



May 2015

Dealer Service Instructions for:

Safety Recall R03 / NHTSA 14V-373

Wireless Ignition Node Module

NOTE: This recall replaces Safety Recall L25. Safety Recall L25 is being cancelled. All vehicles must have this recall performed regardless whether Safety Recall L25 was performed.

Models

2009 - 2010 (JC) Dodge Journey

2008 - 2010 (RT) Dodge Grand Caravan / Chrysler Town & Country

NOTE: This recall applies only to the above vehicles built through June 18, 2010 (MDH 061800).

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 Wireless Ignition Node (WIN) Module on about 721,000 of the above vehicles may have unintentional movement of the Frequency Operated Button Ignition Key (FOBIK) from the “ON” to the “Accessory” position while driving. This could cause unintended engine shut off and increase the risk of a crash.

Repair

The WIN module and FOBIK’s must be replaced.

Parts Information

Dodge Journey (JC) Models

SPECIAL NOTE: The original “Valet Key” must be transferred from the original FOB/K to the new FOB/K.

NOTE: All of the WIN Module Packages listed below come with two new preprogrammed FOB/K's.

<u>Part Number</u>	<u>Description</u>
CBXZR03HAA	WIN Module Package (with sales code XBM)
CBXZR031AA	WIN Module Package (with sales code GXR / without XBM and YAB)
CBXZR032AA	WIN Module Package (with sales code GXR and YAB / without GXN)
CBXZR034AA	WIN Module Package (with sales code GXN)

Each of the above packages contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Module, Wireless Ignition Node
2	FOB/K

CBXZR03MAA	WIN Module Package (includes two SKIM key blanks) (without sales code XBM, GXN AND GXR)
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Each of the above packages contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Module, Wireless Ignition Node
2	Blank, SKIM Key (not programmed)

Each dealer to whom vehicles in the recall were assigned will receive enough WIN Module Packages to service about 20% of those vehicles.

Parts Information (Continued)**Chrysler Town & Country (RT) Models**

SPECIAL NOTE: The original “Valet Key” must be transferred from the original FOBK to the new FOBK.

NOTE: All of the WIN Module Packages listed below come with two new preprogrammed FOBK’s.

CBXZR035AA	WIN Module Package (with sales code GXW, JRA, JRC, 5I5 / without XBM and YAB)
CBXZR037AA	WIN Module Package (with sales code GXW and 5I5 / without XBM, JRA and YAB)
CBXZR038AA	WIN Module Package (with sales code GXW, JRA, JRC, YAB and 5I5)
CBXZR03JAA	WIN Module Package (with sales code GXW, XBM and 5I5 / without JRA and YAB)
CBXZR03KAA	WIN Module Package (with sales code GXW, XBM, JRA, JRC and 5I5 / without YAB)
CBXZR03BAA	WIN Module Package (with sales code GXW, YAB and 5I5 / without JRA)
CBXZR033AA	WIN Module Package (with sales code GX1, JRA, JRC and 5I5)

Each of the above packages contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Module, Wireless Ignition Node
2	FOBK

Each dealer to whom vehicles in the recall were assigned will receive enough WIN Module Packages to service about 20% of those vehicles.

Parts Information (Continued)**Dodge Grand Caravan (RT) Models**

SPECIAL NOTE: The original “Valet Key” must be transferred from the original FOBK to the new FOBK.

NOTE: All of the WIN Module Packages listed below come with two new preprogrammed FOBK’s.

CBXZR03HAA	WIN Module Package (with sales code XBM and 5I3 / without JRA)
CBXZR031AA	WIN Module Package (with sales code GXW and 5I3 / without XBM, JRA and YAB)
CBXZR036AA	WIN Module Package (with sales code GXW, JRA, JRC, 5I3 / without XBM and YAB)
CBXZR039AA	WIN Module Package (with sales code GXW, JRA and 5I3 / without XBM, JRC and YAB)
CBXZR03AAA	WIN Module Package (with sales code GXW, XBM, JRA, JRC and 5I3 / without YAB)

Each of the above packages contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Module, Wireless Ignition Node
2	FOBK

Each dealer to whom vehicles in the recall were assigned will receive enough WIN Module Packages to service about 20% of those vehicles.

Parts Return

No parts return required for this campaign.

Special Tools

The following special tools are required to perform this repair:

- NPN wiTECH VCI Pod Kit
- NPN Laptop Computer
- NPN wiTECH Software

Special Service Instructions

All customers will receive two new FOBIK's as part of this recall procedure. If a customer purchased additional FOBIK's prior to this recall, all additional **undamaged functioning** FOBIK's will be replaced at no charge to the customer.

NOTE: A broken/damaged FOBIK that has been replaced in the past will not be exchanged for a new FOBIK. **Only additional undamaged functioning FOBIK's that the customer purchased in the past will be exchanged.**

The customer must present all additional working FOBIK's (purchased in the past) at the time the recall is performed to receive credit for any additional FOBIK's.

Depending on FOBIK availability, customers may have to return at a future date to receive any additional FOBIKS.

Service Procedure**A. WIN Module Replacement (RT models)**

SPECIAL NOTE: Verify that all FOB/K button functions are operational before beginning this service procedure. Note any inoperative FOB/K functions on the work order to prevent any misunderstandings between the customer and the dealership. **The cost to repair any inoperative FOB/K button function(s) is the responsibility of the vehicle owner.**

1. Disconnect and isolate the battery negative cable.

WARNING: Wait two minutes for the system reserve capacitor to discharge before performing this service procedure. Failure to do this may result in serious or fatal injury.

2. Remove and save the instrument panel side cover (Figure 1).

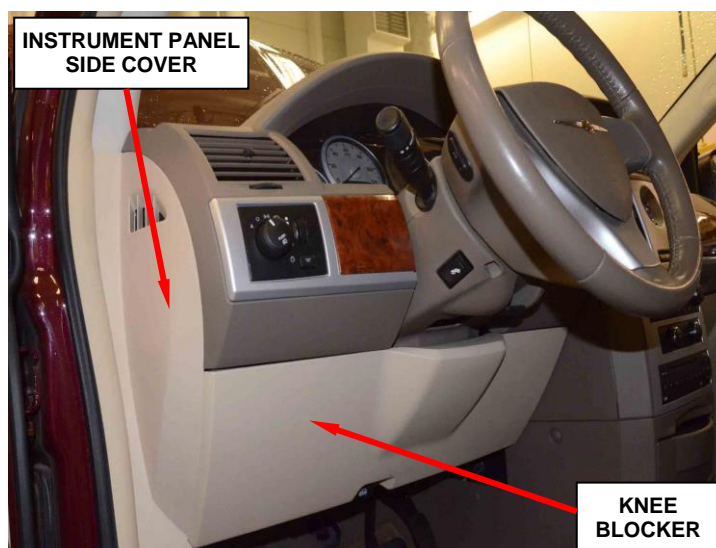


Figure 1 – Instrument Panel Side Cover and Knee Blocker

3. Remove and save the knee blocker (Figure 1).
4. Remove and save the instrument panel defroster cover located at the base of the windshield.
5. Loosen the set screw and remove the gear shift knob.
6. Remove and save the center stack bezel hood (Figure 2).



Figure 2 – Center Stack Bezel Hood

Service Procedure (Continued)

7. Remove and save the lower center stack storage bin retaining screws.
8. Slide the lower center stack storage bin rearward, but do not remove it from the vehicle (Figure 3).
9. Remove and save the instrument panel center stack bezel (Figure 4).



Figure 3 - Center Stack Storage Bin



Figure 4 – Center Stack Bezel

Service Procedure (Continued)

10. Using a plastic trim stick, carefully remove and save the WIN module bezel (Figure 5).



Figure 5 – WIN Module Bezel

11. Using a plastic trim stick, carefully remove and save the headlight switch bezel (Figure 6).

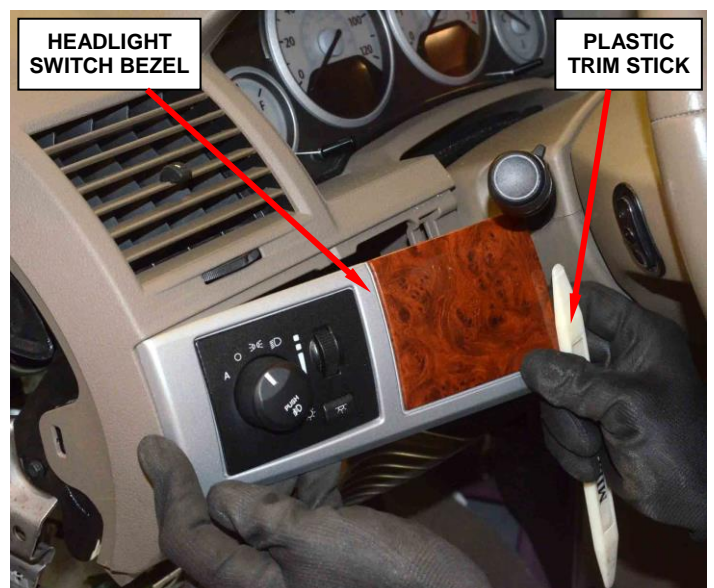
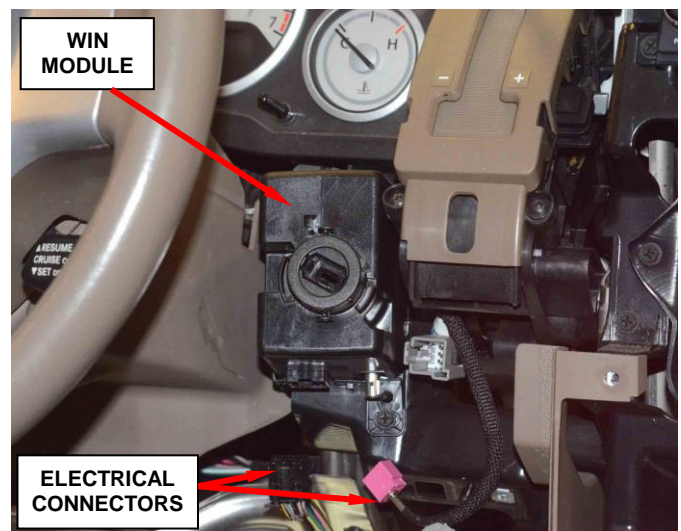


Figure 6 – Headlight Switch Bezel

Service Procedure (Continued)**Figure 7 – Instrument Panel Cluster Hood Assembly**

12. Remove and save the instrument panel cluster hood assembly (Figure 7).
13. Disconnect the electrical connector from the original WIN module (Figure 8).
14. **If equipped**, disconnect coaxial electrical cable connector from the original WIN module.
15. Remove and save the retaining screws from the original WIN module.

**Figure 8 – WIN Module**

Service Procedure (Continued)

16. Remove and discard the original WIN module.

NOTE: A WIN module detent ring may have been previously installed in Recall L25. This detent ring is not to be transferred and/or reused on the new WIN module.

17. Place the new WIN module into position in the instrument panel and install retaining screws. Tighten retaining screws to 22 in. lbs. (2.5 N·m).
18. Connect the electrical connector to the new WIN module (Figure 8).
19. **If equipped**, connect the coaxial electrical cable connector to new WIN module (Figure 8).
20. Install the instrument panel cluster hood assembly (Figure 7).
21. Install the headlight switch bezel (Figure 6).
22. Install the WIN module bezel (Figure 5).
23. Install the instrument panel center stack bezel (Figure 4).
24. Install the lower center stack storage bin and retaining screws (Figure 3).
25. Install the center stack bezel hood (Figure 2).
26. Install the gear shift knob and tighten the set screw.
27. Install the instrument panel defroster cover.
28. Install the knee blocker (Figure 1).
29. Install the instrument panel side cover (Figure 1).
30. Connect the negative battery cable and tighten the negative cable clamp nut to 45 in. lbs. (5 N·m).
31. Transfer the valet keys from the original FOBIK's to the new FOBIK's.
32. Continue with **Section C. WIN Module Programming (All models)**.

Service Procedure (Continued)**B. WIN Module Replacement (JC models)**

SPECIAL NOTE: Verify that all FOB/K button functions are operational before beginning this service procedure. Note any inoperative FOB/K functions on the work order to prevent any misunderstandings between the customer and the dealership. **The cost to repair any inoperative FOB/K button function(s) is the responsibility of the vehicle owner.**

1. Disconnect and isolate the battery negative cable.

WARNING: Wait two minutes for the system reserve capacitor to discharge before performing this service procedure. Failure to do this may result in serious or fatal injury.

2. Remove and save the instrument panel knee blocker panel (Figure 9).
3. Remove and save the knee blocker steel support plate (Figure 9).



Figure 9 – Knee Blocker Panel and Knee Blocker Steel Support Plate

Service Procedure (Continued)



Figure 10 – Instrument Cluster Bezel

4. Remove and save the upper and lower steering column shroud.
5. Remove and save the instrument cluster bezel (Figure 10).
6. Remove and save the instrument cluster assembly (Figure 11).
7. Disconnect the WIN module electrical connector and the antenna connector from the WIN module.



Figure 11 – Instrument Cluster Assembly

Service Procedure (Continued)**Figure 112 – WIN Module Trim Ring**

6. Utilize a trim stick, or equivalent, gently pry WIN module trim ring away from the instrument panel (Figure 12).
7. Remove the lower WIN module attaching screw.
8. Remove the lower WIN module bracket attaching screw.
9. Rotate the WIN module and bracket to assist in removal from the instrument panel.
10. Remove and save the remaining WIN module mounting screws.

Service Procedure (Continued)**Figure 13 – WIN Module**

11. Remove and discard the original WIN module and detent ring (Figure 13).

NOTE: A WIN module detent ring may have been previously installed in Recall L25. This detent ring is not to be transferred and/or reused on the new WIN module.

12. Rotate and position the new WIN module and bracket into the instrument panel opening.
13. Install the lower WIN module bracket attaching screw.
14. Install the lower WIN module attaching screw.

Service Procedure (Continued)

15. Install the remaining WIN module mounting screws.
16. **If equipped**, connect the coaxial electrical cable connector to new WIN module.
17. Install the WIN module trim ring (Figure 12).
18. Install the WIN module bracket attaching screw.
19. Install the instrument cluster into the instrument panel (Figure 11).
20. Install the instrument cluster bezel (Figure 10).
21. Install the upper and lower steering column shroud.
22. Install the knee blocker steel support plate (Figure 9).
23. Install the instrument panel knee blocker panel (Figure 9).
24. Connect the negative battery cable and tighten the negative cable nut to 45 in. lbs. (5 N·m).
25. Transfer the valet keys from the original FOBIK's to the new FOBIK's.
26. Continue with **Section C. WIN Module Programming (All models)**.

Service Procedure (Continued)**C. WIN Module Programming (All models)**

NOTE: The wiTECH scan tool must be used to perform this recall. This procedure must be performed with software release level 15.04 or higher.

SPECIAL NOTE: The original “Valet Key” must be transferred from the original FOBs to the new FOBs.

NOTE: Have the unique vehicle PIN number readily available before running the programming routine.

CAUTION: Programming the WIN module is done using the wiTECH diagnostic scan tool and a PIN number to enter secure access mode.

If three attempts are made to enter secure access mode using an incorrect PIN, secure access mode will be locked out for one hour. To exit this lockout mode, turn the ignition to the “RUN” position for one hour and then enter the correct PIN number. Be certain that all accessories are turned OFF. Also, monitor the battery state and connect a battery charger if necessary.

1. Connect a battery charger to the vehicle
2. Connect the scan tool to the vehicle.
3. Start a wiTECH session.
4. From the “Vehicle View” screen, select “**WCM**”.
6. Select the “**Miscellaneous Functions**” tab.
7. Select “**WIN Replaced**”.
8. Follow the wiTECH screen prompts to complete the WIN module programming.
9. Enter the PIN number when prompted.
10. Cycle the ignition after each successful routine completion.
11. Remove the wiTECH scan tool and 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 FCA to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Replace the WIN module and FOBIK's (includes programming new WIN module)	08-R0-31-82	
(JC) Dodge Journey		0.7 hours
(RT) Dodge Grand Caravan / Chrysler Town & Country		0.8 hours

Related Operation

Exchange customer purchased additional FOBIK's (includes programming up to 6 FOBIK's)	08-R0-31-50	0.2 hours
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NOTE: This related labor operation should only be used when a customer has additional undamaged functioning FOBIK's that were purchased by the customer in the past.

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 FCA 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
FCA US LLC