



January 2016

Dealer Service Instructions for:

Safety Recall R30 / NHTSA 15V-338 Passenger Sun Visor

Models

2001-2005 (ST) Chrysler Sebring and Dodge Stratus

NOTE: This recall applies only to the above vehicles built through February 21, 2005 (MDH through 022112).

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 passenger side sun visor on about 154,600 of the above vehicles may come in contact with the passenger side airbag during an airbag deployment event if the sun visor is in the lowered position. Depending on the downward angle of the sun visor, the force of the airbag could detach the sun visor from its mount, propelling it rearward towards the passenger seat. This could increase the risk of injury to front seat passengers during an airbag deployment.

Repair

A passenger side sun visor tether strap must be installed.

Parts Information

Part Number

Description

CBNZR301AA

Tether, Passenger Sun Visor (Grey)

CBNZR302AA

Tether, Passenger Sun Visor (Beige)

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

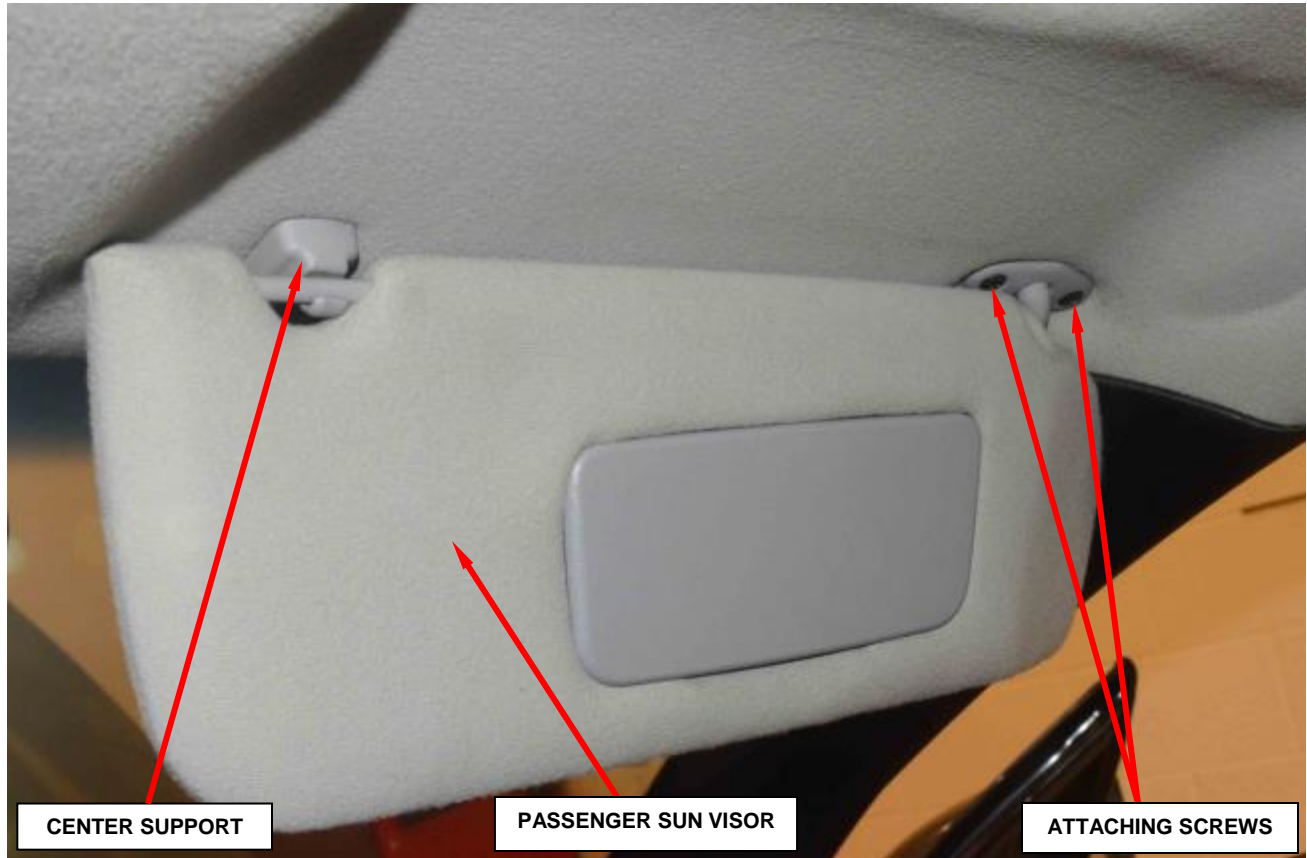


Figure 1 – Passenger Sun Visor

1. Disconnect the battery negative cable.
2. Disengage the passenger side sun visor from the center support (Figure 1).
3. Remove the two screws attaching passenger side sun visor to roof header (Figure 1).
3. Remove the passenger side sun visor from roof header (Figure 1).
4. If equipped, disconnect the electrical connector from the body harness.

Service Procedure Continued

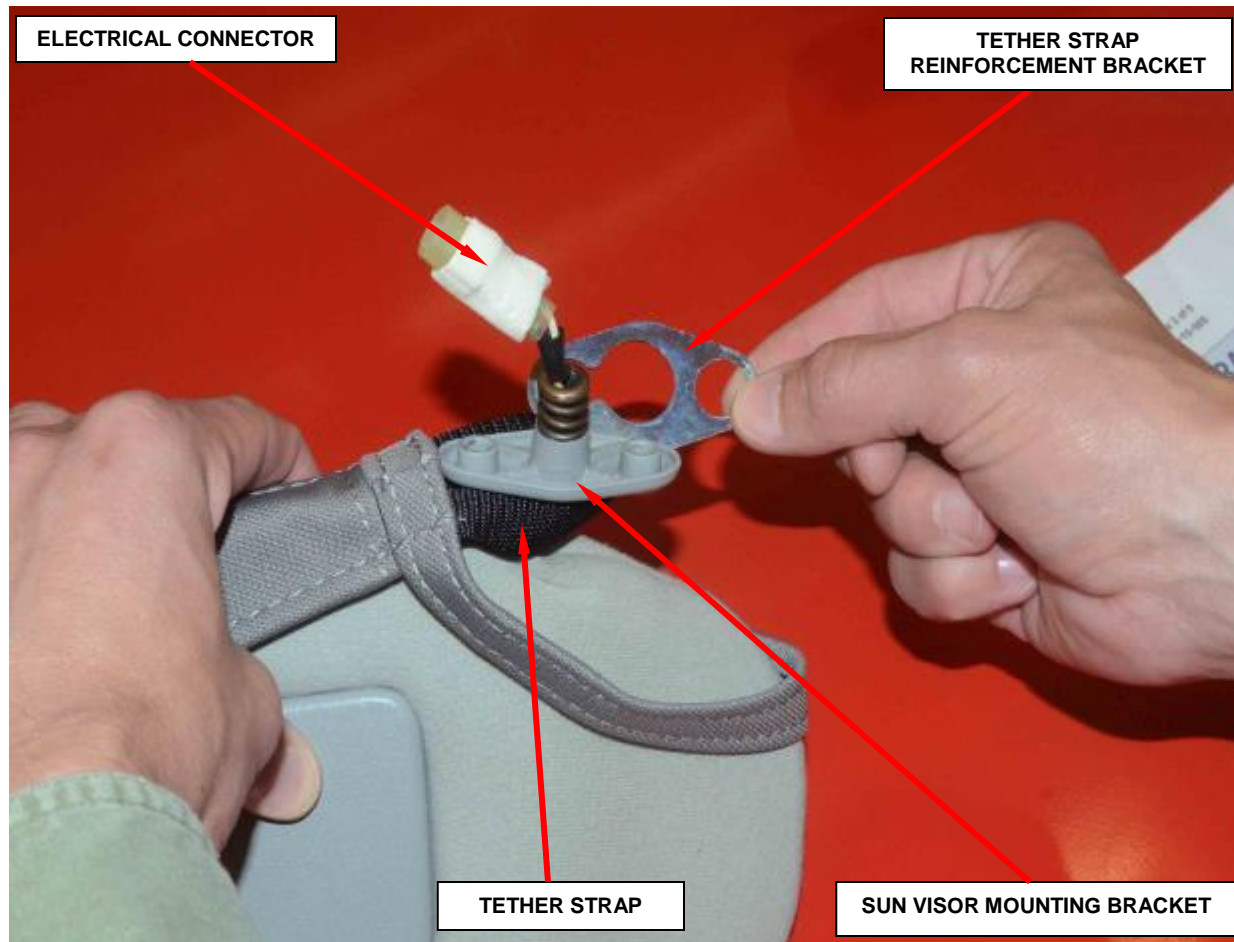


Figure 2 – Passenger Sun Visor Tether

5. Use the following steps to install the passenger side sun visor tether.
 - a. Place the tether strap around the sun visor electrical connector (if equipped) and sun visor's mounting bracket (Figure 2).
 - b. Place the tether strap's reinforcement bracket (silver finish) over the sun visor's mirror light harness connector (if equipped) and onto the sun visor's mounting bracket (Figure 2).
 - c. Rotate the sun visor's mounting bracket in a position where the arrow inside the mounting bracket is pointing towards the front of the vehicle.

Service Procedure Continued

- d. Position the tether strap’s reinforcement bracket (silver finish) on top of the sun visor’s mounting bracket (Figure 3).

NOTE: The tether strap’s reinforcement bracket (silver finish) has a grooved slot that seats over the mounting bracket and indicates the mounting bracket’s position during sun visor installation (grooved slot must be facing towards front of the vehicle).

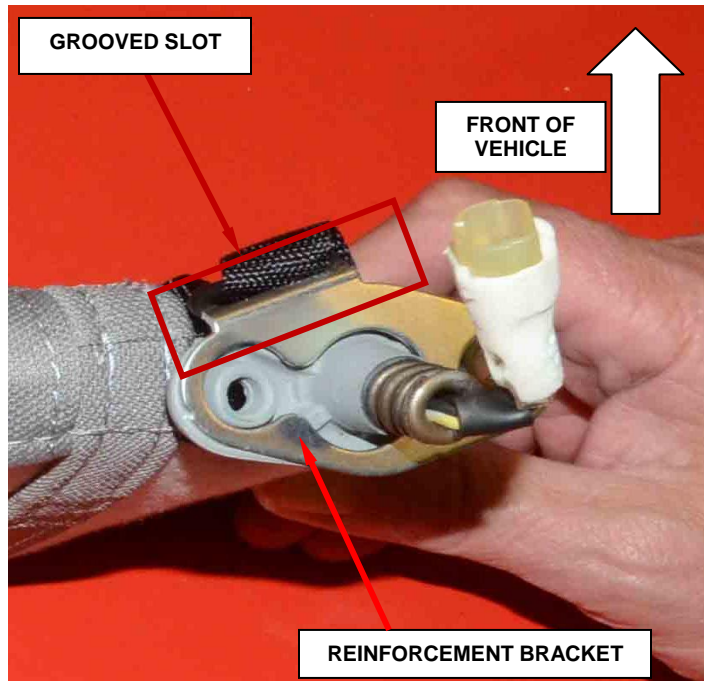


Figure 3 – Reinforcement Bracket

- e. Install the right portion of the tether strap over the right side of the sun visor (Figure 4).
- f. Pull the right portion of the tether strap across the sun visor in the direction indicated. Doing this provides additional slack to install the left portion of the tether strap (Figures 3 and 4).

CAUTION: During tether strap install on the right side of the visor, do not damage the tether strap or the sun visor. Be careful, patient, and gentle during installation. The tether strap is designed to be a tight fit over the sun visor.

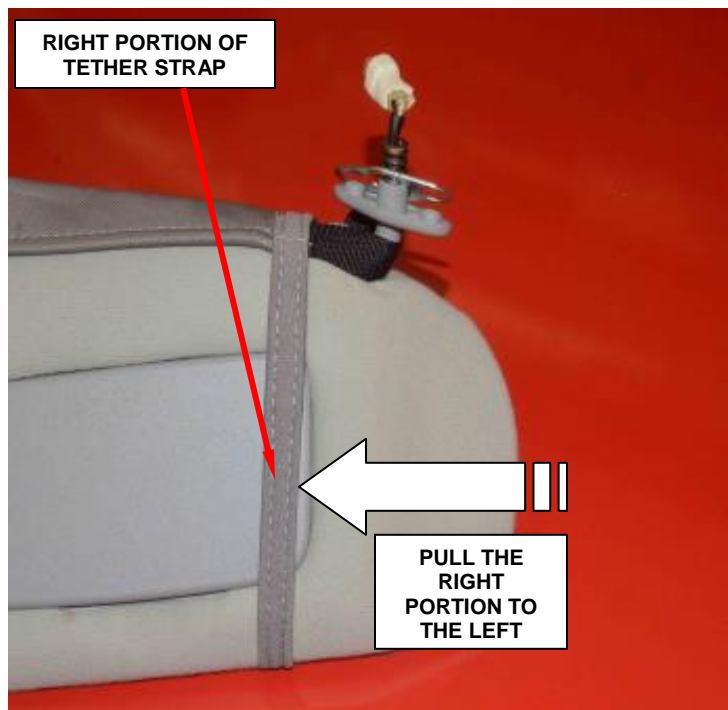


Figure 4 – Tether Strap

Service Procedure Continued

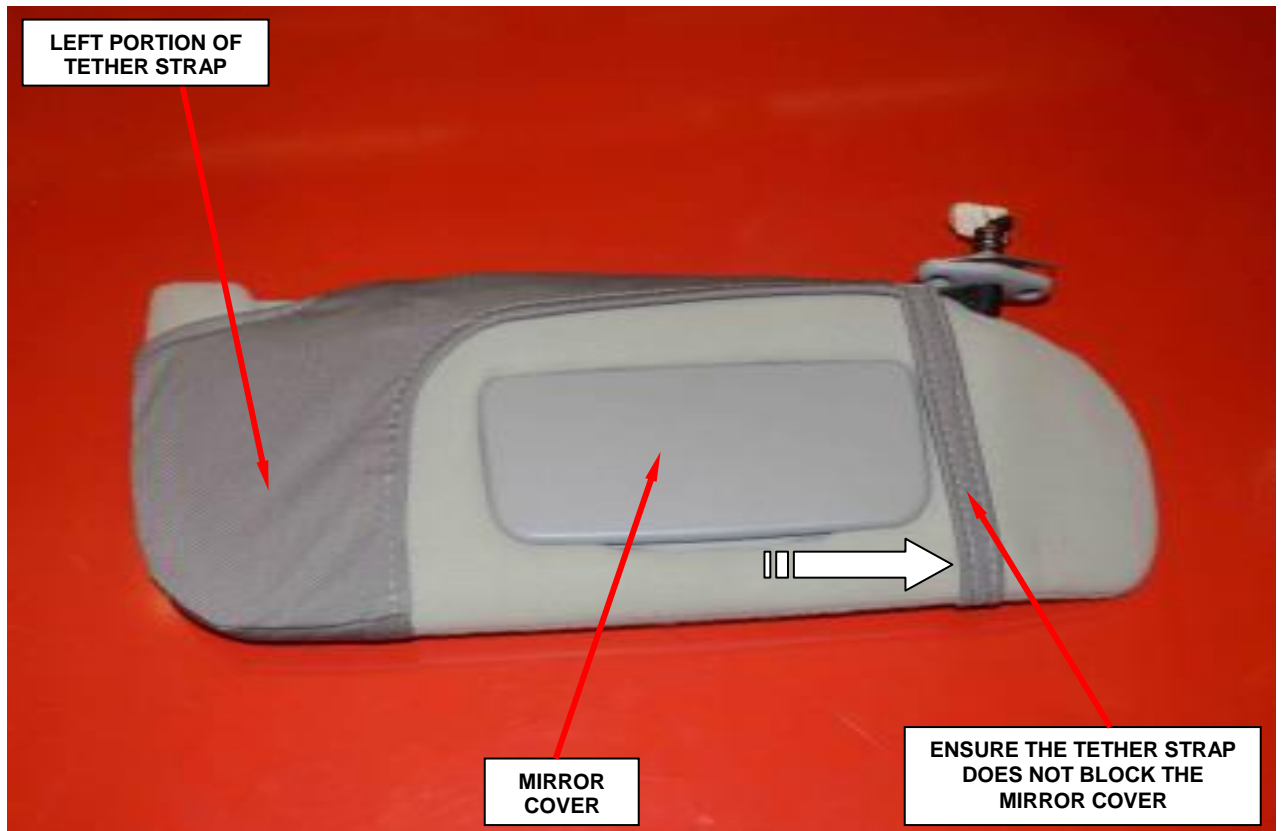


Figure 5 – Installed Tether Strap

- g. Install the left portion of the tether strap over the left side of the sun visor (Figure 5).

- h. Pull the right portion of the tether strap in the direction indicated to center the tether strap. Adjust the tether strap so it correctly fits over the sun visor and ensure the strap does not block the mirror cover from opening (Figure 5).

Service Procedure Continued

- i. Ensure all warning labels on the back side of the sun visor are still visible.

CAUTION: Ensure the grooved slot of the tether strap's reinforcement bracket (silver finish) is facing towards the front of the vehicle during passenger sun visor installation (Figure 6).

6. Connect the sun visor electrical connector to the body harness, if equipped.
7. Position the passenger side sun visor to the header.
8. Install the two screws attaching the passenger side sun visor to the roof header and tighten (Figure 1).
9. Engage the passenger side sun visor to the center support (Figure 1).
10. Return the vehicle to the customer.

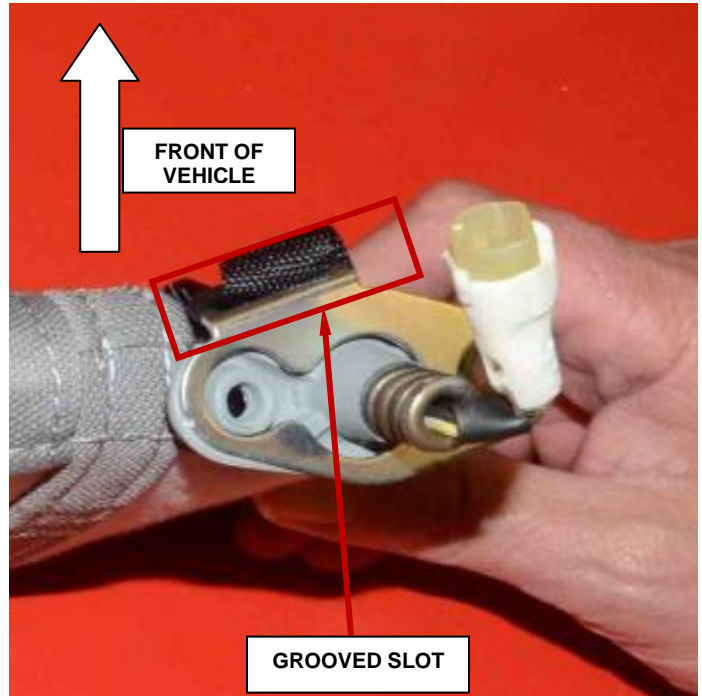


Figure 6 – Tether Strap Reinforcement

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:

	Labor Operation Number	Time Allowance
Install Passenger Sun Visor Tether	23-R3-01-82	0.2 hours

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

IMPORTANT SAFETY RECALL

R30 / NHTSA 15V-338

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx).

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

Dear: (Name)

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain **2001 through 2005 model year Chrysler Sebring and Dodge Stratus vehicles.**

The problem is... **The passenger sun visor on your vehicle may come in contact with the passenger side airbag during an airbag deployment event if the sun visor is in the lowered position. Depending on the downward angle of the sun visor, the force of the airbag could detach the sun visor from its mount, propelling it rearward towards the passenger seat. This could increase the risk of injury to front seat passengers during an airbag deployment.**

What your dealer will do... **FCA will repair your vehicle free of charge.** To do this, your dealer will install a passenger side sun visor tether strap. 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 Chrysler, Jeep, Dodge or RAM dealer** right away to schedule a service appointment. Ask the dealer to hold the part 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 FCA Group Recall Assistance Center at either **fcarecalls.com** or 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 further questions go to **fcarecalls.com**.

If you have already experienced this specific condition and have paid to have it repaired, you may visit **www.fcarecallreimbursement.com** to submit your reimbursement request online or you can mail your original receipts and proof of payment to the following address for reimbursement consideration: **FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.** Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

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 you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to **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
FCA US LLC

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