the new component and repair procedure. The revised procedure will be updated in DealerCONNECT and a notification will be posted and/or sent.

A. Inspect Supplemental Restraint System using wiTECH Scan Tool

1. Open the hood and connect a battery charger to the battery.
2. Connect the wiTECH pod to the vehicle diagnostic link connector.
3. Open a wiTECH session.
4. Go to the “Vehicle View” screen.
5. Check and record any Passive Restraint Diagnostic Trouble Codes (DTC’s).
 - If any of the DTC’s listed below are present, replace the clockspring. Continue to Section B – Replace Airbag Clockspring.
 - **B1B00** – Driver Airbag Squib 1 Circuit Low
 - **B1B01** – Driver Airbag Squib 1 Circuit High
 - **B1B02** – Driver Airbag Squib 1 Circuit Open
 - **B1B03** – Driver Airbag Squib 1 Circuit Shorted
 - **B1B04** – Driver Airbag Squib 2 Circuit Low
 - **B1B05** – Driver Airbag Squib 2 Circuit High
 - **B1B06** – Driver Airbag Squib 2 Circuit Open
 - **B1B07** – Driver Airbag Squib 2 Circuit Shorted

NOTE: The above DTC’s could also be set by other system issues not related to the clockspring. If after replacing the clockspring one or more of the above DTC’s return, it is the vehicle owner’s responsibility for additional diagnosis and repair costs.

- If there are DTC’s other than listed above, additional diagnosis may be required and is not part of this recall. Additional repairs are the responsibility of the owner unless the vehicle is still in the new vehicle 3/36 warranty period. Continue with Step 6 of this procedure.
6. Remove the wiTECH pod and return the vehicle to the customer.

Service Procedure (Continued)

B. Replace Airbag Clockspring

NOTE: The airbag clockspring should only be replaced after the inspection in Section A has determined that the clockspring is defective.

WARNING: TO AVOID SERIOUS OR FATAL INJURY ON VEHICLES EQUIPPED WITH AIRBAGS, DISABLE THE SUPPLEMENTAL RESTRAINT SYSTEM (SRS) BEFORE ATTEMPTING ANY STEERING WHEEL, STEERING COLUMN, AIRBAG, SEAT BELT TENSIONER, IMPACT SENSOR OR INSTRUMENT PANEL COMPONENT DIAGNOSIS OR SERVICE. DISCONNECT AND ISOLATE THE BATTERY NEGATIVE (GROUND) CABLE, THEN WAIT TWO MINUTES FOR THE SYSTEM CAPACITOR TO DISCHARGE BEFORE PERFORMING FURTHER DIAGNOSIS OR SERVICE. THIS IS THE ONLY SURE WAY TO DISABLE THE SRS. FAILURE TO TAKE THE PROPER PRECAUTIONS COULD RESULT IN ACCIDENTAL AIRBAG DEPLOYMENT.

NOTE: A service replacement clockspring is shipped with the clockspring pre-centered and with a molded plastic locking pin installed. This locking pin should not be removed until the steering wheel has been installed on the steering column. If the locking pin is removed before the steering wheel is installed, the clockspring centering procedure must be performed.

NOTE: When a clockspring is installed into a vehicle without properly centering and locking the entire steering system, the Steering Angle Sensor (SAS) data does not agree with the true position of the steering system and causes the Electronic Stability Program (ESP) system to shut down. This may also damage the clockspring without any immediate malfunction. Unlike some other Chrysler vehicles, this SAS never requires calibration.

NOTE: Determining if the clockspring/SAS is centered is also possible electrically using the diagnostic scan tool. Steering wheel position is displayed as ANGLE with a range of up to 900 degrees. Refer to the appropriate menu item on the diagnostic scan tool.

NOTE: Before starting this procedure, be certain to turn the steering wheel until the front wheels are in the straight-ahead position and that the entire steering system is locked or inhibited from rotation.

Service Procedure (Continued)

1. Place the front wheels in the straight ahead position and inhibit the steering column shaft from rotation.
2. Disconnect and isolate the battery negative cable.
3. Remove and save the driver airbag module retaining screws.
4. Separate the driver airbag module from the steering wheel and disconnect the two airbag electrical connectors (Figure 1) and the one horn connector. Then set the driver airbag module aside.
5. Remove and discard the steering wheel retaining bolt from the steering shaft (Figure 2).
6. Remove and save the steering wheel assembly.
7. Move the steering column to the fully lowered position and leave the tilt release lever in the released (down) position.

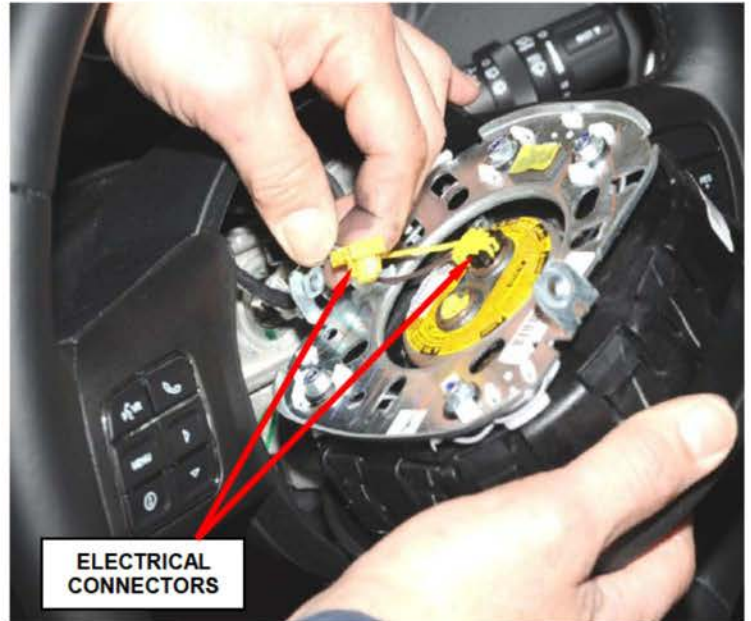


Figure 1 – Airbag Module Electrical Connectors

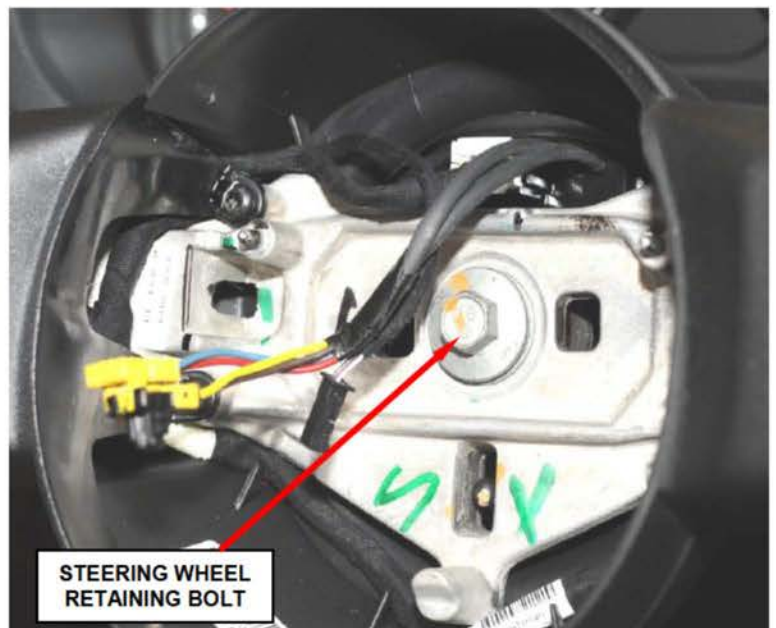


Figure 2 – Steering Wheel Retaining Bolt

Service Procedure (Continued)

8. Remove and save the upper and lower steering column shrouds from the steering column (Figure 3).
9. Remove the three screws that secure the clockspring to the steering column lock housing.
10. Pull the clockspring away from the steering column lock housing far enough to access and disconnect the four instrument panel wire harness connectors from the receptacles on the back of the clockspring (Figure 4).

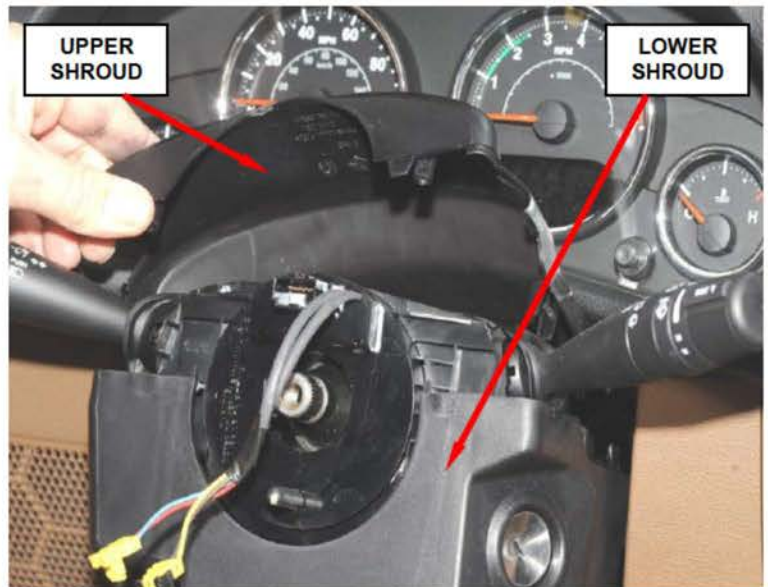


Figure 3 – Upper and Lower Steering Column Shrouds

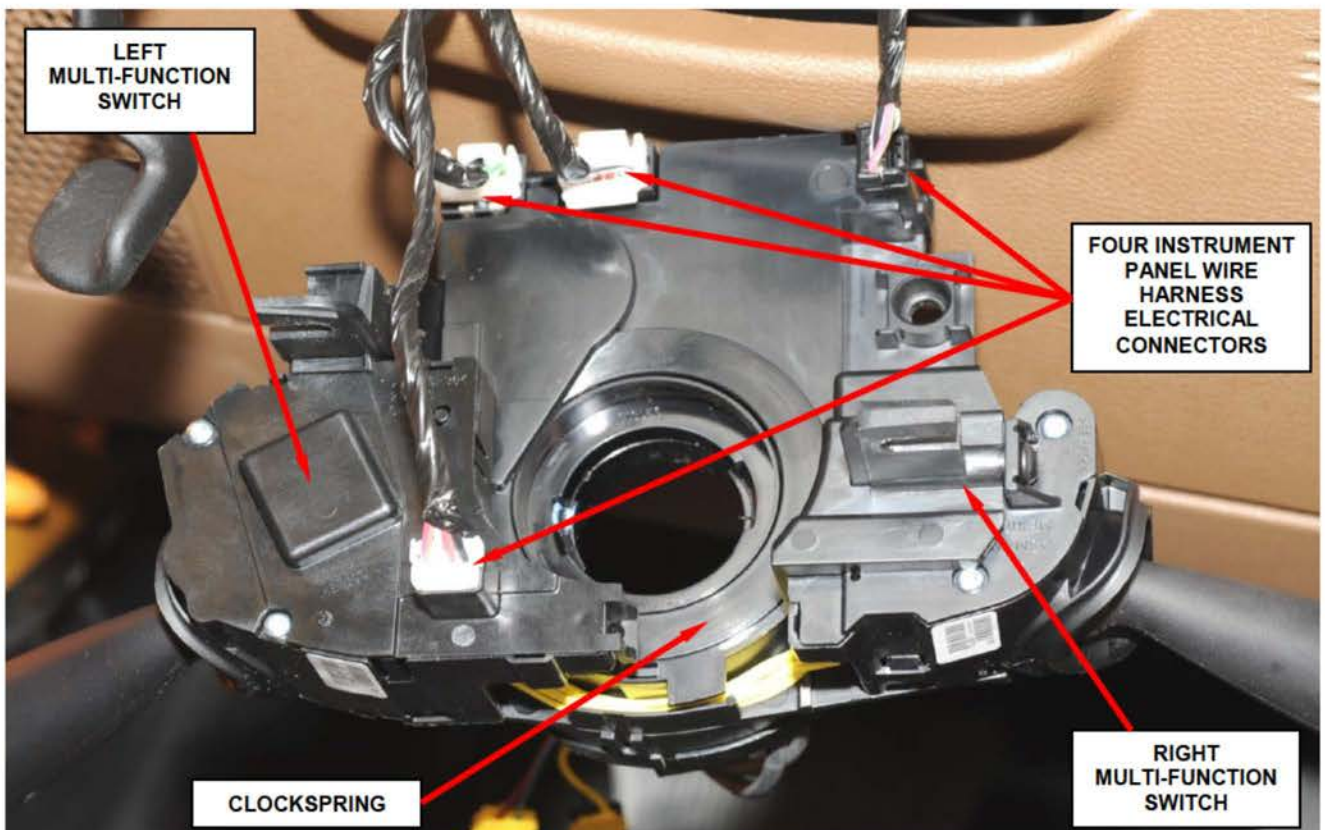


Figure 4 – Clockspring Electrical Connectors

Service Procedure (Continued)

11. Remove the clockspring, with both multi-function switches attached, from the steering column.
12. Remove and save the right multi-function switch retaining screws (Figure 5).
13. Remove and save the left multi-function switch retaining screws (Figure 6).
14. Remove both multi-function switches from the original clockspring as an assembly.
15. Place both multi-function switches onto the new clockspring as an assembly.
16. Install the left multi-function switch retaining screws (Figure 6). Tighten the screws to 10 in. lbs. (1 N·m).
17. Install the right multi-function switch retaining screws (Figure 5). Tighten the screws to 10 in. lbs. (1 N·m).
18. Carefully slide the clockspring down over the steering column upper shaft far enough to reconnect the four instrument panel wire harness connectors to the receptacles on the back of the clockspring case.



Figure 5 – Right Multi-Function Switch Retaining Screw

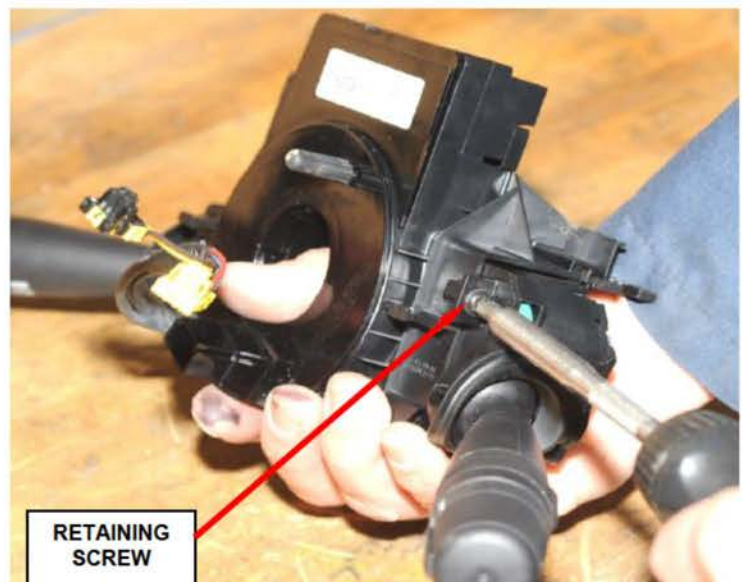


Figure 6 - Left Multi-Function Switch Retaining Screw

Service Procedure (Continued)

19. Position the clockspring onto the steering column lock housing.
20. Connect the four instrument panel wire harness connectors to the receptacles on the back of the clockspring (Figure 4).
21. Install and tighten the three screws that secure the clockspring to the steering column lock housing in the following sequence: lower right, upper left, upper right. Tighten the screws to 27 in. lbs. (3 N·m).

CAUTION: Use of an improper sequence when tightening the clockspring mounting screws may result in an audible ticking noise as the steering wheel is rotated.

22. Install the upper and lower steering column shrouds onto the steering column (Figure 3).
23. Move the steering column back to the fully raised position and move the tilt release lever back to the locked (up) position.
24. Install the steering wheel assembly onto the steering column.
25. Install a new steering wheel retaining bolt and tighten the bolt to 40 ft. lbs. (54 N·m) (Figure 2).
26. Remove the plastic locking pin that secures the clockspring rotor to the clockspring case.
27. Connect the two airbag electrical connectors and the one horn electrical connector to the driver airbag module.
28. Install the driver airbag module onto the steering wheel.
28. Install the two steering wheel airbag module retaining screws. Tighten the screws to 10 ft. lbs. (13 N·m).
29. Reconnect the battery negative cable.
30. Using the wiTECH scan tool, clear all DTC's.
31. Remove the battery charger and wiTECH from the vehicle.

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 recall service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Inspect supplemental restraint system using wiTECH scan tool	08-L3-71-81	0.2 hours
Inspect supplemental restraint system using wiTECH scan tool and replace the airbag system clockspring	08-L3-71-82	0.7 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 Chrysler 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
Chrysler Group LLC



**SAFETY RECALL L37/NHTSA 11V-528
AIRBAG SYSTEM CLOCKSPrING**

Dear: (Name)

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

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2008 through 2012 model year Jeep® Wrangler Right Hand Drive (RHD) vehicles.**

The problem is... The clockspring assembly that connects the driver’s airbag to the electrical system on your Wrangler (VIN: xxxxxxxxxxxxxxxxxxxx) could experience a compromised driver’s airbag circuit. This would cause the airbag light to illuminate or flash intermittently, which indicates the airbag may not deploy and increase the risk of an injury in the event of a frontal crash.

Please note that a component intended to provide a permanent remedy for this condition is currently not available. Chrysler will contact you again, when the remedy parts are available. We apologize for any inconvenience this may cause.

- When the AIRBAG warning light on your instrument panel illuminates for a few seconds after you start your vehicle and then goes out, this **indicates the airbag system is functioning properly** and no further action is required at this time.
- If the AIRBAG warning light either illuminates intermittently while you are driving or remains on, this is **an indication your airbag system is not functioning properly.**

What your dealer will do... In the interim, **if the AIRBAG warning light either illuminates intermittently while you are driving or remains on**, Chrysler will provide a free diagnosis. If the clockspring assembly is faulty, Chrysler will replace the existing clockspring free of charge (parts and labor). 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... In the interim, **if the AIRBAG warning light either illuminates intermittently while you are driving or remains on**, you are encouraged to **contact your Chrysler, Jeep, or Dodge dealer** right away to schedule a service appointment. Ask the dealer to hold the part for your vehicle or to order it 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 Chrysler Group Recall Assistance Center at 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. You may also update this information on the web at
CCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCC

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.

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
Chrysler Group LLC
Notification Code L37

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

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 8

2007 - 2012 JK

RC-M31-13



May 2013

Dealer Service Instructions for:

Safety Recall M31 / NHTSA 13V-176 Airbag System Clockspring

NOTE: The repair listed below is required even if the vehicle was previously repaired under Safety Recall L37. Safety Recall M31 replaces Safety Recall L37. Safety Recall L37 will be cancelled.

Models

2008 - 2012 (JK) Jeep® Wrangler

NOTE: This recall applies only to the above vehicles equipped with Right Hand Drive (RHD) steering (sales code AHF) built to U.S market specifications (sales code YAA) from July 30, 2007 through October 08, 2011 (MDH 073013 through 100822).

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

Subject

The airbag system clockspring on about 5,400 of the above vehicles could experience a compromised driver's airbag electrical circuit. This would cause the airbag light to illuminate or flash intermittently. This indicates the airbag may not deploy as intended and increases the risk of an injury in the event of a frontal crash.

Repair

The clockspring assembly must be replaced on all involved vehicles. On 2008 through 2010 models a steering wheel back cover must also be installed.

NOTE: If other airbag components are found to be faulty, it is the responsibility of the owner unless the vehicle is still in the new vehicle 3/36 warranty period.

Service Procedure

WARNING: TO AVOID SERIOUS OR FATAL INJURY ON VEHICLES EQUIPPED WITH AIRBAGS, DISABLE THE SUPPLEMENTAL RESTRAINT SYSTEM (SRS) BEFORE ATTEMPTING ANY STEERING WHEEL, STEERING COLUMN, AIRBAG, SEAT BELT TENSIONER, IMPACT SENSOR OR INSTRUMENT PANEL COMPONENT DIAGNOSIS OR SERVICE. DISCONNECT AND ISOLATE THE BATTERY NEGATIVE (GROUND) CABLE, THEN WAIT TWO MINUTES FOR THE SYSTEM CAPACITOR TO DISCHARGE BEFORE PERFORMING FURTHER DIAGNOSIS OR SERVICE. THIS IS THE ONLY SURE WAY TO DISABLE THE SRS. FAILURE TO TAKE THE PROPER PRECAUTIONS COULD RESULT IN ACCIDENTAL AIRBAG DEPLOYMENT.

NOTE: A service replacement clockspring is shipped with the clockspring pre-centered and with a molded plastic locking pin installed. This locking pin should not be removed until the steering wheel has been installed on the steering column. If the locking pin is removed before the steering wheel is installed, the clockspring centering procedure must be performed.

NOTE: When a clockspring is installed into a vehicle without properly centering and locking the entire steering system, the Steering Angle Sensor (SAS) data does not agree with the true position of the steering system and causes the Electronic Stability Program (ESP) system to shut down. This may also damage the clockspring without any immediate malfunction. The SAS does not require calibration.

NOTE: Determining if the clockspring/SAS is centered is also possible electrically using the diagnostic scan tool. Steering wheel position is displayed as ANGLE with a range of up to 900 degrees. Refer to the appropriate menu item on the diagnostic scan tool.

NOTE: Before starting this procedure, be certain to turn the steering wheel until the front wheels are in the straight-ahead position and that the entire steering system is locked or inhibited from rotation.

Service Procedure (Continued)

1. Place the front wheels in the straight ahead position and inhibit the steering column shaft from rotation.
2. Disconnect and isolate the battery negative cable.

WARNING: WAIT TWO MINUTES FOR THE SYSTEM CAPACITOR TO DISCHARGE BEFORE PERFORMING FURTHER DIAGNOSIS OR SERVICE.

3. Remove and save the driver airbag module retaining screws.
4. Separate the driver airbag module from the steering wheel and disconnect the two airbag electrical connectors (Figure 1) and the one horn electrical connector. Then set the driver airbag module aside.
5. Remove and discard the steering wheel retaining bolt from the steering shaft (Figure 2).
6. Remove and save the steering wheel assembly.
7. Move the steering column to the fully lowered position and leave the tilt release lever in the released (down) position.

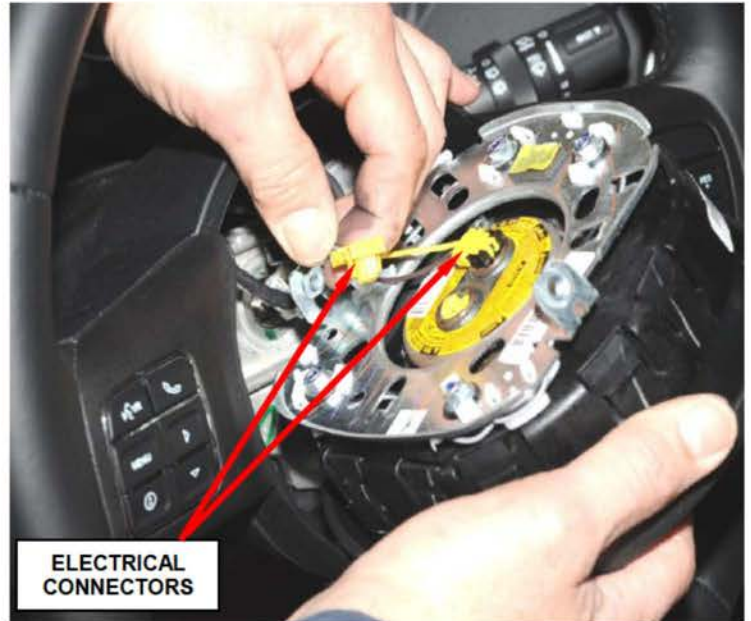


Figure 1 – Airbag Module Electrical Connectors

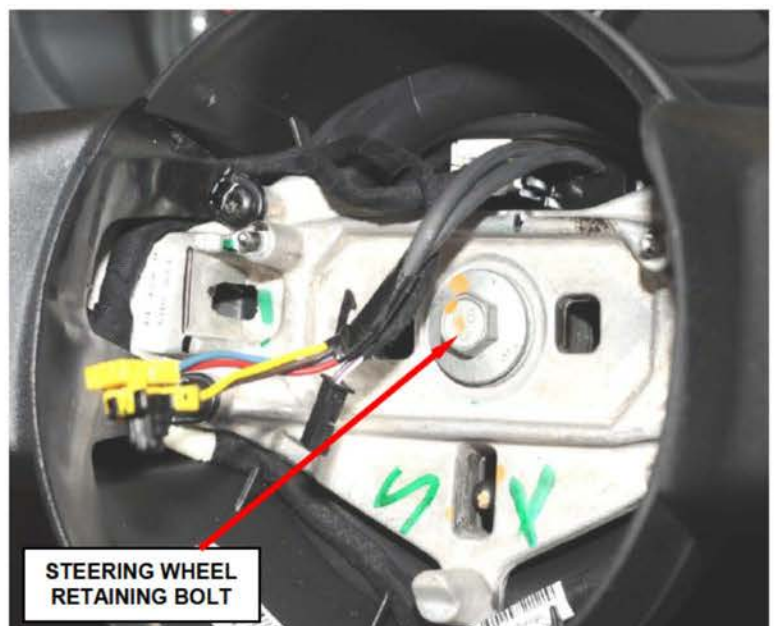


Figure 2 – Steering Wheel Retaining Bolt

Service Procedure (Continued)

8. Remove and save the upper and lower steering column shrouds from the steering column (Figure 3).
9. Remove the three screws that secure the clockspring to the steering column lock housing.
10. Pull the clockspring away from the steering column lock housing far enough to access and disconnect the four instrument panel wire harness electrical connectors from the receptacles on the back of the clockspring (Figure 4).

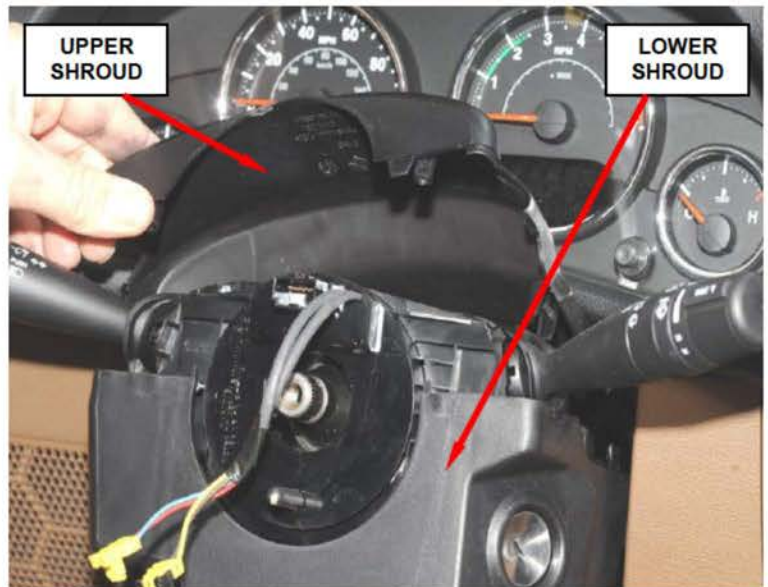


Figure 3 – Upper and Lower Steering Column Shrouds

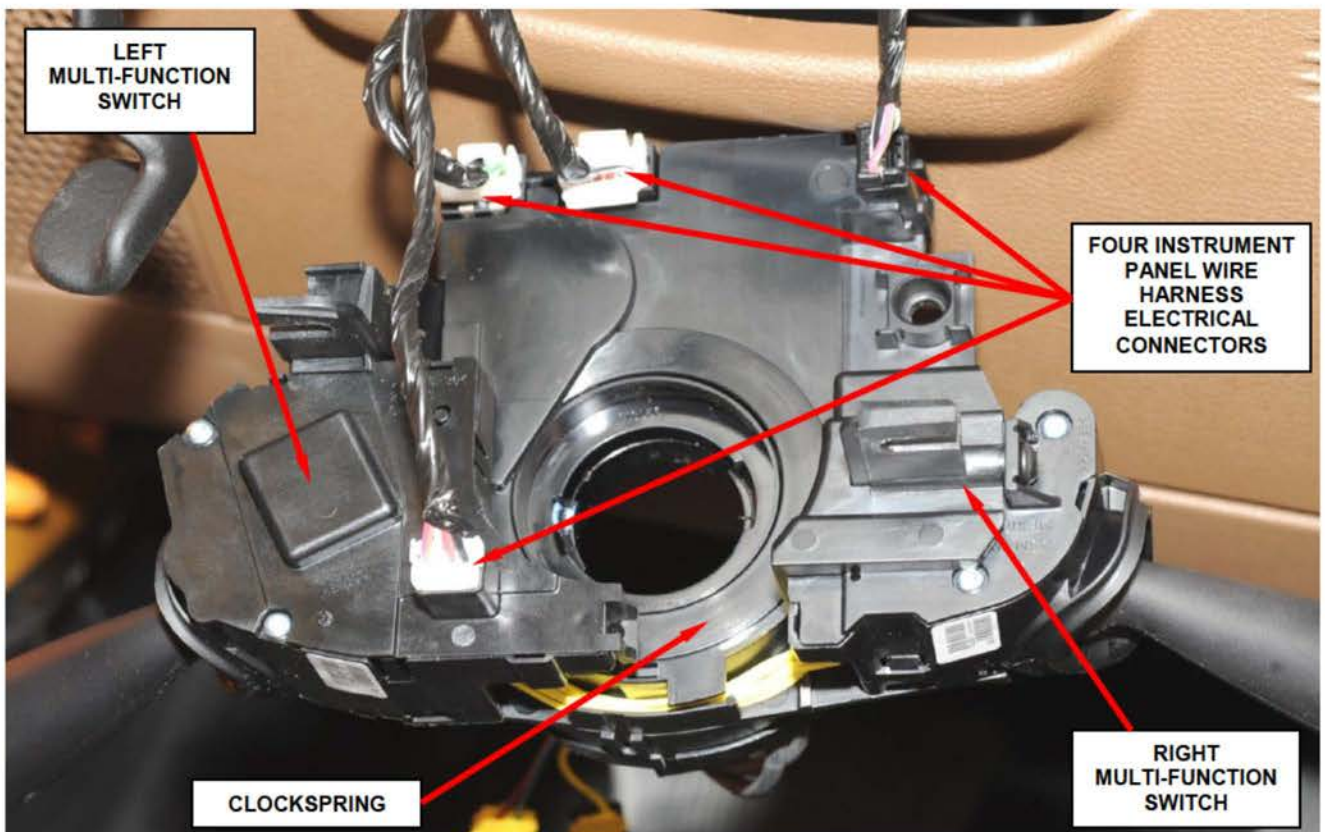


Figure 4 – Clockspring Electrical Connectors

Service Procedure (Continued)

11. Remove the clockspring, with both multi-function switches attached, from the steering column.
12. Remove and save the right multi-function switch retaining screws (Figure 5).
13. Remove and save the left multi-function switch retaining screws (Figure 6).
14. Remove both multi-function switches from the original clockspring as an assembly.
15. Place both multi-function switches onto the new clockspring as an assembly.
16. Install the left multi-function switch retaining screws (Figure 6). Tighten the screws to 10 in. lbs. (1 N·m).
17. Install the right multi-function switch retaining screws (Figure 5). Tighten the screws to 10 in. lbs. (1 N·m).
18. Carefully slide the clockspring down over the steering column upper shaft far enough to reconnect the four instrument panel wire harness connectors to the receptacles on the back of the clockspring case.



Figure 5 – Right Multi-Function Switch Retaining Screw

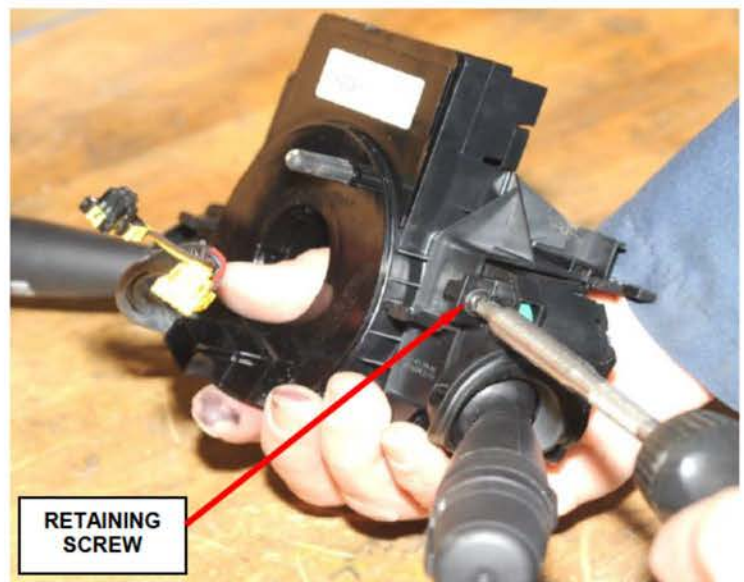


Figure 6 - Left Multi-Function Switch Retaining Screw

Service Procedure (Continued)

19. Connect the four instrument panel wire harness electrical connectors to the receptacles on the back of the clockspring (Figure 4).
20. Position the clockspring onto the steering column lock housing.
21. Install and tighten the three screws that secure the clockspring to the steering column lock housing in the following sequence:
 - Lower Right
 - Upper Left
 - Upper Right

Tighten the screws to 27 in. lbs. (3 N·m).

CAUTION: Improper sequence when tightening the clockspring mounting screws may result in an audible ticking noise as the steering wheel is rotated.

22. Install the upper and lower steering column shrouds onto the steering column (Figure 3).
23. Move the steering column back to the fully raised position and move the tilt release lever back to the locked (up) position.
24. **For 2008 through 2010 models only**, install a steering wheel back cover and retaining screws (Figure 7). Tighten the screws to 35 in. lbs. (4 N·m).

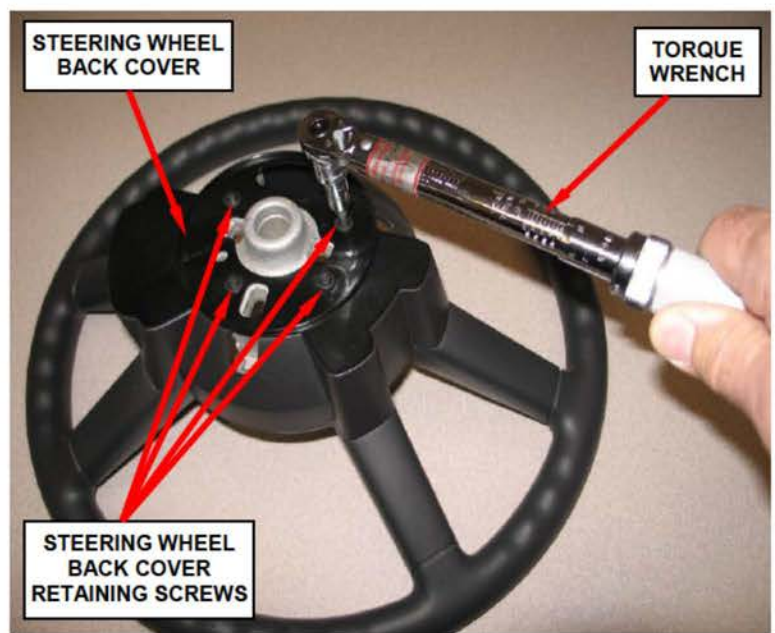


Figure 7 – Steering Wheel Back Cover Installation (2008 through 2010 models only)

Service Procedure (Continued)

25. Install the steering wheel assembly onto the steering column.
26. Install a new steering wheel retaining bolt and tighten the bolt to 40 ft. lbs. (54 N·m) (Figure 2).
27. Remove the plastic locking pin that secures the clockspring rotor to the clockspring case.
28. Connect the two airbag electrical connectors and the one horn electrical connector to the driver airbag module.
29. Install the driver airbag module onto the steering wheel.
30. Install the two steering wheel driver airbag module retaining screws. Tighten the screws to 10 ft. lbs. (13 N·m).
31. Reconnect the battery negative cable.
32. Using the wiTECH scan tool, clear all Diagnostic Trouble Codes (DTC's).
33. Remove the battery charger and wiTECH from the vehicle.

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 recall service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Replace clockspring, install steering wheel back cover and clear DTC's (2008 – 2010 models)	08-M3-11-82	0.6 hours
Replace clockspring and clear DTC's (2011 and 2012 models)	08-M3-11-83	0.6 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 Chrysler 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.

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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
Chrysler Group LLC



**SAFETY RECALL M31 / NHTSA 13V-176
AIRBAG SYSTEM CLOCKSPRING**

Dear: (Name)

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2008 through 2012 model year Jeep® Wrangler Right Hand Drive (RHD) vehicles built for the U.S. market.**

In March 2012, Chrysler notified you or the previous owner of this vehicle of Safety Recall L37. The Safety Recall L37 notification indicated Chrysler was working on a permanent remedy for the defect. The current Safety Recall M31 notification contains the permanent remedy for this defect. The repair listed below is required even if the vehicle was previously repaired under Safety Recall L37. Safety Recall M31 replaces Safety Recall L37. Safety Recall L37 will be cancelled.

The problem is... **The airbag system clockspring on your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx) could experience a compromised driver's airbag electrical circuit. This could cause the airbag light to illuminate or flash intermittently. This indicates the airbag may not deploy as intended and increases the risk of an injury in the event of a frontal crash.**

What your dealer will do... **Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the airbag system clockspring. 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, or Dodge 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 Chrysler Group Recall Assistance Center at 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. You may also update this information on the web at
CCCCCCCCCCCCCCCCCCCCCCCCCCCC

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.

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
Chrysler Group LLC
Notification Code M31

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

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 8

All other models

Safety Recall G14

Dealer Service Instructions for:

Safety Recall G14

Seat Track Position Sensor

Models

2007-2008 (JS) Chrysler Sebring and Dodge Avenger

NOTE: This recall applies only to the above vehicles built from April 17, 2007 through April 19, 2007 (MDH 041702 through 041905).

IMPORTANT: Many of the vehicles within the above build period have already been inspected or repaired and, therefore, have been excluded from this recall.

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 front seat track position sensors utilized for the airbag system on about 790 of the above vehicles may not function properly. This could increase the risk of injury to a front seat occupant during certain crash conditions.

Repair

The seat track position sensors must be inspected on both front seats. Sensors found within a certain build date range must be replaced.

Parts Information

<u>Part Number</u>	<u>Description</u>
CBA0G140	Seat Track Position Sensor

Each package contains one seat track position sensor.

Each dealer to whom vehicles in the recall were assigned will receive enough Seat Track Sensor Packages to service about 50% of those vehicles.

Reminder: VIN specific parts application information for involved vehicles is available on DealerCONNECT through the Global Recall System (GRS) and Vehicle Information Plus (VIP).

For your dealer’s assigned vehicles; click on the “Service” tab, click on “Global Recall System,” enter the **recall number** in the “Recall Code:” box, and select “VIN” in the “List By:” drop down menu.

For all involved vehicles; click on the “Service” tab, click on “Single VIN Inquiry,” enter the **VIN and mileage**, click “View,” and click on the “Recall” tab.

Service Procedure

1. Disconnect the negative battery cable.

WARNING: Wait two minutes for the airbag system capacitor to discharge before performing this procedure. Failure to take the proper precautions could result in accidental airbag deployment.

2. **For four door models**, place the driver’s seat in the full forward and full up position.
3. **For convertible models**, place the driver’s seat in the midpoint and full up position.

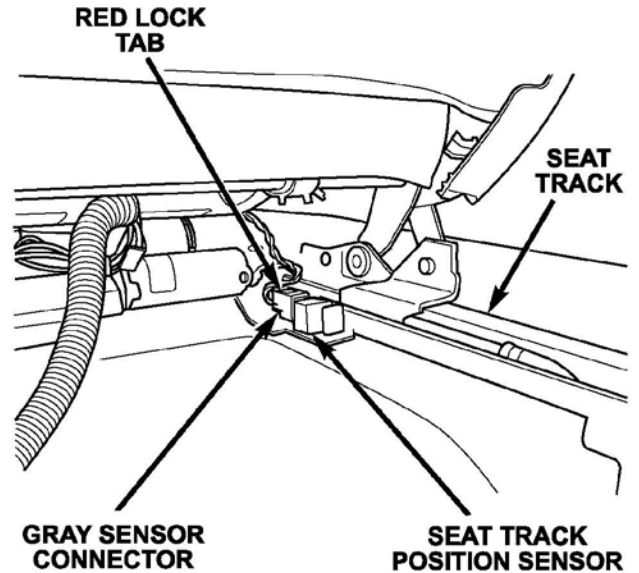


Figure 1 – Backside of Driver’s Seat View

4. **For four door models**, locate the seat track position sensor on the seat track. Slide the red lock tab forward on the gray electrical connector (Figure 1).
5. **For convertible models**, locate the seat track position sensor on the seat track. Use a cotter pin removal tool (Snap-on CP3B or equivalent) to push the red lock tab forward on the gray electrical connector (Figure 2).

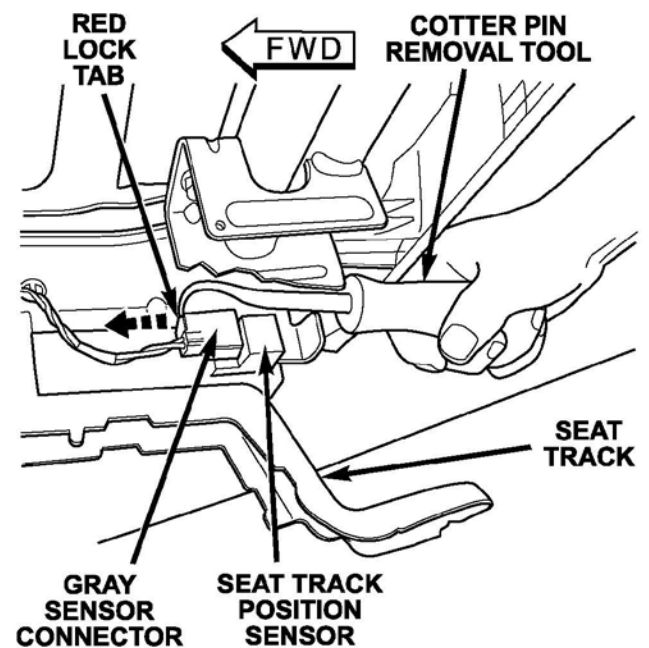


Figure 2 – Viewed from Under Seat

6. Disconnect the gray sensor electrical connector by pressing down on the red connector lock tab while pulling the connector forward.

Service Procedure (Continued)

7. Remove the seat track position sensor from the seat track by pressing on the sensor release arm while pulling the sensor forward (Figure 3).
8. Check the date code on the seat track position sensor (Figure 4):
 - If the date code on the sensor is **099 or lower** or **107 or higher**, the sensor is good.
 - If the date code on the sensor is **between 100 and 106**, the sensor must be replaced.

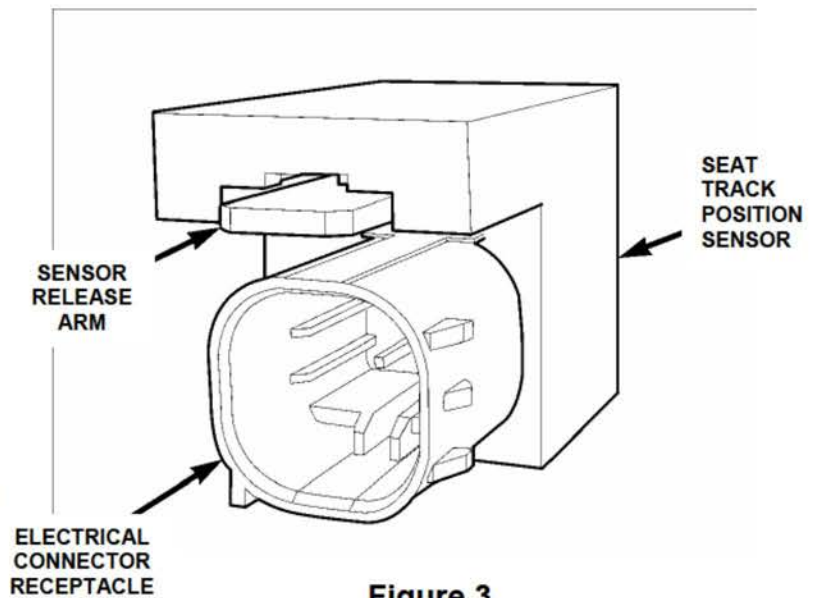


Figure 3

9. Install the sensor onto the seat track mounting tab by sliding the seat track position sensor rearward until the lock tab engages.
10. Connect the gray electrical connector to the seat track position sensor.
11. Push the red lock tab on the gray electrical connector rearward to engage the lock.
12. Repeat steps 2 through 11 on the passenger side front seat.
13. Ensure that no one is sitting or leaning into the front seat area of the vehicle.
14. Connect the negative battery cable.
15. Standing outside the vehicle, reach into the vehicle and turn the ignition switch to the “ON” position. Ensure that the airbag warning lamp does not remain on after the 7 second bulb check period.

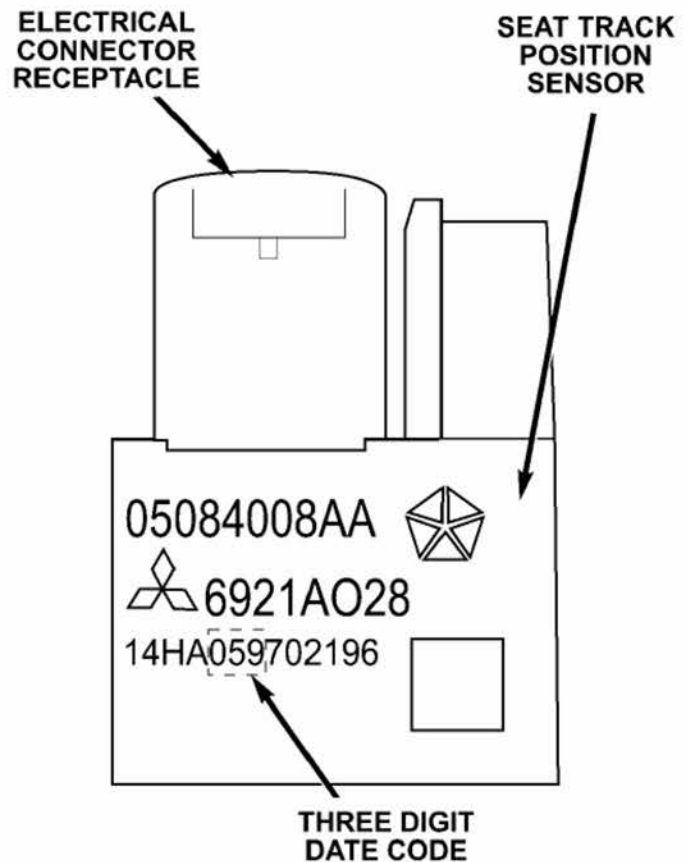


Figure 4

WARNING: Keep clear of the airbag while turning the key to the “ON” position or personal injury could result.

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 DaimlerChrysler to record recall service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Inspect both front seat track position sensors	08-G1-41-81	0.2 hours
Inspect and replace one or both seat track position sensors	08-G1-41-82	0.2 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

All dealers will receive three copies of this dealer recall notification letter by mail. 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 DaimlerChrysler 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.

Dealers are encouraged to consider alternative scheduling and servicing approaches for this recall. This repair does not require hoists or other full service facility special equipment and is a DaimlerChrysler Mobile Service approved repair.

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
DaimlerChrysler Corporation

DAIMLERCHRYSLER

SAFETY RECALL G14 – SEAT TRACK POSITION SENSORS

Dear: (Name)

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

DaimlerChrysler Corporation has decided that a defect, which relates to motor vehicle safety, exists in some **2007 and 2008 model year Chrysler Sebring and Dodge Avenger vehicles.**

The problem is... **The front seat track position sensors utilized for your vehicle's airbag system may not function properly. This could increase the risk of injury to front seat occupants during certain crash conditions.**

What your dealer will do... **DaimlerChrysler will repair your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx) free of charge (parts and labor).** To do this, your dealer will inspect the front seat track position sensors and replace them if necessary. The work will take about ½ hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply **contact your dealer** right away to schedule a service appointment. **Remember to 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 DaimlerChrysler at 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 already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler P.O. Box 4639 Oak Ridge, TN 37831, Attention: Reimbursement.

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, 400 Seventh Street, S.W., 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
DaimlerChrysler Corporation
Notification Code G14

*Buckle up
for Safety!*

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

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 8

All other models

Safety Recall N38 - Rev2



Revised November 2013

Dealer Service Instructions for:

Safety Recall N38 / NHTSA 13V-282

Active Head Restraints

Models

2012 - 2013	(JS) Chrysler 200 and Dodge Avenger (Reprogram TIPM)
2011	(JS) Chrysler 200 (Sedan and Convertible) and Dodge Avenger (ORC module replacement)
2011 - 2012	(KA) Dodge Nitro (ORC module replacement)
2011	(KK) Jeep Liberty (ORC module replacement)
2012	(KK) Jeep Liberty (Reprogram TIPM)

NOTE: This recall applies only to the above vehicles built through January 14, 2013 (MDH 011416).

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 Active Head Restraints (AHR) on about 441,000 of the above vehicles may not deploy during a rear end collision. As a result, these vehicles fail to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 202a - "Head Restraints for Passenger Vehicles". This could increase the risk of injury to a front seat occupant during certain crash conditions.

Repair

For 2012 and 2013 model JS vehicles: The Totally Integrated Power Module (TIPM) must be reprogrammed (flashed).

For 2011 model JS vehicles: The Occupant Restraint Control (ORC) module must be replaced.

For 2011 and 2012 model KA vehicles: The Occupant Restraint Control (ORC) module must be replaced.

For 2011 model KK vehicles: The Occupant Restraint Control (ORC) module must be replaced.

For 2012 model KK vehicles: The Totally Integrated Power Module (TIPM) must be reprogrammed (flashed).

Parts Information

No parts are required to reprogram the TIPM module.

<u>Part Number</u>	<u>Description</u>
CBA2N381AA	Module, ORC (JSD41) Dodge Avenger (with seat side airbag & side curtain airbags / sales code CJ1 and CJ2)
CBA2N382AA	Module, ORC (JSD41) Dodge Avenger (without side curtain airbags)
CBA2N383AA	Module, ORC (JSC41) Chrysler 200 Sedan
CBA2N384AA	Module, ORC (JSC27) Chrysler 200 Convertible
CBAAN385AA	Module, ORC (JSC41) Chrysler 200 Sedan (with seat side airbag & side curtain airbags / sales code CJ1 & CJ2)
CBB2N387AA	Module, ORC (KA) Dodge Nitro
CBA2N389AA	Module, ORC (KK) Jeep Liberty

Service Procedure**A. Reprogram TIPM (2012 – 2013 Model Year JS & KK Vehicles):**

NOTE: The wiTECH scan tool must be used to perform this recall. This procedure must be performed with software release level 14.01 or higher. If the reprogramming flash for the TIPM is aborted or interrupted, repeat the procedure.

1. Open the hood. Install a battery charger and verify that the charging rate provides 13.2 to 13.5 volts. Do not allow the charger to time out during the flash process. Set the battery charger timer (if so equipped) to continuous charge.

NOTE: Use an accurate stand-alone voltmeter. The battery charger voltmeter may not be sufficiently accurate. Voltages outside of the specified range will cause an unsuccessful flash. If voltage reading is too high, apply an electrical load by activating the park or headlamps and/or HVAC blower motor to lower the voltage.

2. Connect the wiPOD to the vehicle data link connector.
3. Place the ignition key in the “**RUN**” position.
4. Open the wiTECH Diagnostic application.
5. Starting at the “**Select Tool**” screen, highlight the row/tool for the wiPOD device you are using. Then select “**Next**” at bottom right side of the screen.
6. Enter your “**User id**” and “**Password**”, then select “**Finish**” at the bottom of the screen.
7. From the “**Vehicle View**” screen, click on the “**TIPMCGW**” icon.
8. From the “**TIPMCGW View**” screen select the “**Flash**” tab.
9. Compare the “**Current TIPM Flash Number**” with the “**New Part Number**” listed on the “**sort table**”. If the “**Current TIPM Flash Number**” is the same as the “**New Part Number**” continue to Step 18. If the part numbers are not the same, continue to Step 10.

Service Procedure (Continued)

10. With the cursor over the desired flash file, click the small green arrow button on the right side of the screen.
11. From the “**TIPMCGW Flash**” screen follow the wiTECH screen instructions to complete the flash.
12. Once the flash is complete click the “**OK**” button on the “**TIPMCGW Flash**” screen.
13. Select the “**Clear Stored DTC’s**” button.
14. Place the ignition in the “**OFF**” position for one minute.
15. Place the ignition in the “**RUN**” position.
16. Clear all stored DTC’s again.
17. From the “**TIPM View**” screen, compare the “**Current TIPM Flash Number**” with the “**New Part Number**” listed on the “**sort table**”. If the “**Current TIPM Flash Number**” is the same as the “**New Part Number**” the flash is complete. If the part numbers are not the same, repeat Steps 7 through 16.
18. Turn the ignition to the “**OFF**” position and remove the wiTECH VCI pod and battery charger from the vehicle.
19. Return the vehicle to the customer.

Service Procedure (Continued)**B. Replace ORC Module (2011 JS Models)**

WARNING: To avoid serious or fatal injury on vehicles equipped with side curtain airbags, disable the Supplemental Restraint System (SRS) before attempting any Occupant Restraint Controller (ORC) diagnosis or service. The ORC may contain a rollover sensor, which enables the system to deploy the side airbags in the event of a vehicle rollover event. If an ORC containing a rollover sensor is accidentally rolled during service while still connected to battery power, the side curtain airbags will deploy. Disconnect and isolate the battery negative (ground) cable, then wait two minutes for the system capacitor to discharge before performing further diagnosis or service. This is the only sure way to disable the SRS. Failure to take the proper precautions could result in accidental airbag deployment.

WARNING: To avoid serious or fatal injury, never strike or drop the Occupant Restraint Controller (ORC), as it can damage the impact sensor or affect its calibration. The ORC contains the impact sensor, which enables the system to deploy the SRS components. If an ORC is accidentally dropped during service, the module must be scrapped and replaced with a new unit. Failure to observe this warning could result in accidental, incomplete, or improper SRS component deployment.

1. Disconnect and isolate the negative battery cable.
2. Remove and save the center stack HVAC control assembly (Figure 1).



Figure 1 – Center Stack HVAC Control Assembly

Service Procedure (Continued)

3. Remove and save the gear shift bezel (Figure 2).

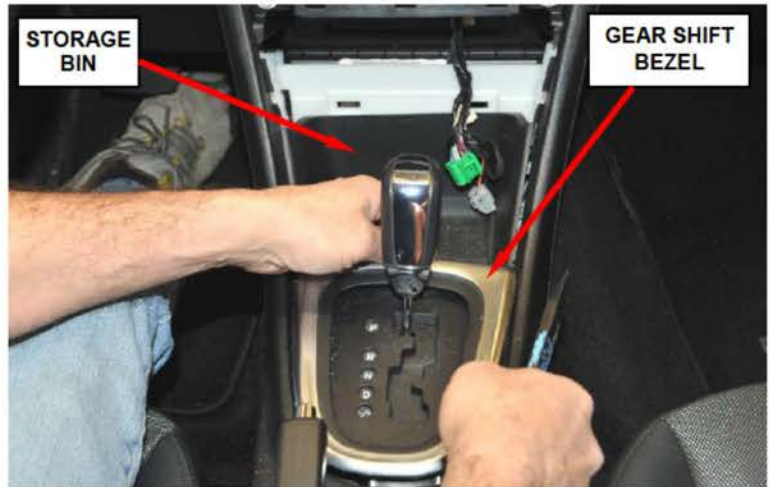


Figure 2 – Gear Shift Bezel and Storage Bin

4. Remove and save the front storage bin (Figure 2).

5. Remove and save the two center console front mounting bolts (Figure 3).



Figure 3 – Center Console Front Mounting Bolts

Service Procedure (Continued)

6. Remove and save the four center console rear mounting bolts (Figure 4).

7. Fully apply the park brake.



Figure 4 – Center Console Rear Mounting Bolts



Figure 5 – Center Console Assembly

Service Procedure (Continued)

8. Remove and save the center console assembly (Figure 5).
9. Disconnect the two ORC module yellow electrical connectors from the ORC module (Figure 6).
10. Remove and save the three ORC module mounting nuts.
11. Remove and discard the original ORC module.
12. Place the new ORC module into position.
13. Install the three ORC module mounting nuts. Tighten the mounting nuts to 80 in. lbs. (9 N·m).
14. Connect the two yellow ORC module connectors to the new ORC module (Figure 6).
15. Place the center console into position in the vehicle (Figure 5).
16. Install the front and rear center console mounting bolts (Figure 3 and 4).
17. Install the front storage bin (Figure 2).
18. Install the gear shift bezel (Figure 2).
19. Install the center stack HVAC control assembly (Figure 1).
20. Connect the wiTECH scan tool and start a session.
21. Place the ignition in the “RUN” position.
22. Check to be certain that nobody is in the vehicle, then connect the negative battery cable.

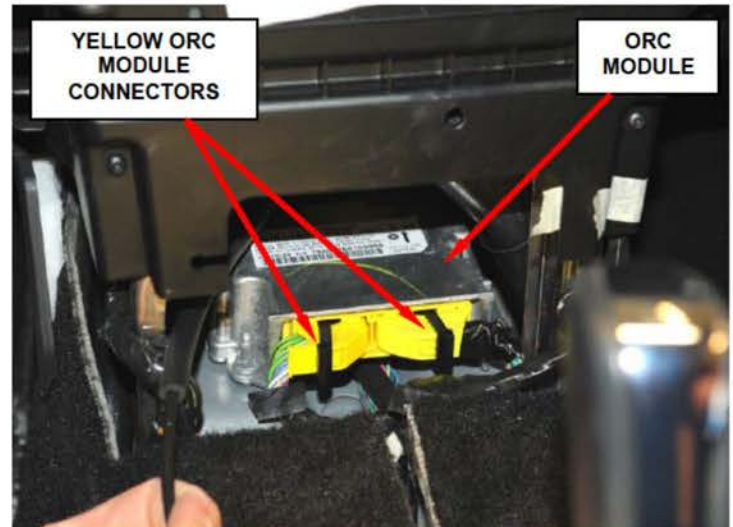


Figure 6 – ORC Module Yellow Electrical Connectors

Service Procedure (Continued)

23. Using the scan tool, clear all Diagnostic Trouble Codes (DTC's).
24. Place the ignition in the “OFF” position for about 15 seconds and then back to the “RUN” position. Observe the airbag indicator lamp in the instrument cluster. It should illuminate for four to six seconds, and then go out. This indicates that the Supplemental Restraint System (SRS) is functioning normally and that the repairs are complete.
25. Turn the ignition to the “OFF” position.
26. Remove the wiTECH scan tool from the vehicle.
27. Return the vehicle to the customer.

C. Replace ORC Module (2011/2012 KK & KA Models)

WARNING: To avoid serious or fatal injury on vehicles equipped with side curtain airbags, disable the Supplemental Restraint System (SRS) before attempting any Occupant Restraint Controller (ORC) diagnosis or service. The ORC may contain a rollover sensor, which enables the system to deploy the side airbags in the event of a vehicle rollover event. If an ORC containing a rollover sensor is accidentally rolled during service while still connected to battery power, the side curtain airbags will deploy. Disconnect and isolate the battery negative (ground) cable, then wait two minutes for the system capacitor to discharge before performing further diagnosis or service. This is the only sure way to disable the SRS. Failure to take the proper precautions could result in accidental airbag deployment.

WARNING: To avoid serious or fatal injury, never strike or drop the Occupant Restraint Controller (ORC), as it can damage the impact sensor or affect its calibration. The ORC contains the impact sensor, which enables the system to deploy the SRS components. If an ORC is accidentally dropped during service, the module must be scrapped and replaced with a new unit. Failure to observe this warning could result in accidental, incomplete, or improper SRS component deployment.

Service Procedure (Continued)

1. Place the gear shift in the neutral position and fully apply the park brake.

2. Open the hood and disconnect the negative battery cable.



Figure 7 – Gear Shift Bezel

3. Remove and save the center console gear shift bezel (Figure 7).

4. Remove and save the two front console mounting screws (Figure 8).



Figure 8 – Center Console Front Mounting Screws

Service Procedure (Continued)

5. Remove and save the two center console rear mounting screws (Figure 9).

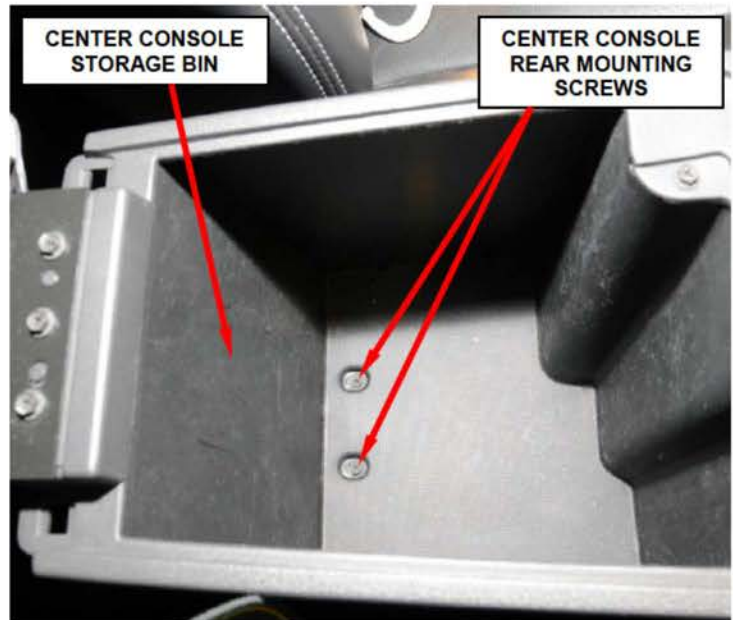


Figure 9 – Center Console Rear Mounting Screws

6. Unzip the park brake lever boot (Figure 10).

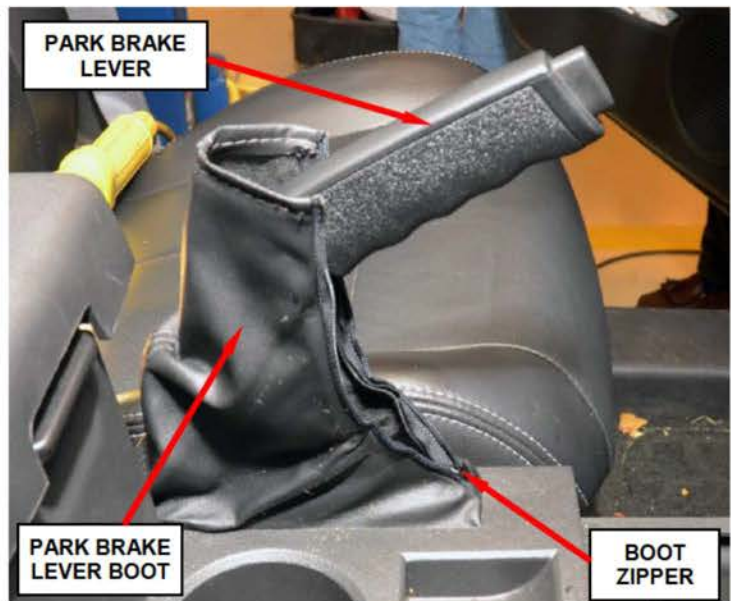


Figure 10 – Park Brake Handle Boot

Service Procedure (Continued)



Figure 11 – Center Console Assembly

7. Remove and save the center console assembly from the vehicle (Figure 11).

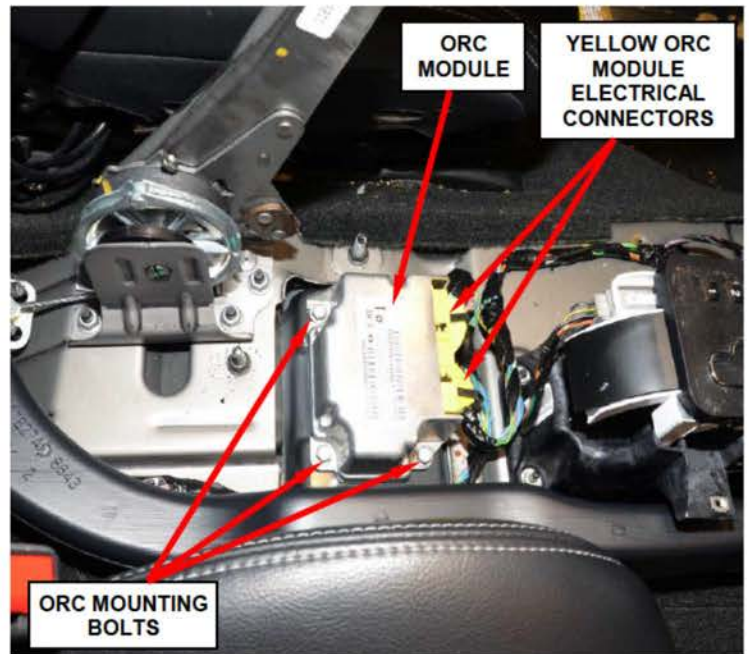
8. Remove and save the black plastic ORC module cover (Figure 12).



Figure 12 – Black Plastic ORC Module Cover

Service Procedure (Continued)

9. Disconnect the two yellow ORC electrical connectors from the ORC module (Figure 13).
10. Remove and save the three ORC module mounting bolts (Figure 13).
11. Remove and discard the original ORC module.
12. Place the new ORC module into position.
13. Install the ORC module mounting bolts. Tighten the bolts to 95 in. lbs. (10.5 N·m).
14. Connect the two yellow electrical connectors to the new ORC module (Figure 13).
15. Install the ORC module black plastic cover (Figure 12).
16. Install the center console into position in the vehicle (Figure 11).
17. Install the front and rear console mounting screws (Figure 8 and 9).
18. Zip-up the zipper on the park brake handle boot (Figure 10).
19. Install the gear shift bezel (Figure 7).
20. Connect the wiTECH scan tool and start a session.
21. Place the ignition in the “RUN” position.
22. Check to be certain that nobody is in the vehicle, then connect the negative battery cable.

**Figure 13 – ORC Module**

Service Procedure (Continued)

23. Using the scan tool, clear all Diagnostic Trouble Codes (DTC's).
24. Place the ignition in the “OFF” position for about 15 seconds and then back to the “RUN” position. Observe the airbag indicator lamp in the instrument cluster. It should illuminate for four to six seconds, and then go out. This indicates that the Supplemental Restraint System (SRS) is functioning normally and that the repairs are complete.
25. Turn the ignition to the “OFF” position.
26. Remove the wiTECH scan tool from the vehicle.
27. 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 Chrysler to record recall service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
TIPM module update previously performed (2012 - 2013 JS models & 2012 KK models)	08-N3-81-81	0.2 hours
Reprogram TIPM module (2012 - 2013 JS sedan models)	08-N3-81-82	0.2 hours
Reprogram TIPM module (2012 KK models)	08-N3-81-83	0.2 hours
Replace ORC module (2011 JS models)	08-N3-81-84	0.5 hours
Replace ORC module (2011 KA / KK models)	08-N3-81-85	0.5 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 Chrysler are being notified of the service requirement by first class mail. A generic copy of the owner letter is attached.

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
Chrysler Group LLC



**SAFETY RECALL N38 /NHTSA 13V-282
ACTIVE HEAD RESTRAINTS**

Dear: (Name)

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

Chrysler has decided that some **2012 - 2013 model year Chrysler 200/Dodge Avenger, 2011 - 2012 model year Jeep Liberty and Dodge Nitro** vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 202a - "Head Restraints for Passenger Vehicles".

The problem is... **The Active Head Restraints (AHR) on your vehicle (VIN: xxxxxxxxxxxxxxxxx) may not deploy during a rear end collision. As a result, these vehicles fail to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 202a - "Head Restraints for Passenger Vehicles". This could increase the risk of injury to a front seat occupant during certain crash conditions.**

What your dealer will do... **Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will reprogram the Totally Integrated Power Module (TIPM) or replace the Occupant Restraint Control (ORC) module. The work will take about ½ hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply **contact your dealer** right away to schedule a service appointment. **Remember to 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 Chrysler Group Recall Assistance Center at 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. You may also update this information on the web at
CCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCC

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Recall 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.

If your dealer fails or is unable to remedy this noncompliance 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
Chrysler Group LLC

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

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 8

All other models

Safety Recall N38



Revised November 2013

Dealer/Distributor Service Instructions for:

Safety Recall N38 / NHTSA 13V-282

Active Head Restraints

Models

2012 - 2013	(JS) Chrysler 200 and Dodge Avenger (Reprogram TIPM)
2011	(JS) Chrysler 200 (Sedan and Convertible) and Dodge Avenger (ORC module replacement)
2011 - 2012	(KA) Dodge Nitro (ORC module replacement)
2011	(KK) Jeep Liberty (ORC module replacement)
2012	(KK) Jeep Liberty (Reprogram TIPM)

NOTE: This recall applies only to the above vehicles built through January 14, 2013 (MDH 011416).

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

Subject

The Active Head Restraints (AHR) on about 13,400 of the above vehicles may not deploy during a rear end collision. This could increase the risk of injury to a front seat occupant during certain crash conditions.

Repair

For 2012 and 2013 model JS vehicles: The Totally Integrated Power Module (TIPM) must be reprogrammed (flashed).

For 2011 model JS vehicles: The Occupant Restraint Control (ORC) module must be replaced.

For 2011 and 2012 model KA vehicles: The Occupant Restraint Control (ORC) module must be replaced.

For 2011 model KK vehicles: The Occupant Restraint Control (ORC) module must be replaced.

For 2012 model KK vehicles: The Totally Integrated Power Module (TIPM) must be reprogrammed (flashed).

Parts Information

No parts are required to reprogram the TIPM module.

<u>Part Number</u>	<u>Description</u>
CBAAN385AA	Module, ORC (JSC41) Chrysler 200 Sedan (with seat side airbag & side curtain airbags / sales code CJ1 & CJ2)
CBA0N386AA	Module, ORC (JS27) Chrysler 200 Convertible
CBA2N388AA	Module, ORC (KA) Dodge Nitro
CBA2N38AAA	Module, ORC (KK) Jeep Liberty

Service Procedure**A. Reprogram TIPM (2012 – 2013 Model Year JS & KK Vehicles):**

NOTE: The wiTECH scan tool must be used to perform this recall. This procedure must be performed with software release level 14.01 or higher. If the reprogramming flash for the TIPM is aborted or interrupted, repeat the procedure.

1. Open the hood. Install a battery charger and verify that the charging rate provides 13.2 to 13.5 volts. Do not allow the charger to time out during the flash process. Set the battery charger timer (if so equipped) to continuous charge.

NOTE: Use an accurate stand-alone voltmeter. The battery charger voltmeter may not be sufficiently accurate. Voltages outside of the specified range will cause an unsuccessful flash. If voltage reading is too high, apply an electrical load by activating the park or headlamps and/or HVAC blower motor to lower the voltage.

2. Connect the wiPOD to the vehicle data link connector.
3. Place the ignition key in the “**RUN**” position.
4. Open the wiTECH Diagnostic application.
5. Starting at the “**Select Tool**” screen, highlight the row/tool for the wiPOD device you are using. Then select “**Next**” at bottom right side of the screen.
6. Enter your “**User id**” and “**Password**”, then select “**Finish**” at the bottom of the screen.
7. From the “**Vehicle View**” screen, click on the “**TIPMCGW**” icon.
8. From the “**TIPMCGW View**” screen select the “**Flash**” tab.
9. Compare the “**Current TIPM Flash Number**” with the “**New Part Number**” listed on the “**sort table**”. If the “**Current TIPM Flash Number**” is the same as the “**New Part Number**” continue to Step 18. If the part numbers are not the same, continue to Step 10.

Service Procedure (Continued)

10. With the cursor over the desired flash file, click the small green arrow button on the right side of the screen.
11. From the “**TIPMCGW Flash**” screen follow the wiTECH screen instructions to complete the flash.
12. Once the flash is complete click the “**OK**” button on the “**TIPMCGW Flash**” screen.
13. Select the “**Clear Stored DTC’s**” button.
14. Place the ignition in the “**OFF**” position for one minute.
15. Place the ignition in the “**RUN**” position.
16. Clear all stored DTC’s again.
17. From the “**TIPM View**” screen, compare the “**Current TIPM Flash Number**” with the “**New Part Number**” listed on the “**sort table**”. If the “**Current TIPM Flash Number**” is the same as the “**New Part Number**” the flash is complete. If the part numbers are not the same, repeat Steps 7 through 16.
18. Turn the ignition to the “**OFF**” position and remove the wiTECH VCI pod and battery charger from the vehicle.
19. Return the vehicle to the customer.

Service Procedure (Continued)**B. Replace ORC Module (2011 JS Models)**

WARNING: To avoid serious or fatal injury on vehicles equipped with side curtain airbags, disable the Supplemental Restraint System (SRS) before attempting any Occupant Restraint Controller (ORC) diagnosis or service. The ORC may contain a rollover sensor, which enables the system to deploy the side airbags in the event of a vehicle rollover event. If an ORC containing a rollover sensor is accidentally rolled during service while still connected to battery power, the side curtain airbags will deploy. Disconnect and isolate the battery negative (ground) cable, then wait two minutes for the system capacitor to discharge before performing further diagnosis or service. This is the only sure way to disable the SRS. Failure to take the proper precautions could result in accidental airbag deployment.

WARNING: To avoid serious or fatal injury, never strike or drop the Occupant Restraint Controller (ORC), as it can damage the impact sensor or affect its calibration. The ORC contains the impact sensor, which enables the system to deploy the SRS components. If an ORC is accidentally dropped during service, the module must be scrapped and replaced with a new unit. Failure to observe this warning could result in accidental, incomplete, or improper SRS component deployment.

1. Disconnect and isolate the negative battery cable.
2. Remove and save the center stack HVAC control assembly (Figure 1).



Figure 1 – Center Stack HVAC Control Assembly

Service Procedure (Continued)

3. Remove and save the gear shift bezel (Figure 2).

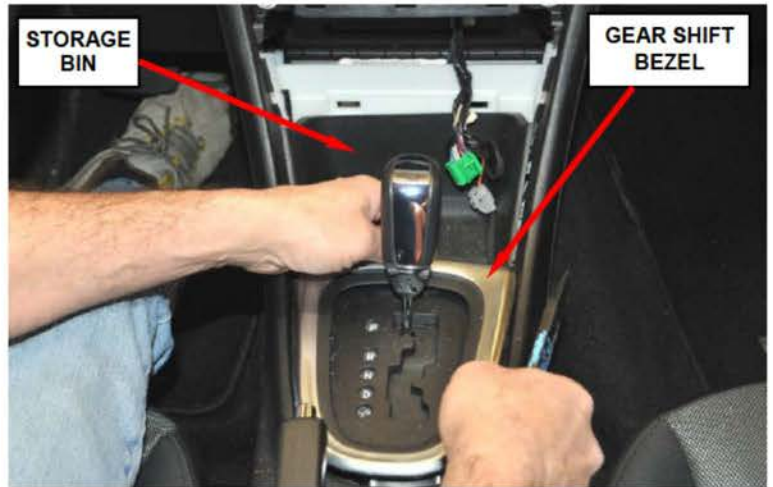


Figure 2 – Gear Shift Bezel and Storage Bin

4. Remove and save the front storage bin (Figure 2).

5. Remove and save the two center console front mounting bolts (Figure 3).



Figure 3 – Center Console Front Mounting Bolts

Service Procedure (Continued)

6. Remove and save the four center console rear mounting bolts (Figure 4).

7. Fully apply the park brake.



Figure 4 – Center Console Rear Mounting Bolts



Figure 5 – Center Console Assembly

Service Procedure (Continued)

8. Remove and save the center console assembly (Figure 5).
9. Disconnect the two ORC module yellow electrical connectors from the ORC module (Figure 6).
10. Remove and save the three ORC module mounting nuts.
11. Remove and discard the original ORC module.
12. Place the new ORC module into position.
13. Install the three ORC module mounting nuts. Tighten the mounting nuts to 80 in. lbs. (9 N·m).
14. Connect the two yellow ORC module connectors to the new ORC module (Figure 6).
15. Place the center console into position in the vehicle (Figure 5).
16. Install the front and rear center console mounting bolts (Figure 3 and 4).
17. Install the front storage bin (Figure 2).
18. Install the gear shift bezel (Figure 2).
19. Install the center stack HVAC control assembly (Figure 1).
20. Connect the wiTECH scan tool and start a session.
21. Place the ignition in the “RUN” position.
22. Check to be certain that nobody is in the vehicle, then connect the negative battery cable.

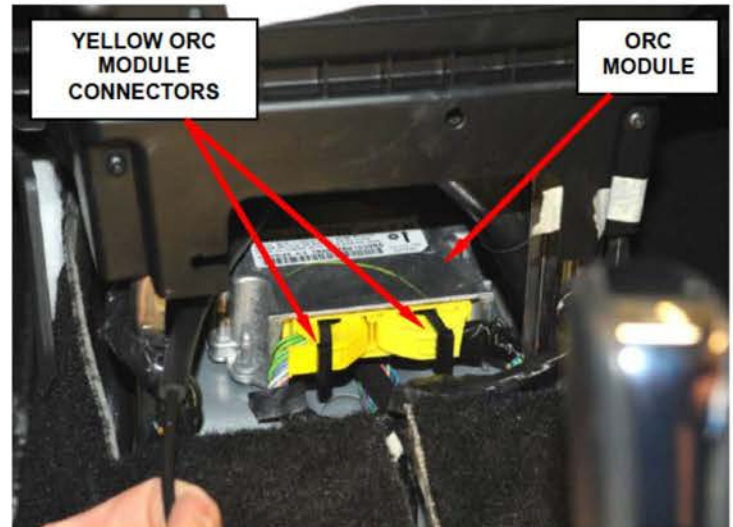


Figure 6 – ORC Module Yellow Electrical Connectors

Service Procedure (Continued)

23. Using the scan tool, clear all Diagnostic Trouble Codes (DTC's).
24. Place the ignition in the “OFF” position for about 15 seconds and then back to the “RUN” position. Observe the airbag indicator lamp in the instrument cluster. It should illuminate for four to six seconds, and then go out. This indicates that the Supplemental Restraint System (SRS) is functioning normally and that the repairs are complete.
25. Turn the ignition to the “OFF” position.
26. Remove the wiTECH scan tool from the vehicle.
27. Return the vehicle to the customer.

C. Replace ORC Module (2011/2012 KK & KA Models)

WARNING: To avoid serious or fatal injury on vehicles equipped with side curtain airbags, disable the Supplemental Restraint System (SRS) before attempting any Occupant Restraint Controller (ORC) diagnosis or service. The ORC may contain a rollover sensor, which enables the system to deploy the side airbags in the event of a vehicle rollover event. If an ORC containing a rollover sensor is accidentally rolled during service while still connected to battery power, the side curtain airbags will deploy. Disconnect and isolate the battery negative (ground) cable, then wait two minutes for the system capacitor to discharge before performing further diagnosis or service. This is the only sure way to disable the SRS. Failure to take the proper precautions could result in accidental airbag deployment.

WARNING: To avoid serious or fatal injury, never strike or drop the Occupant Restraint Controller (ORC), as it can damage the impact sensor or affect its calibration. The ORC contains the impact sensor, which enables the system to deploy the SRS components. If an ORC is accidentally dropped during service, the module must be scrapped and replaced with a new unit. Failure to observe this warning could result in accidental, incomplete, or improper SRS component deployment.

Service Procedure (Continued)

1. Place the gear shift in the neutral position and fully apply the park brake.
2. Open the hood and disconnect the negative battery cable.



Figure 7 – Gear Shift Bezel

3. Remove and save the center console gear shift bezel (Figure 7).
4. Remove and save the two front console mounting screws (Figure 8).



Figure 8 – Center Console Front Mounting Screws

Service Procedure (Continued)

5. Remove and save the two center console rear mounting screws (Figure 9).

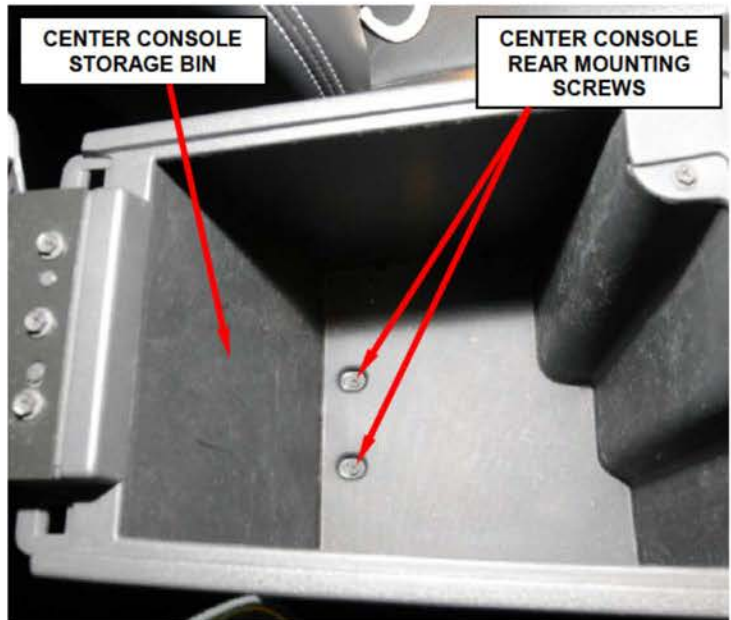


Figure 9 – Center Console Rear Mounting Screws

6. Unzip the park brake lever boot (Figure 10).

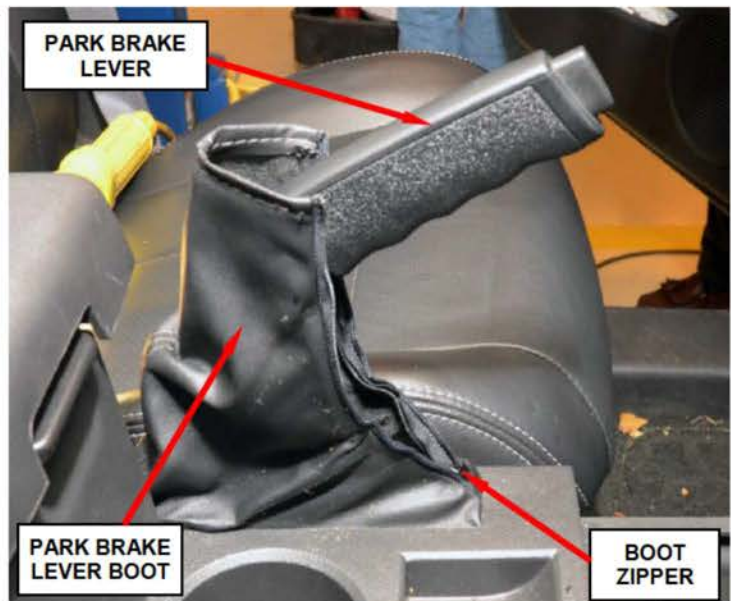


Figure 10 – Park Brake Handle Boot

Service Procedure (Continued)



Figure 11 – Center Console Assembly

7. Remove and save the center console assembly from the vehicle (Figure 11).

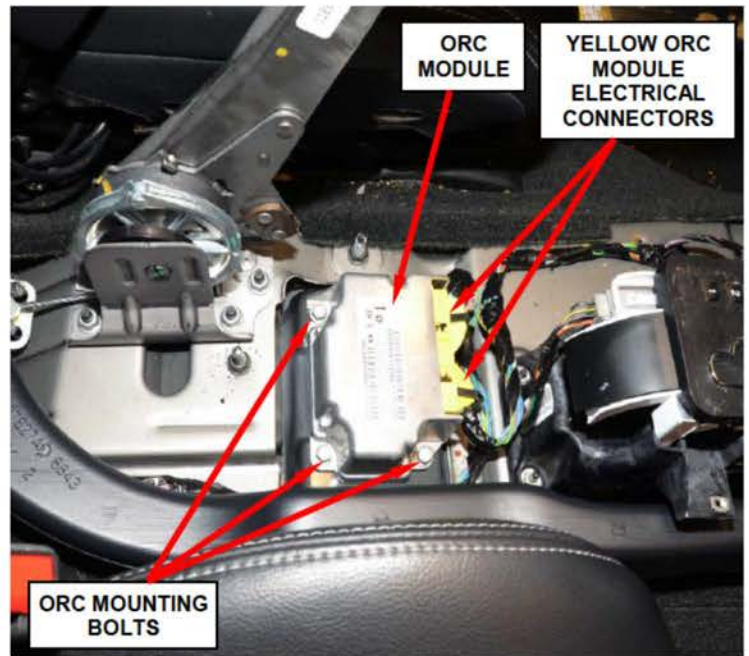
8. Remove and save the black plastic ORC module cover (Figure 12).



Figure 12 – Black Plastic ORC Module Cover

Service Procedure (Continued)

9. Disconnect the two yellow ORC electrical connectors from the ORC module (Figure 13).
10. Remove and save the three ORC module mounting bolts (Figure 13).
11. Remove and discard the original ORC module.
12. Place the new ORC module into position.
13. Install the ORC module mounting bolts. Tighten the bolts to 95 in. lbs. (10.5 N·m).
14. Connect the two yellow electrical connectors to the new ORC module (Figure 13).
15. Install the ORC module black plastic cover (Figure 12).
16. Install the center console into position in the vehicle (Figure 11).
17. Install the front and rear console mounting screws (Figure 8 and 9).
18. Zip-up the zipper on the park brake handle boot (Figure 10).
19. Install the gear shift bezel (Figure 7).
20. Connect the wiTECH scan tool and start a session.
21. Place the ignition in the “RUN” position.
22. Check to be certain that nobody is in the vehicle, then connect the negative battery cable.

**Figure 13 – ORC Module**

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 recall service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
TIPM module update previously performed (2012 - 2013 JS models & 2012 KK models)	08-N3-81-81	0.2 hours
Reprogram TIPM module (2012 - 2013 JS sedan models)	08-N3-81-82	0.2 hours
Reprogram TIPM module (2012 KK models)	08-N3-81-83	0.2 hours
Replace ORC module (2011 JS models)	08-N3-81-84	0.5 hours
Replace ORC module (2011 KA / KK models)	08-N3-81-85	0.5 hours

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

NOTE: See the Chrysler International Warranty Policy and Procedure Manual, Claim Entry Section – Recall Claims for 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