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.

Part Number	Description
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**

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

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).

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

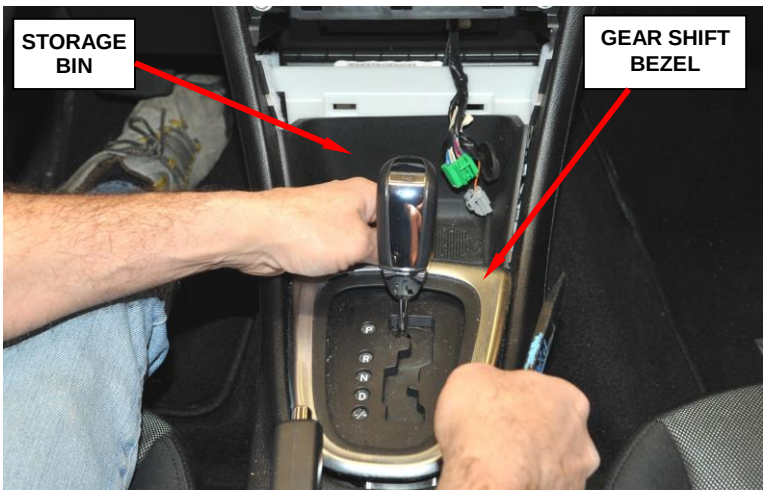

Figure 2 – Gear Shift Bezel and Storage Bin

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).

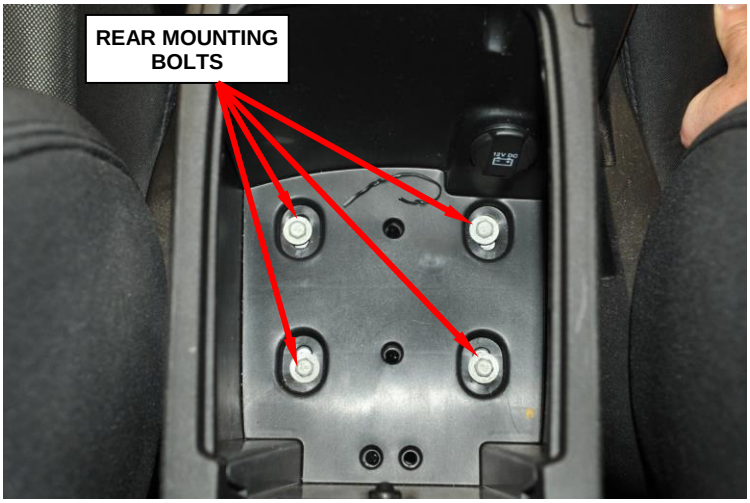

Figure 4 – Center Console Rear Mounting Bolts

7. Fully apply the park brake.

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.

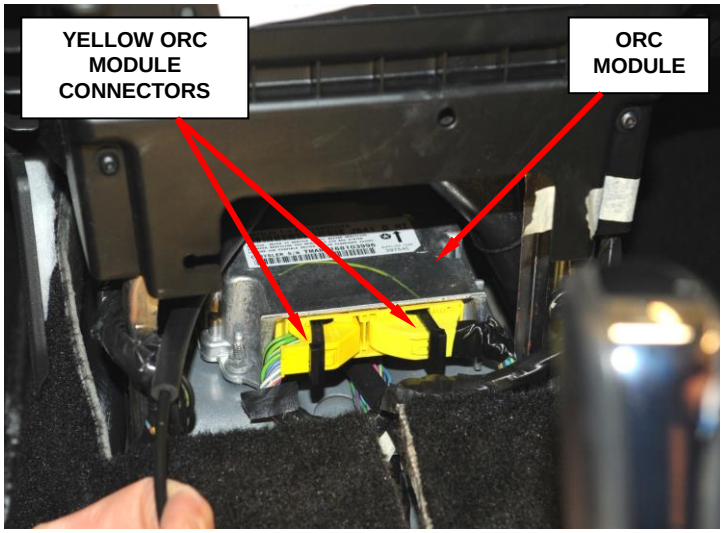

Figure 6 – ORC Module Yellow Electrical Connectors

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.

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).

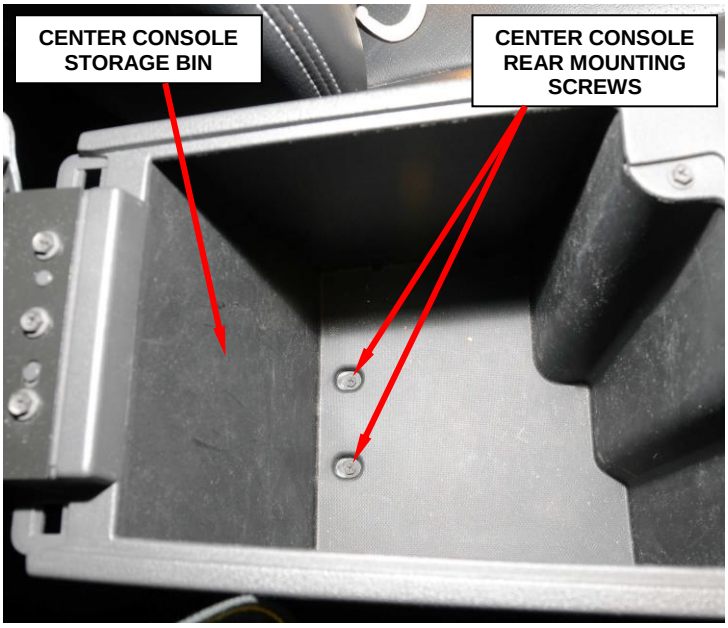

Figure 9 – Center Console Rear Mounting Screws

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

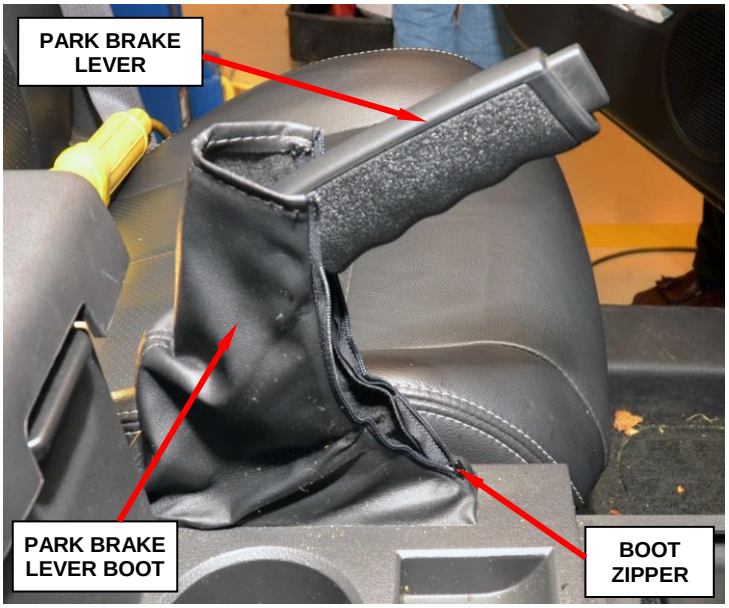

Figure 10 – Park Brake Handle Boot

Service Procedure (Continued)

Figure 11 – Center Console Assembly

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

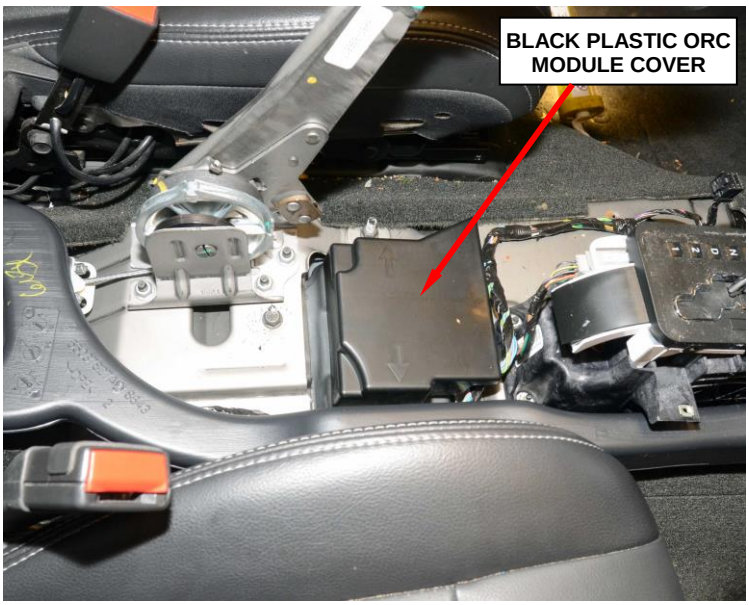

Figure 12 – Black Plastic ORC Module Cover

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

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).

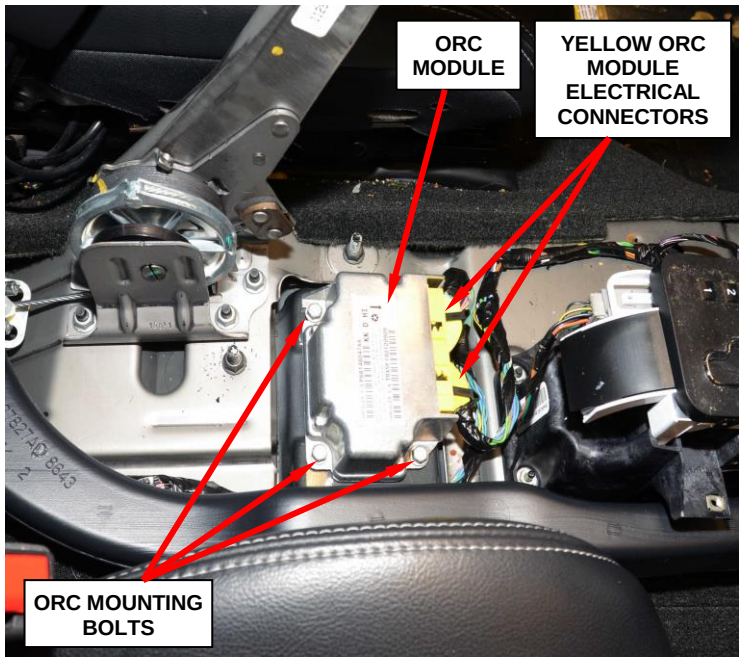

Figure 13 – ORC Module

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.

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:

	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 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