

SEP 18 2012  
REC'D to ODI



September 14, 2012

Ms. Nancy L. Lewis  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
1200 New Jersey Ave. S.W.  
Washington, D.C. 20590

Dear Ms. Lewis:

Reference: NHTSA Identification Number 12V-391

Enclosed are representative copies of communications relating to the 2013 model year vehicles involved in the referenced recall. Chrysler expects to notify dealers during the week of September 17, 2012 and to begin owner notification during the week of September 24, 2012. The exact number of manufactured vehicles in the recall is 1,449.

This completes Chrysler's package of information for this recall as required by the Defects Report Regulation.

Sincerely,

A handwritten signature in black ink, appearing to read "David D. Dillon".

David D. Dillon  
Vehicle Compliance and Safety Affairs

Enclosure: Dealer and Owner Letter for Recall M25

cc: F. Borris



September 2012

Dealer Service Instructions for:

# **Safety Recall M25 / NHTSA 12V-391 Occupant Restraint Control Module**

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## **Models**

**2013 (WD) Dodge Durango**

*NOTE: This recall applies only to the above vehicles equipped with 3<sup>rd</sup> row seating (sales code CFP) built through July 20, 2012 (MDH 072013).*

*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 Occupant Restraint Control (ORC) module on about 1,400 of the above vehicles may have reduced performance in the event of a side impact rearward of the second row seats. This could cause a third row seat passenger to have an increased risk of injury during certain crash conditions.

## **Repair**

The Occupant Restraint Control module must be replaced.



**CHRYSLER**

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## **Subject**

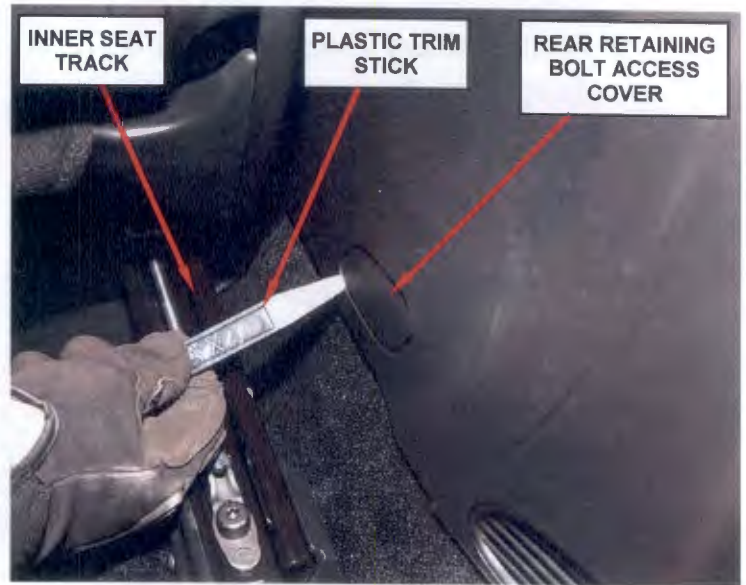
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## **Repair**

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**Service Procedure**

1. Apply the park brake and place the gear shift in the “Neutral” position.
2. Move both front seats to the full forward position.
3. Using a plastic trim stick, carefully remove and save the console right and left side rear retaining bolt access covers (Figure 1).



**Figure 1 – Console Rear Retaining Bolt Access Cover**

4. Remove and save the console right and left side rear retaining bolts.
5. Move the driver’s seat to the full rearward position.
6. Lift the battery access panel located under the passenger seat and loosen, but do not disconnect, the negative battery cable at the battery post (Figure 2).



**Figure 2 – Access Panel Viewed from Rear Seat**

7. Move the passenger seat to the full rearward position.



**Service Procedure (Continued)**

8. Reach under the passenger seat, lift the battery access panel and disconnect the negative battery cable from the battery post.

**WARNING:** Make sure to isolate the negative battery cable from the negative battery post to prevent accidental airbag deployment.

**WARNING:** Failure to disconnect and isolate the negative battery cable from the negative battery post could cause an unintended airbag deployment during the repair.



Figure 3 – Chrome Shift Knob Trim Ring

**WARNING:** DO NOT ATTEMPT TO PERFORM THIS SERVICE PROCEDURE WITH THE BATTERY CONNECTED.

9. Use the following procedure to remove the gear shift knob from the gear shift stalk:
  - a. Using a plastic trim stick and a gentle prying motion, disengage the chrome shift knob trim ring (Figure 3).
  - b. Carefully pull the gear shift knob retaining pin (Figure 4).
  - c. Pull the gear shift knob from the gear shift stalk.

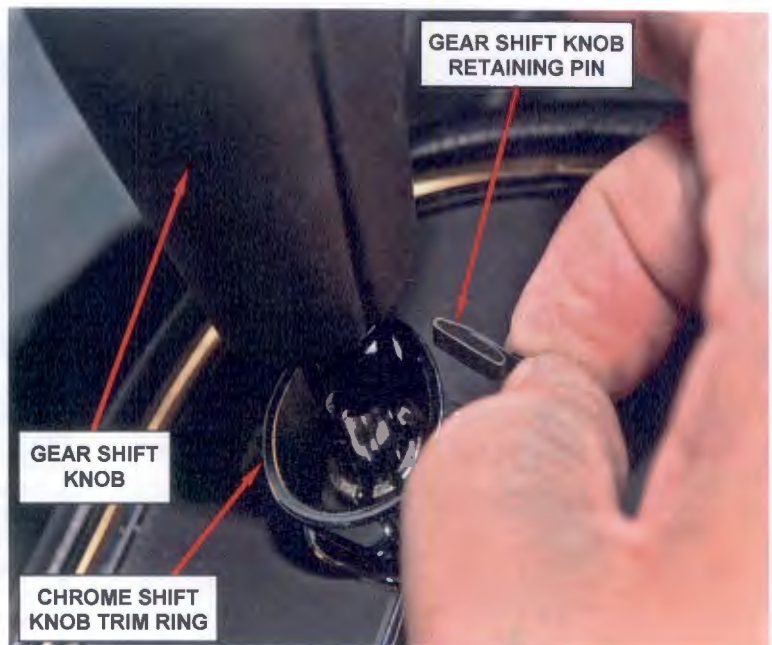


Figure 4 – Gear Shift Knob Retaining Pin

**Service Procedure (Continued)**

10. Remove the console top cover (Figure 5).

**NOTE: There are no fasteners that secure the top cover into position. This is a snap fit component.**

11. Carefully remove the right and left console side covers (Figure 6).

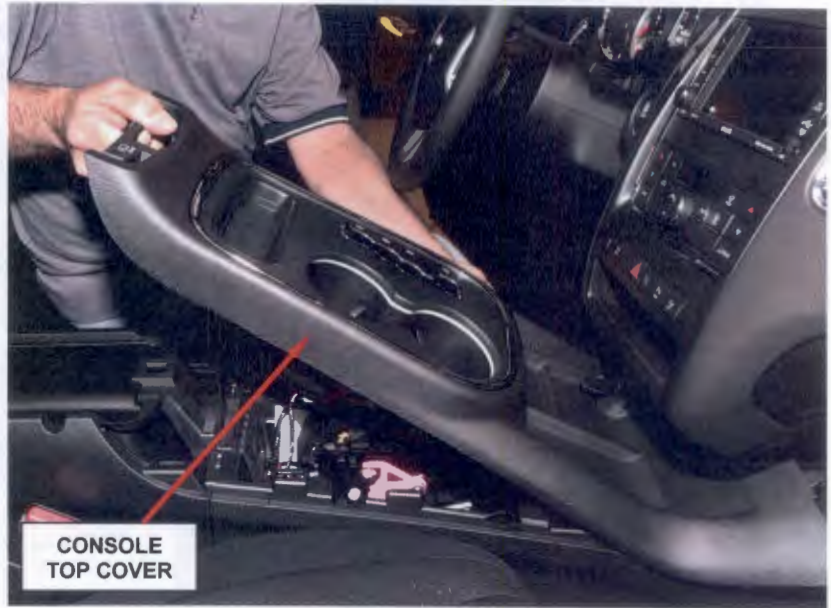


Figure 5 – Console Top Cover



Figure 6 – Console Side Cover



**Service Procedure (Continued)**

12. Disconnect the gear shift electrical connectors (Figure 7).
13. Remove and save the three gear shift retaining bolts (Figure 7).
14. Lift the gear shift assembly up and carefully set the assembly aside.  
**NOTE: Do not disconnect the gear shift cables from the gear shift assembly.**

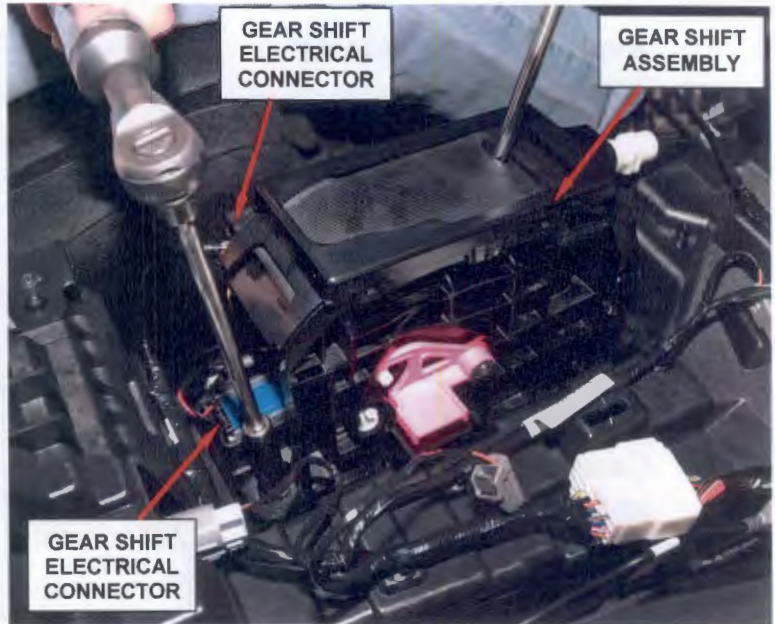


Figure 7 – Gear Shift Assembly

15. Remove and save the two console lower fasteners located on the side of the console body.
16. Remove and save the two console upper fasteners (Figure 8).

17. Disconnect the two right side console electrical connectors.
18. Unclip the wiring harness from the console.
19. Disconnect the left side console electrical connectors.



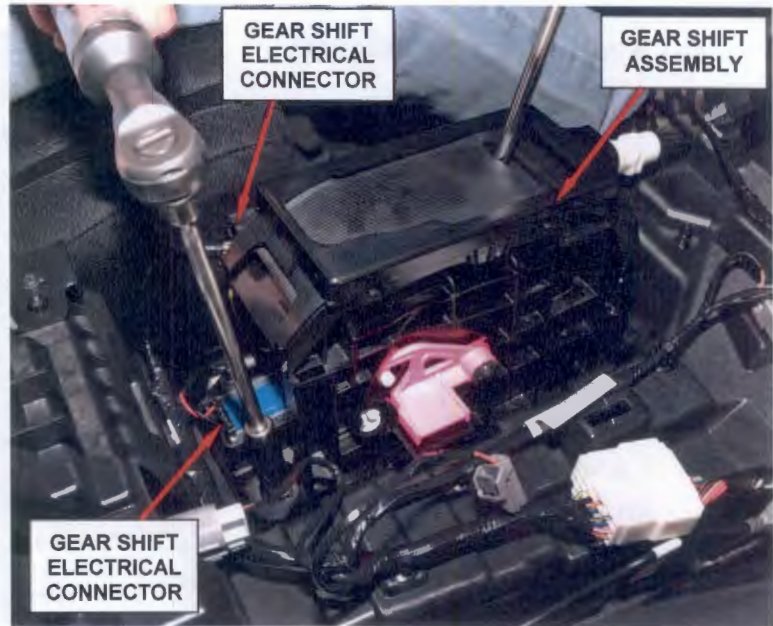
Figure 8 – Console Upper Fasteners

20. Carefully lift the console from the vehicle and remove.

**Service Procedure (Continued)**

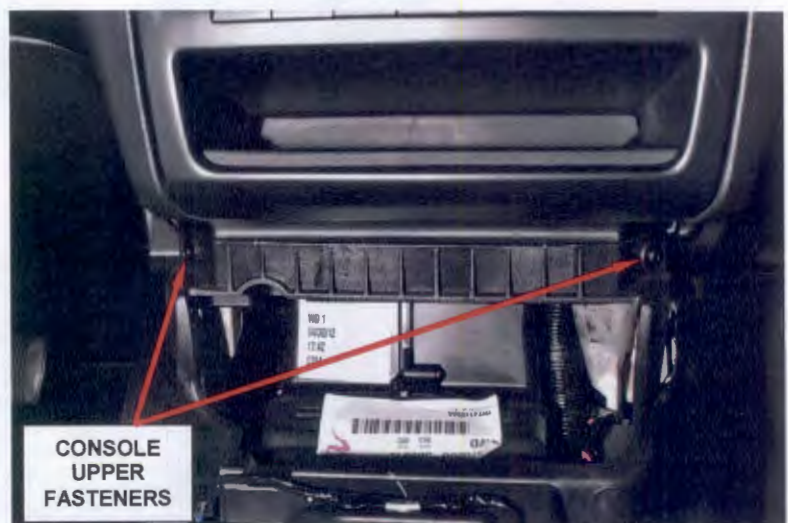
12. Disconnect the gear shift electrical connectors (Figure 7).
13. Remove and save the three gear shift retaining bolts (Figure 7).
14. Lift the gear shift assembly up and carefully set the assembly aside.

**NOTE: Do not disconnect the gear shift cables from the gear shift assembly.**



**Figure 7 – Gear Shift Assembly**

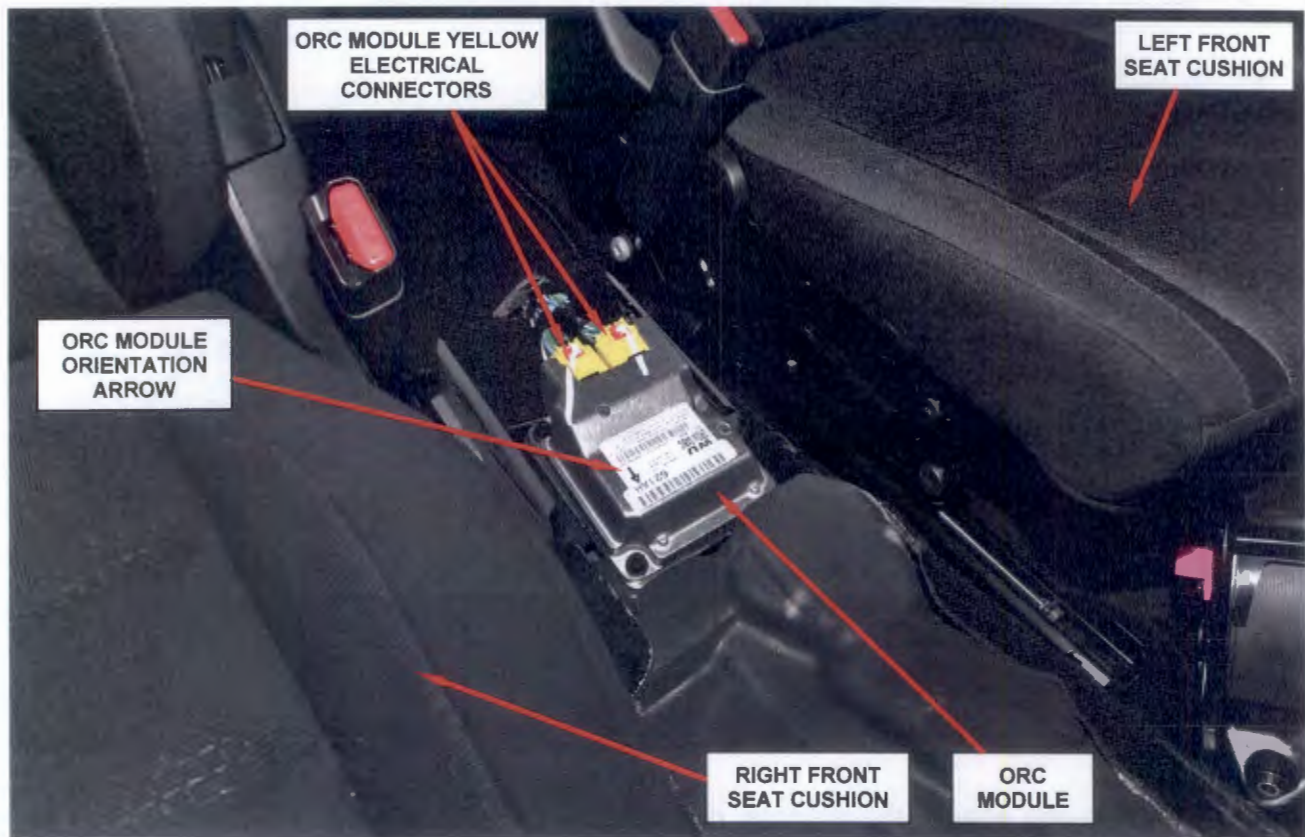
15. Remove and save the two console lower fasteners located on the side of the console body.
16. Remove and save the two console upper fasteners (Figure 8).
17. Disconnect the two right side console electrical connectors.
18. Unclip the wiring harness from the console.
19. Disconnect the left side console electrical connectors.



**Figure 8 – Console Upper Fasteners**

20. Carefully lift the console from the vehicle and remove.



**Service Procedure (Continued)****Figure 9 – Occupant Restraint Control Module Location**

21. Disconnect the two Occupant Restraint Control (ORC) module yellow electrical connectors (Figure 9).
22. Remove and save the three ORC module retaining nuts (Figure 9).
23. Remove and discard the original ORC module.
24. Install the new ORC module into position. Tighten the three ORC module retaining nuts to 80 in. lbs. (9 N·m).

**NOTE: When the ORC module is correctly positioned, the orientation arrow on the ORC module label will point forward in the vehicle.**

25. Connect the two yellow ORC module electrical connectors (Figure 9).

**NOTE: The yellow electrical connectors are keyed differently to prevent incorrect installation. Also make sure that the electrical connector locks are fully engaged.**

**Service Procedure (Continued)**

26. Install the console assembly into position in the vehicle.
27. Install the console upper and lower fasteners.
28. Connect the left and right side console electrical connectors and clip the wire harness into position.
29. Move the gear shift assembly into position and install the three retaining bolts. Tighten the gear shift retaining bolts to 62 in. lbs. (7 N·m) (Figure 7).
30. Install the right and left console side covers (Figure 6).
31. Install the console top cover (Figure 5).
32. Install the gear shift knob, retaining pin and chrome shift knob trim ring (Figures 3 and 4).
33. Connect wiTECH to the vehicle.
34. With no one else in the vehicle, carefully reach under the passenger seat, open the battery access panel, and connect the negative battery cable.
35. Move both front seats to the full forward position.
36. Open the battery access panel and tighten the negative battery cable at the battery post.
37. Install the console right and left side rear retaining bolts.
38. Install the console right and left side rear retaining bolt access covers.
39. Move the both front seats rearward to a normal driving position.
40. Carefully remove and save the “Push-to-Start” cap from the starter button and insert the key Frequency Operated Button (FOB).
41. Turn the ignition key FOB to the run position and erase all Diagnostic Trouble Codes (DTC’s) using wiTECH.

**Service Procedure (Continued)**

- 42. Turn the key FOB to the “OFF” position.
- 43. Wait 15 seconds and then turn the key FOB to the “RUN” position.
- 44. Watch the instrument panel airbag warning light. It should stay on for approximately 6 to 8 seconds and then turn off.
- 45. Turn the key FOB to the “OFF” position and remove wiTECH from the vehicle.
- 46. Remove the key FOB from the ignition and install the “Push-to-Start” switch cap.

**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 the following labor operation number and time allowance:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Replace Occupant Restraint Control (ORC) Module	08-M2-51-82	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.



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**SAFETY RECALL M25 / NHTSA 12V-391  
OCCUPANT RESTRAINT CONTROL MODULE**

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 **2013 model year Dodge Durango vehicles equipped with third row seating.**

***The problem is...*** The Occupant Restraint Control (ORC) module on your vehicle (VIN: xxxxxxxxxxxxxxxx) may have reduced performance in the event of a side impact rearward of the second row seats. This could cause a third row seat passenger to have an increased risk of injury 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 replace the ORC module. 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 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 [www.dodge.com/ownersreg](http://www.dodge.com/ownersreg)

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 M25

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