



February 7, 2014

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 13V-121

Enclosed are representative copies of communications relating to the 2007-2008 model year vehicles involved in the referenced recall. Chrysler notified dealers on May 24, 2013 and completed the owner notification mailing on July 1, 2013. The exact number of vehicles involved in the recall is 61,401 in the United States and 1,177 in the United States Territories.

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

Sincerely,

A handwritten signature in black ink that reads "Kristin J. Kolodge".

Kristin J. Kolodge  
Regulatory Affairs – Product Investigations & Campaigns

Enclosure: Dealer and Owner Letter for Recall N10

cc: F. Borris



**CHRYSLER**

June 2013

Dealer Service Instructions for:

# **Safety Recall N10 / NHTSA 13V-121**

## **Underbody Transmission Tunnel Shield**

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### **Models**

2007 - 2008      (KA) Dodge Nitro

2008              (KK) Jeep® Liberty

*NOTE: This recall applies only to the above vehicles equipped with 4x2 (sales code 5I2) built through March 01, 2008 (MDH 030100).*

**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 underbody transmission tunnel shield on about 61,400 of the above vehicles may partially separate from the vehicle floor pan and contact the aluminum driveshaft. Operating the vehicle with the underbody transmission tunnel shield rubbing against the driveshaft could weaken the driveshaft at the rub point(s) and cause it to break. A broken driveshaft could cause a crash without warning.

### **Repair**

The underbody transmission tunnel shield must be inspected for partial separation from the floor pan. If the shield partially separated from the floor pan, the shield must be replaced. All involved vehicles will also receive a shield support bracket.

The driveshaft must also be inspected for damage from contact with a partially separated underbody transmission tunnel shield.

**Parts Information**

**Part Number**                      **Description**  
**CBEZN101AA**                      **Bracket Package (2007 KA Models)**

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Bracket, Shield Support
4	Rivets

**Part Number**                      **Description**  
**CBEZN102AA**                      **Bracket and Floor Shield Package (2007 KA Models)**

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Bracket, Shield Support
4	Rivets
1	Shield, Floor Pan
4	Nut, Floor Pan Shield to Body

**Part Number**                      **Description**  
**CBEZN103AA**                      **Bracket Package (2008 KA/KK Models)**

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Bracket, Shield Support
3	Rivets

**Part Number**                      **Description**  
**CBEZN104AA**                      **Bracket and Floor Shield Package (2008 KA/KK Models)**

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Bracket, Shield Support
3	Rivets
1	Shield, Floor Pan
4	Nut, Floor Pan Shield to Body

**Parts Information (Continued)**

<u>Part Number</u>	<u>Description</u>
<b>CBHZN105AA</b>	<b>Shaft, Propeller</b> (2007/2008 3.7L KA with Automatic Transmission)
<b>CBEZN106AA</b>	<b>Shaft, Propeller</b> (2007 3.7L KA with Manual Transmission)
<b>CBHZN107AA</b>	<b>Shaft, Propeller</b> (2007/2008 4.0L KA or 2008 4.0L KK with Automatic Transmissions)
<b>CBEZN108AA</b>	<b>Shaft, Propeller</b> (2007 Diesel KA with Manual Transmission)
<b>CBDZN109AA</b>	<b>Shaft, Propeller</b> (2008 3.7L KK with Manual Transmission)
<b>CBDZN10AAA</b>	<b>Shaft, Propeller</b> (2008 3.7L KA/KK with Automatic Transmission)
<b>04318031</b>	<b>Mopar Lock &amp; Seal Adhesive (Threadlocker)</b>

**Special Tools**

**The following special tool is required to perform this repair:**

A special air/hydraulic power set riveter tool is required for the installation of the structural rivet(s). ALL dealers previously received ONE (1) **W-AK175ACH** Power Set Riveter, free of charge, through Pentastar Service Equipment (PSE) in December 1998.

Additional power riveters may be ordered through Pentastar Service Equipment (PSE) at dealer cost by calling 1-800-223-5623 or faxing 1-800-578-7375. Additional power riveters are NOT reimbursable by Chrysler.

**NOTE: Order part number 682-SE214 or 223-AK175ACH for a replacement rivet gun.**

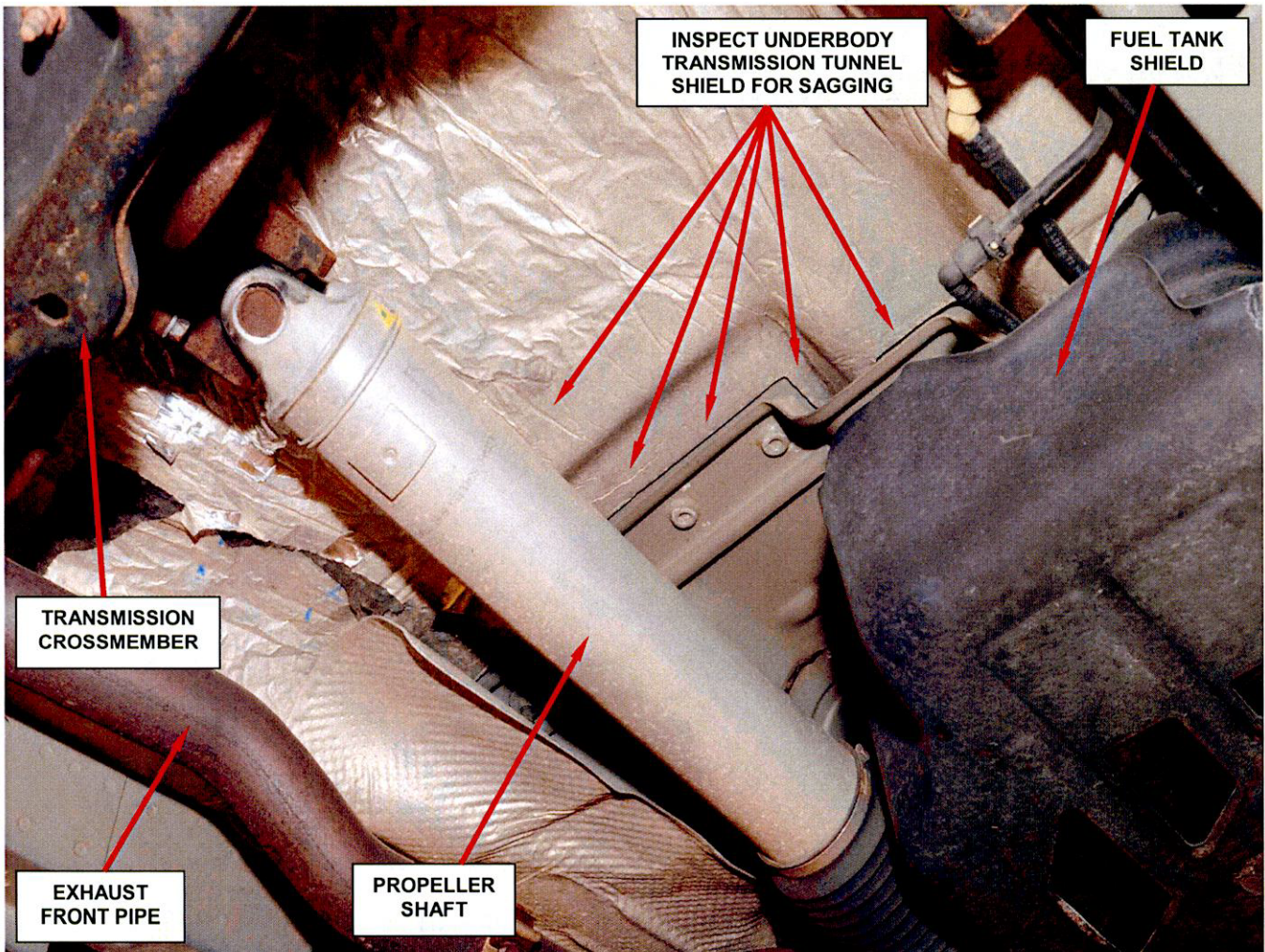


**Rivet Gun (P/N 223-AK175ACH)**

**Service Procedure**

**A. Underbody Transmission Tunnel Shield Inspection**

1. Lift the vehicle on an appropriate hoist.
2. Inspect the underbody transmission tunnel shield (Figure 1):
  - If the underbody transmission tunnel shield has not sagged and/or come in contact with the propeller shaft, continue with **Section C. Install Underbody Transmission Tunnel Shield Support Bracket.**
  - If the underbody transmission tunnel shield has sagged and/or has contacted the propeller shaft, continue with **Section B. Replace Underbody Transmission Tunnel Shield.**

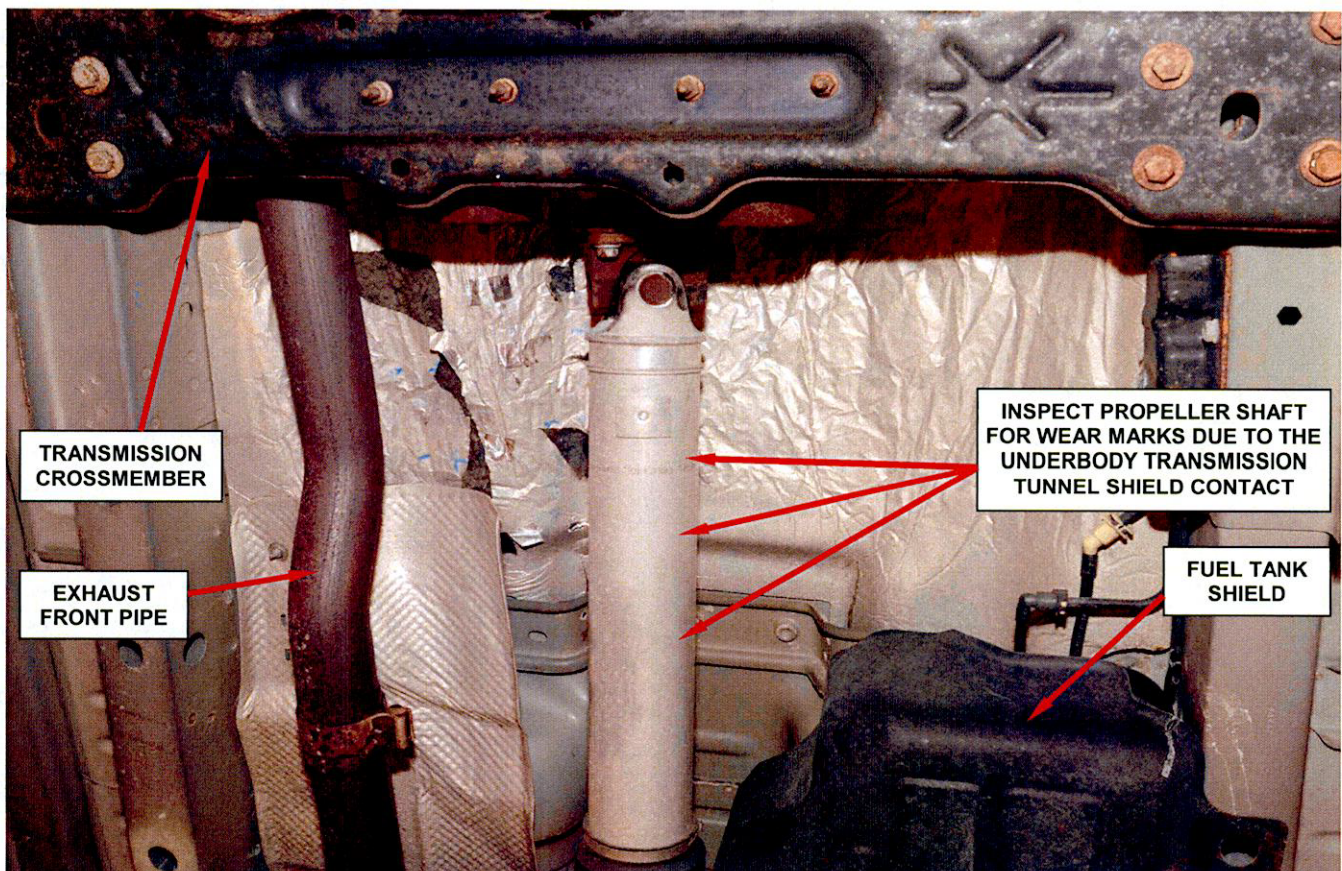


**Figure 1 – Inspect Underbody Transmission Tunnel Shield**

**Service Procedure (Continued)****B. Replace Underbody Transmission Tunnel Shield**

**NOTE:** The following procedure is required if the underbody transmission tunnel shield required replacement per the inspection in Section “A.” *Very few vehicles are expected to require this repair.*

1. Inspect the propeller shaft for wear marks due to underbody transmission tunnel shield contact (Figure 2):
  - If the underbody transmission tunnel shield has created wear marks on the propeller shaft tube, the propeller shaft assembly must be replaced (Figure 2).
  - If the underbody transmission tunnel shield has not created wear marks on the propeller shaft tube, the propeller shaft assembly does not require replacement (Figure 2).



**Figure 2 – Inspect Propeller Shaft**

**Service Procedure (Continued)**

2. **If the propeller shaft is not being replaced**, mark the orientation of the propeller shaft flange-to-transmission flange with a paint pen or marker (Figure 3).

3. **If the propeller shaft is not being replaced**, remove and save the front propeller shaft retaining bolts.

4. **If the propeller shaft is not being replaced**, separate the propeller shaft flange from the transmission flange. Move the propeller shaft aside and support the propeller shaft with a jack stand. Continue with Step 7.

5. **If the propeller shaft is being replaced**, remove and save the front and rear propeller shaft retaining bolts.

6. **If the propeller shaft is being replaced**, remove and discard the original propeller shaft.

7. Place a transmission jack under the transmission and support the transmission.

8. Remove and save the transmission crossmember (Figure 4).

9. Remove and save the exhaust system front pipe (with catalytic converters) from the vehicle (Figure 4).

10. Using the transmission jack, lower the transmission.

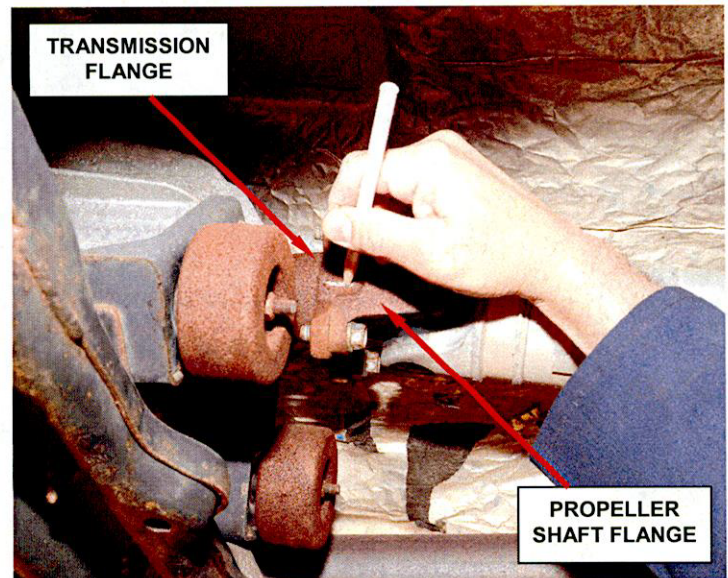


Figure 3 – Mark Orientation of Flange

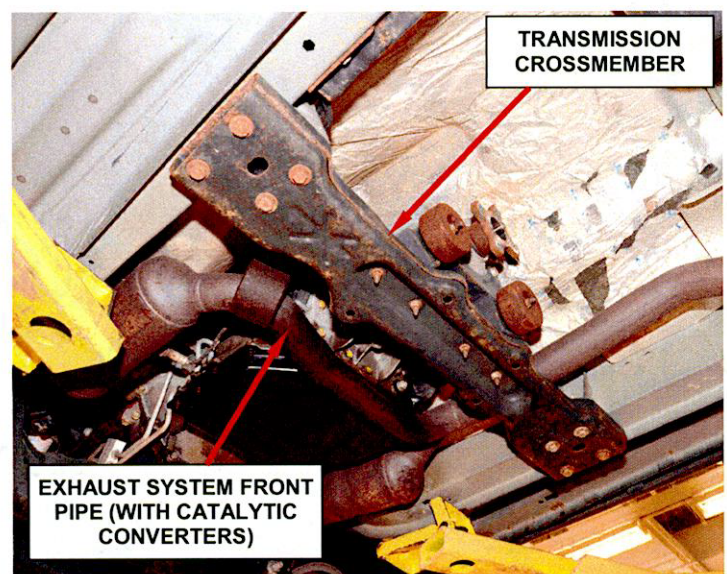
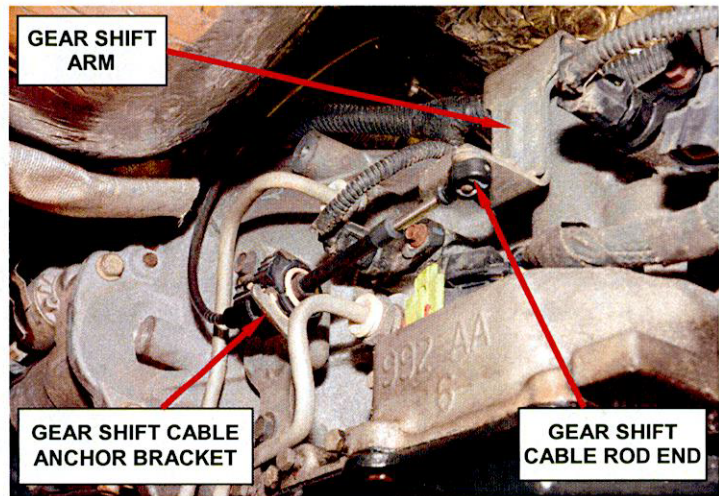


Figure 4 – Transmission Crossmember



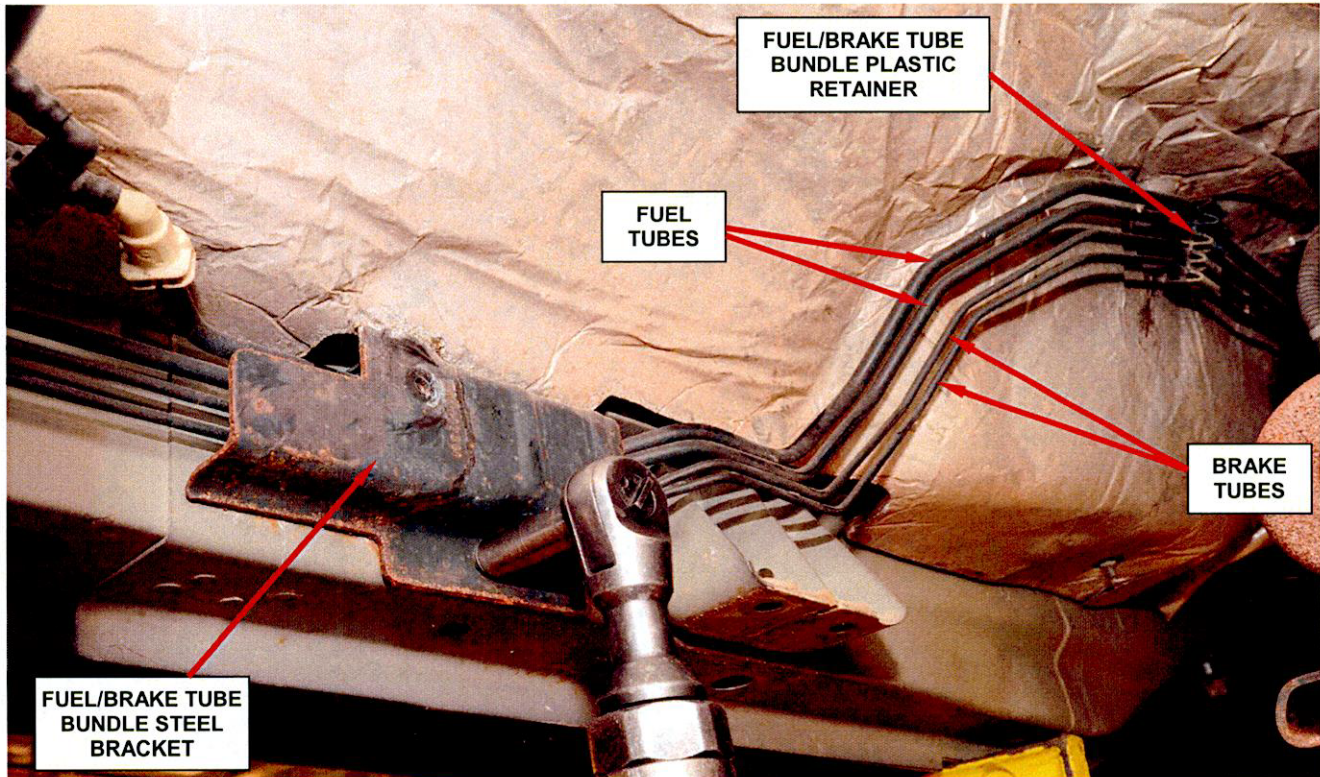
**Service Procedure (Continued)**

11. Disconnect the gear shift cable from the transmission gear shift cable anchor bracket and the gear shift cable rod end at the gear shift arm stud (Figure 5).
12. Disengage the fuel/brake tube bundle plastic retainer from the floor stud (Figure 6).
13. Remove and save the fuel/brake tube bundle steel bracket from the left frame rail (Figure 6).



**Figure 5 – Gear Shift Cable**

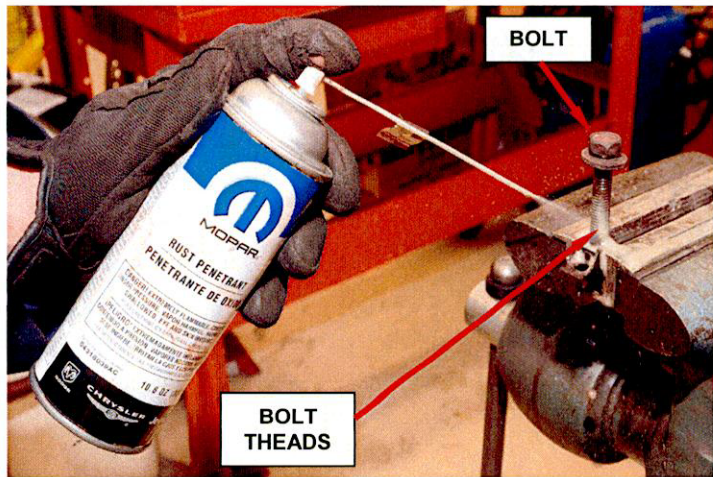
14. Remove and save the underbody transmission tunnel shield retaining nuts.
15. Remove and discard the original underbody transmission tunnel shield.



**Figure 6 – Fuel/Brake Tube Attachment**

**Service Procedure (Continued)**

16. Connect a four foot long piece of mechanic's wire to the gear shift cable rod end.
17. Route the mechanic's wire through the forward most hole in the new underbody transmission tunnel shield and then carefully install the new underbody transmission tunnel shield into position.



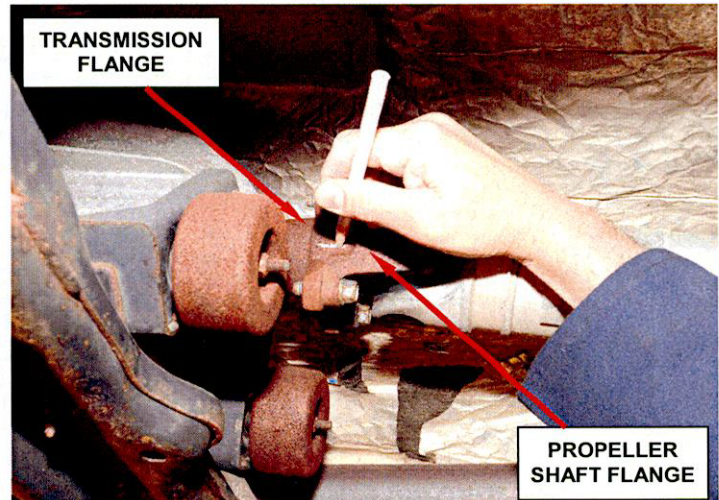
**Figure 7 – Clean and Lubricate Exhaust Pipe Flange-to-Exhaust Manifold Retaining Bolts**

18. Install the underbody transmission tunnel shield retaining nuts.
19. Install the fuel/brake tube bundle plastic retainer onto the floor stud.
20. Install the fuel/brake tube bundle steel bracket onto the left frame rail.
21. Remove the mechanic's wire from the shift cable rod end.
22. Install the gear shift cable into the transmission gear shift cable anchor bracket and gear shift cable rod end onto the gear shift arm stud.
23. Clean and lubricate the exhaust pipe flange-to-exhaust manifold retaining bolts (Figure 7).
24. Install the exhaust system front pipe (with catalytic converters) onto the vehicle. Tighten the exhaust pipe flange-to-exhaust manifold retaining bolts to 28 ft. lbs. (38 N·m).
25. Raise the transmission with the transmission jack and install the transmission crossmember. Tighten the crossmember-to-frame bolts to 50 ft. lbs. (68 N·m). Tighten the transmission mount nuts to 35 ft. lbs. (47 N·m).
26. Continue with Section C. **Install Underbody Transmission Tunnel Shield Support Bracket, Step 2.**

**Service Procedure (Continued)****C. Install Underbody Transmission Tunnel Shield Support Bracket**

1. **For vehicles that have not had the underbody transmission tunnel shield replaced**, perform the following procedure:

- a. Mark the orientation of the propeller shaft flange-to-transmission flange with a paint pen or marker (Figure 8).
- b. Remove and save the front propeller shaft retaining bolts.
- c. Separate the propeller shaft flange from the transmission flange, move the propeller shaft aside and support the propeller shaft with a jack stand.



**Figure 8 - Mark Orientation of Flange**

2. Place the underbody transmission tunnel shield support bracket into position and mark the hole locations (Figure 9).



**Figure 9 – Mark Hole Locations Using Support Bracket as a Template**

**Service Procedure (Continued)**

3. Drill  $\frac{1}{4}$  in. (6.5 mm) holes in the locations marked in the previous step (Figure 10).

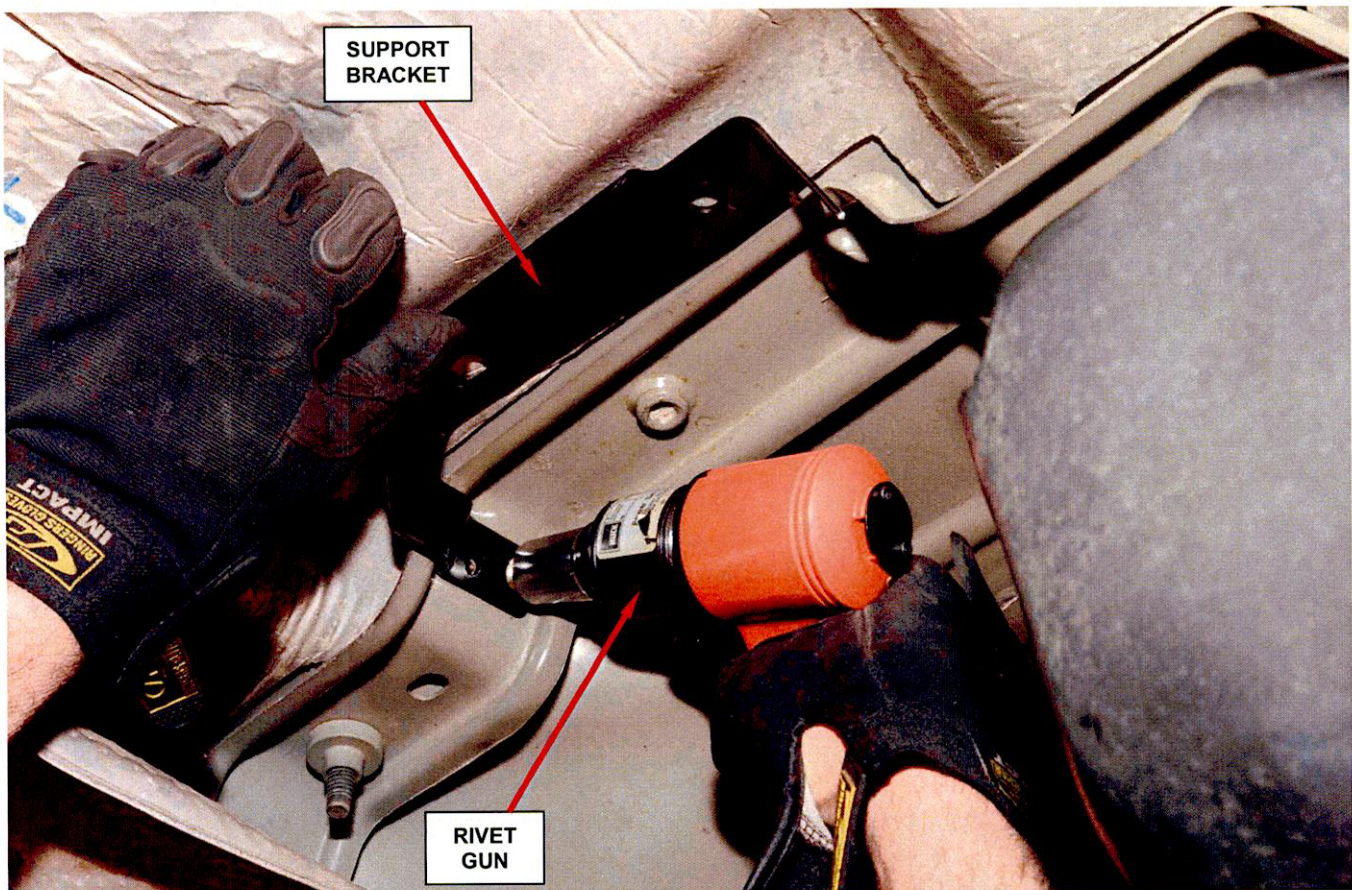
**CAUTION: Only drill through the floor brace. Do not drill into the floor pan.**

4. Apply corrosion resistant primer to the edges of hole openings drilled in the previous step.

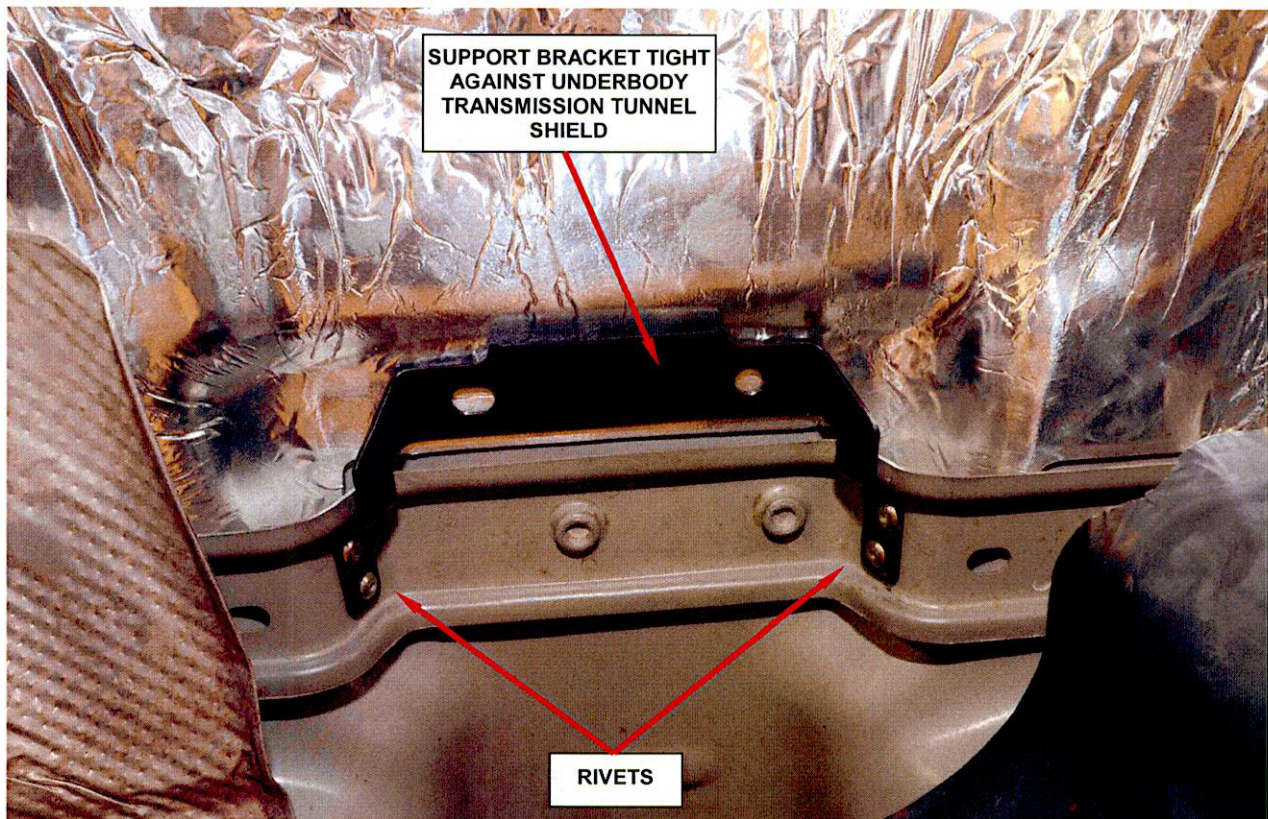


**Figure 10 – Drill Holes**

5. Place the underbody transmission tunnel shield support bracket into position.
6. Using the supplied rivets, rivet the underbody transmission tunnel shield support bracket into place (Figure 11 and 12).



**Figure 11 – Rivet Support Bracket Into Place**

**Service Procedure (Continued)**

**Figure 12 – Correctly Installed Support Bracket**

7. **If the propeller shaft was not replaced**, place the propeller shaft into position and align the orientation marks made in Step 1. Clean the front propeller shaft retaining bolt threads and apply Mopar Lock & Seal Threadlocker (P/N 04318031) to the threads. Install the bolts and tighten to 80 ft. lbs. (108 N·m).
  
8. **If the propeller shaft was replaced**, place the new propeller shaft into position. Clean the propeller shaft retaining bolt threads and apply Mopar Lock & Seal Threadlocker (P/N 04318031) to the threads. Install front and rear propeller shaft retaining bolts. Tighten the bolts to 80 ft. lbs. (108 N·m).
  
9. Lower the vehicle from the hoist.

**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 numbers and time allowances:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Inspect underbody heat shield and install support bracket	23-N1-01-82	0.6 hours
Inspect and replace underbody heat shield, inspect propeller shaft and install support bracket	23-N1-01-83	2.2 hours

**Related Operation**

Replace propeller shaft	23-N1-01-50	0.1 hours
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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