



January 2017

Dealer Service Instructions for:

Safety Recall S92 / NHTSA 16V-947 Driver Airbag Inflator

Models

2010	(DC) Dodge RAM 3500 Cab Chassis
2009	(HB) Dodge Durango
2009	(HG) Chrysler Aspen

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 driver airbag inflator housing on about 12,900 of the above vehicles may rupture, due to excessive internal pressure, during normal airbag deployment events. This condition is more likely to occur if the vehicle has been exposed to high levels of absolute humidity for extended periods of time. An inflator rupture, during airbag deployment events, could result in metal fragment(s) striking and potentially seriously injuring the vehicle occupant(s).

Repair

The driver airbag inflator must be replaced.

Parts Information

NOTE: Do not destroy the original airbag packaging, it will be used to return the original inflator to the supplier.

<u>Part Number</u>	<u>Description</u>
CBXZP811AA	Inflator Kit, Driver Airbag (TRW)

Each kit contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Inflator
1	Nut, Ground

Parts Return

Shipping/return instructions are provided with each inflator kit.

For Continental US 48 States use the procedure on page 5 to package the original airbag inflator in the replacement kit box and return. Shipping/return instructions are also provided with each inflator kit.

All International, Mexico, Canada, Hawaii, Alaska, Puerto Rico, and US Virgin Islands dealers MUST contact the following Takata/Menlo USA representative directly for shipping instructions:

**Miguel Prigadaa – Tel #: 210-250-5078 or
Email: MLGTakataRestraints_International@menloworldwide.com.**


Parts Return Continued

NOTE: For Continental US 48 State dealerships, please follow steps 1-8 below.
 • Specific to Step 4 below:
 • Follow step 4a if you receive the updated NON-FedEx label. Proceed to step 5.
 • Follow step 4b if you receive the FedEx label. Proceed to step 5.

1. Shipping Documents

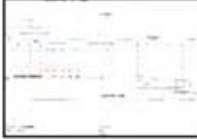
a) Box Label

- Supplied with each Kit
- To be affixed to each box




b) Over-pack Label

- To be supplied by Stericycle.
- To be affixed to the outside of each pallet




c) Bill of Lading

- To be supplied by Stericycle.
- Print 2 copies: 1 for Dealer Records, 1 for LTL Driver



d) ERG Document

- To be supplied by Stericycle.
- To be provide by the Dealer to the LTL Driver for each shipment




4b. Shipping Instructions – Label each Box

a) If you continue receiving Inflator Kits with the original FedEx Documentation:

1. Peel off the backing of the FedEx Ground PRP Shipping label and affix to top of box to left of the Class 9 label.
- Use the scribe line on the box as a guide
- The FedEx Ground PRP Shipping label must not touch any portion of the printing to the right of the scribe line.


2. Discard the remaining Documentation
3. **Do Not** contact FedEx



2. Packing Instructions

a) Confirm box is in acceptable condition. If a new box is needed, follow the New Box instructions located in Box 8 of this page.

b) Place the un-deployed air bag inflator in the "cradle" of the box insert.



5. Shipping Instructions – Prepare the Pallet


a) Accumulate and palletize Kits

b) Arrange Kits on Pallet as pictured here

- 20 boxes per row/layer (5x4)
- 10 rows/layers per pallet (200 boxes)

c) Shrink-wrap Kits to Pallet

d) Affix Over-pack Label on (1) side of Pallet (Not on Top)



3. Closure Instructions

a) Close the top box flap, per box closure instructions located on front panel of box.




6. Shipping Instructions – Schedule LTL Pickup

a) Upon Accumulating 200 kits (1 Over-pack/Pallet) Minimum

- Call Stericycle at 1-888-708-5712
- If 200 Kits have not been accumulated in 30 days, please call Stericycle for direction

c) Have the following Information Available

- Dealer #
- Quantity of Over-pecks/Pallets
- Quantity of Passenger Inflator Kits on each Pallet
- Email Address where shipping Documentation can be received

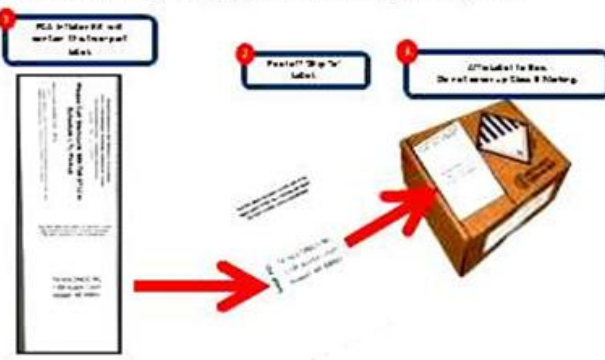
7. Shipping Instructions – Ship

a) Give 1 Copy of BOL and 1 Copy of ERG to Driver

b) Retain 1 Copy of BOL for Dealership records and archive for 2 Years

4a. Shipping Instructions – Label each Box

a) New Labels will begin shipping in each kit starting mid May, 2015



8. Requesting a New Box / Shipping Labels

If a new box or replacement shipping labels are needed, please contact the representative listed below by phone or email to request replacement materials.

Primary Contact: Armando Gorzalez - Tel #: 210-250-5079
 E-Mail: FieldAction.14305@menlowordwide.com

To help expedite your request, please be prepared to provide the following information:

- Serial number on the original box
- What Type of shipping material needed
 - Replacement Box
 - Two Part Return Label
 - Bill of Lading
 - ERG Form
- Dealer Shipping Information
 - Contact name
 - Dealer Address
 - Phone Number



Special Tools

The following special tools are required to perform this repair:

- NPN wiTECH micro pod II
- NPN Laptop Computer
- NPN wiTECH Software

Service Procedure**A. Replace Driver Airbag Inflator - DC, HB, HG**

WARNING: To avoid serious or fatal injury on vehicles equipped with airbags, disable the Supplemental Restraint System (SRS) before performing this service procedure.

Disconnect and isolate the battery negative (ground) cable, then wait two minutes for the system capacitor to discharge before performing this procedure. This is the only sure way to disable the SRS. Failure to take the proper precautions could result in accidental airbag deployment.

At no time should any source of electricity be permitted near the inflator on the back of a non-deployed airbag. When carrying a non-deployed airbag, the trim cover or airbag cushion side of the unit should be pointed away from the body to minimize injury in the event of an accidental deployment.



Figure 1 - Driver Airbag Screw Location

When carrying a non-deployed airbag, the trim cover or airbag cushion side of the unit should be pointed away from the body to minimize injury in the event of an accidental deployment.

1. Use this procedure to remove and replace the driver airbag inflator.
2. Disconnect and isolate the negative battery cable. Wait two minutes for the system capacitor to discharge before further service.
3. Remove and save the two driver airbag screws that secure the driver airbag to the steering wheel armature from the underside of the steering wheel (Figure 1).

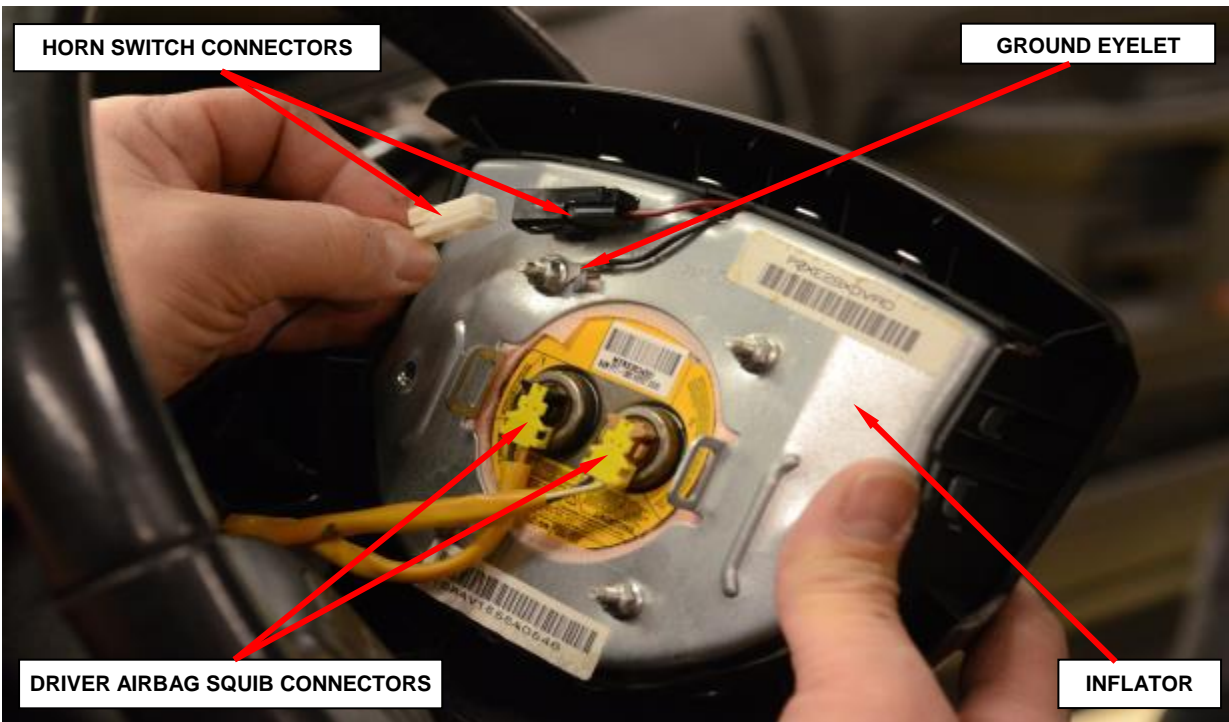
Service Procedure Continued

Figure 2 – Driver Airbag Electrical Connections

CAUTION: Do not pull on the horn switch feed pigtail wire to disengage the connector from the driver airbag housing or to disconnect the horn switch to steering wheel wire harness connection. Improper pulling on this pigtail wire or connection can result in damage to the horn switch membrane or feed circuit.

4. Pull the driver airbag away from the steering wheel far enough to access the three electrical connections on the back of the driver airbag housing (Figure 2).
5. Disconnect the horn switch connector, which is located on the back of the driver airbag housing (Figure 2).

CAUTION: Do not pull on the clockspring pigtail wires or pry on the connector insulator to disengage the connector from the driver airbag inflator connector receptacle. Improper removal of these pigtail wires and their connector insulators can result in damage to the airbag circuits or connector insulators.

Service Procedure Continued

6. Disconnect the two driver airbag squib connectors. Depress the latches on each side of the connector insulator and pull the insulators straight out from the driver airbag inflator to disconnect them from the connector receptacles (Figure 3).



Figure 3 – Driver Airbag Squib Connectors

7. Remove the driver airbag from the steering wheel.
8. Place the driver airbag on a soft surface to prevent damage using the foam block provided with the inflator kit (Figure 4).
9. Remove the horn switch connector from the inflator assembly using a flat head screwdriver (Figure 4).

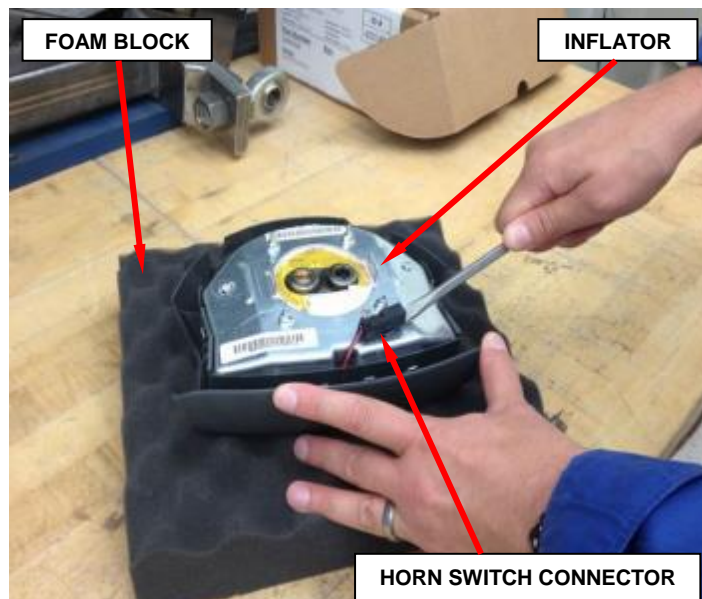


Figure 4 – Horn Switch Connector

Service Procedure Continued

10. Remove and discard the nut holding the ground eyelet to the inflator assembly and remove the ground eyelet from the stud (Figure 5).

11. Remove the driver airbag cover starting with the left side by pressing down on the inflator assembly until the hooks unsnap from the windows (Figure 6).

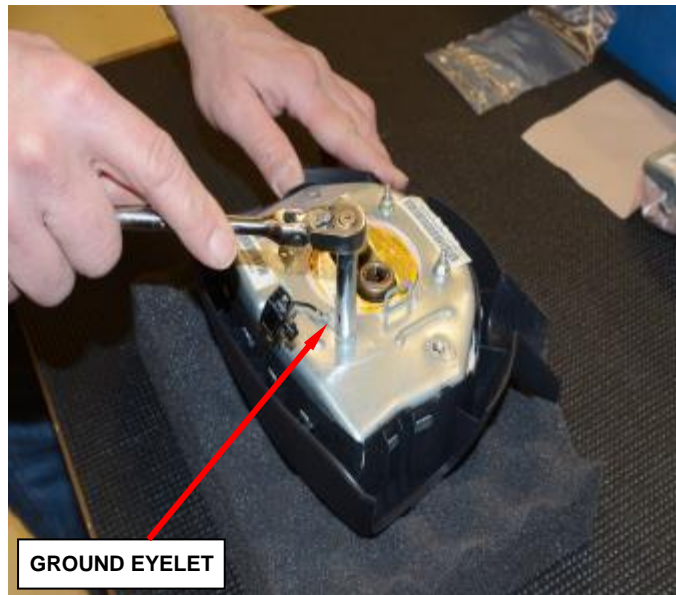


Figure 5 – Ground Eyelet

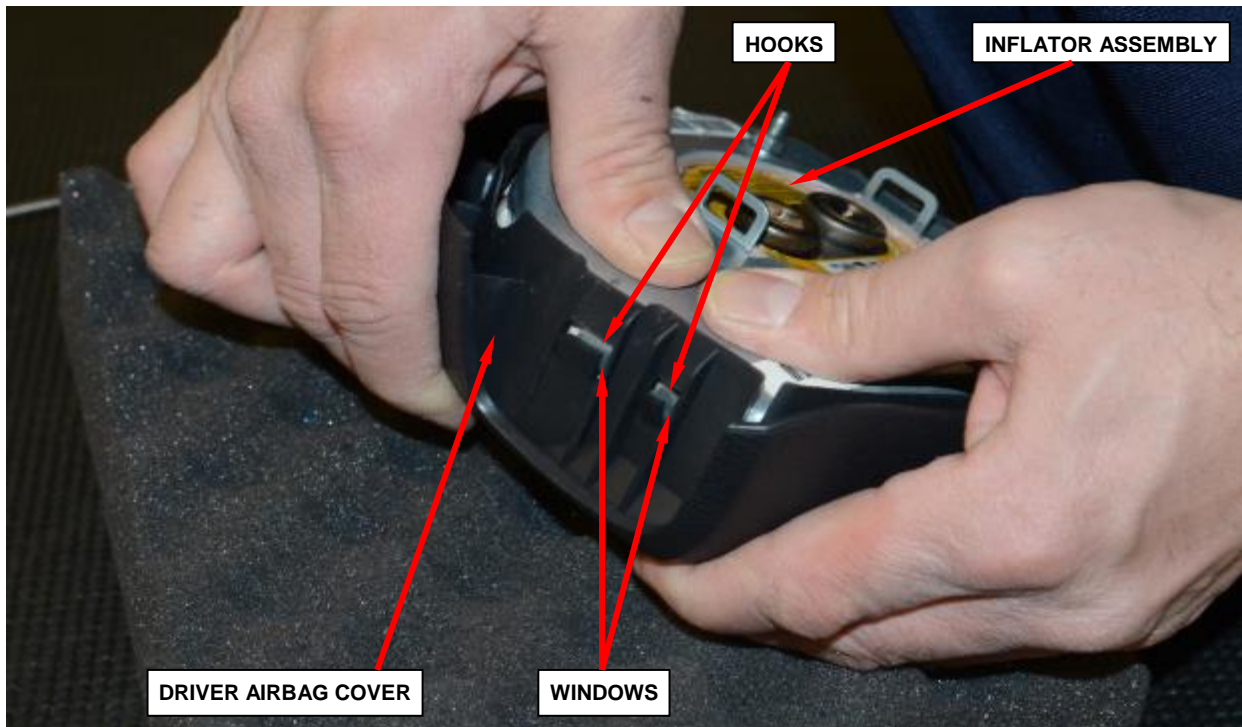


Figure 6 – Left Side Driver Airbag Cover to Inflator Assembly Hooks

Service Procedure Continued

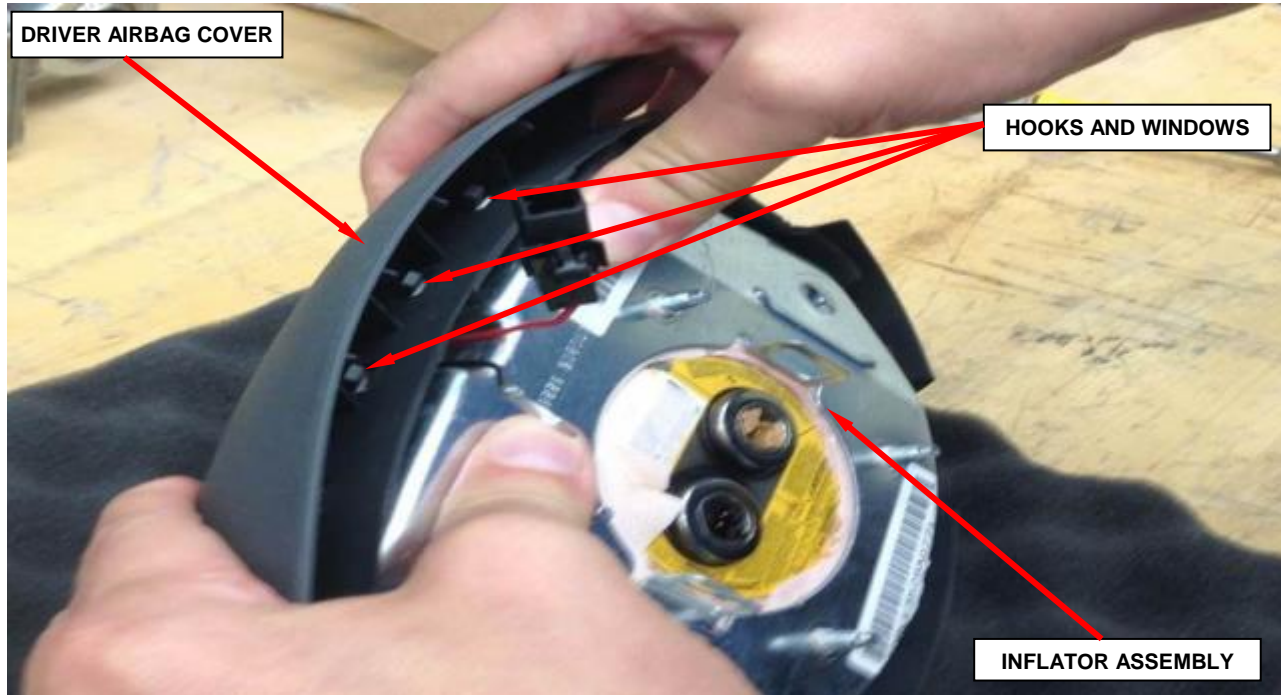


Figure 7 - Top Driver Airbag Cover to Inflator Assembly Hooks

12. Unsnap the top hooks by pressing down on the inflator assembly until the hooks unsnap from the airbag cover windows (Figure 7).
13. Unsnap the right side hooks by pressing down on the inflator until the hooks unsnap from the driver airbag cover.
14. Gently pull the inflator assembly up slowly making sure that the hooks are clear from the windows on all sides (Figure 8).

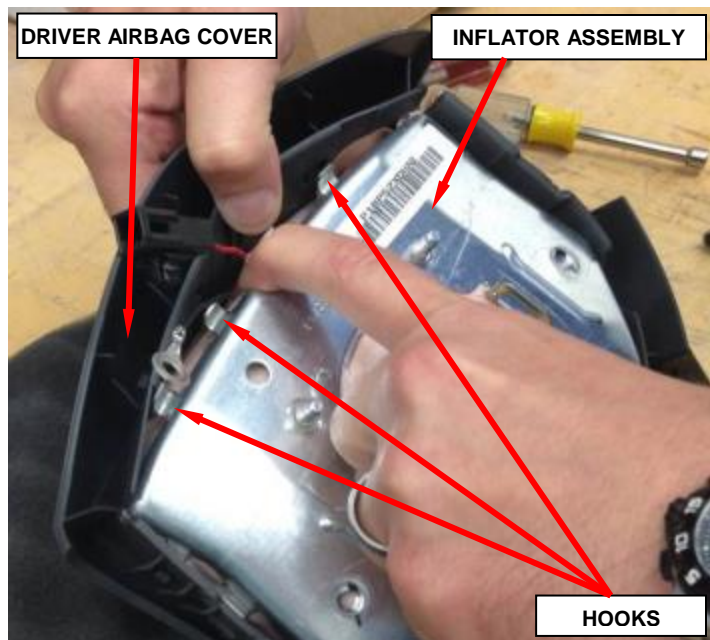


Figure 8 – Inflator Assembly to Driver Airbag Cover

Service Procedure Continued

- 15. Disengage the inflator assembly from the driver airbag cover and set aside for shipping (Figure 9).

- 16. Install the new inflator assembly to the original driver airbag cover by first inserting the bottom hooks into the windows (Figure 10).



Figure 9 - Inflator Assembly to Driver Airbag Cover

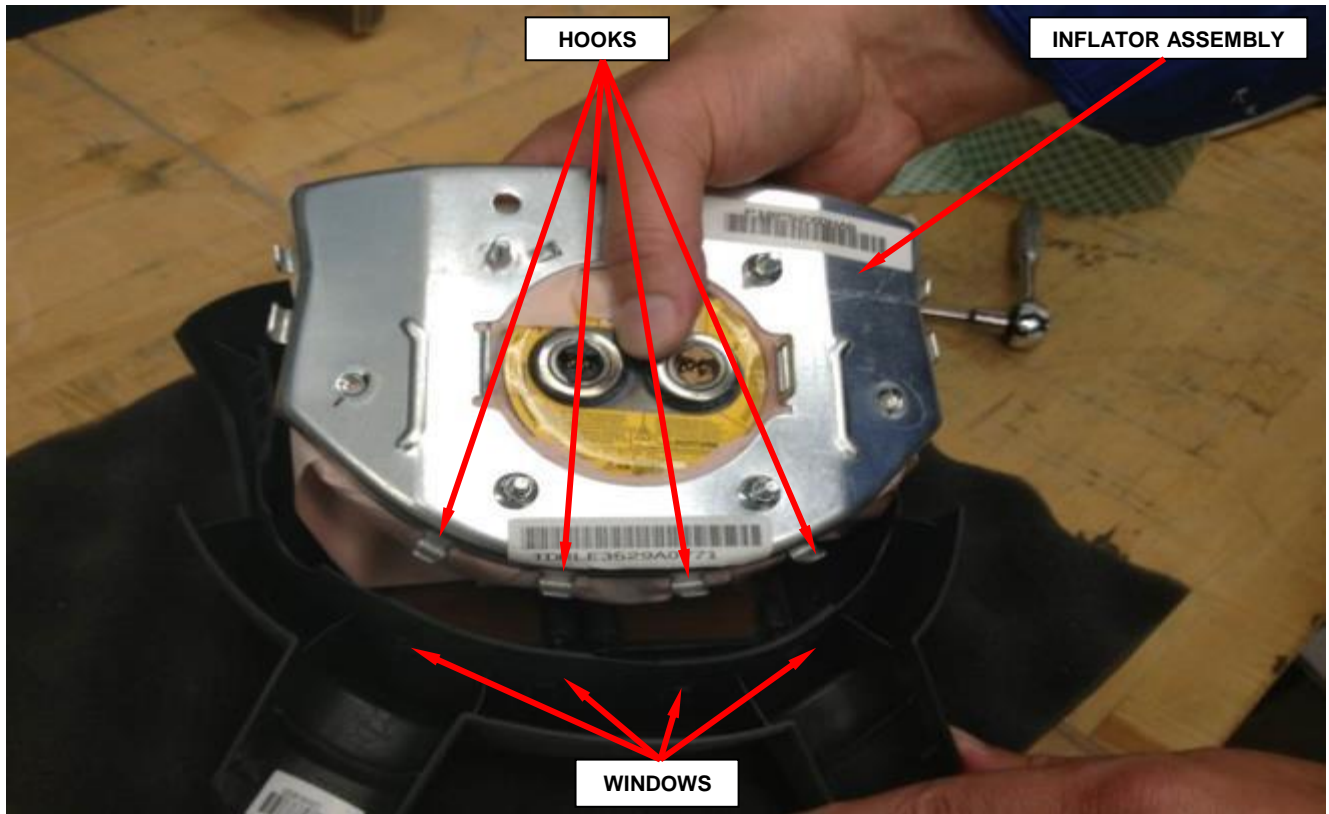


Figure 10 - Inflator Assembly to Driver Airbag Cover Hooks

Service Procedure Continued

17. Snap the remaining hooks on all sides into place.
18. Pull on the inflator assembly to fully engage the windows and hooks on all sides (Figure 11).

NOTE: Visually inspect and verify that all the hooks are fully engaged with the windows on all sides.



Figure 11 – Inflator Assembly Hooks

19. Install the ground eyelet on the upper left stud (Figure 12).
20. Install the new ground nut and tighten to 26 in. lbs. (3 N·m).

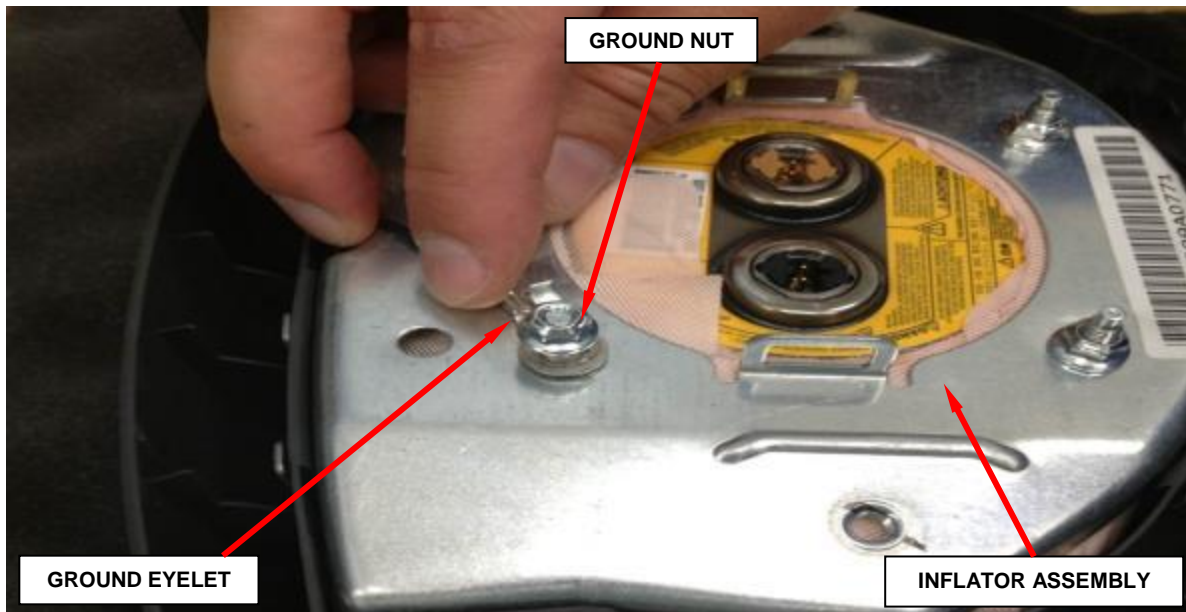
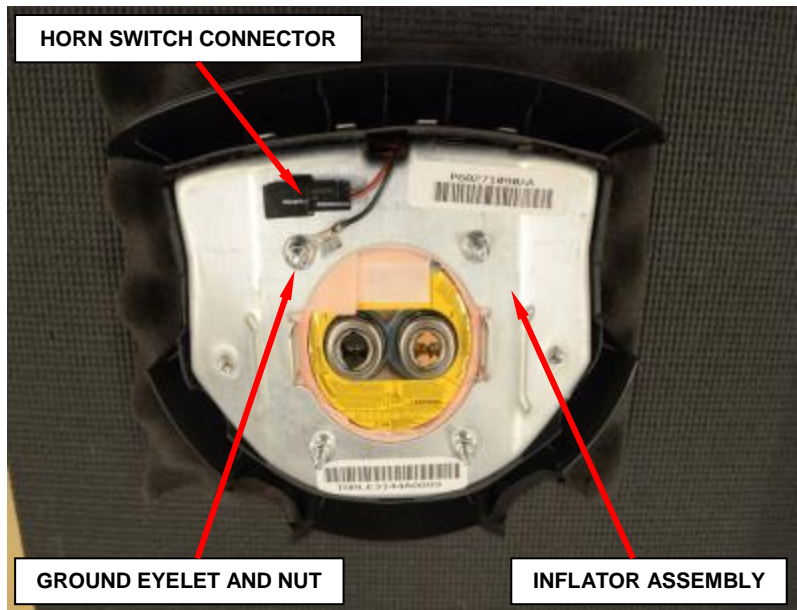


Figure 12 – Ground Eyelet to Inflator Assembly

Service Procedure Continued

21. Clip the horn switch connector to the inflator assembly (Figure 13).
22. Driver airbag retrofit is complete (Figure 13).

**Figure 13 – Driver Airbag Assembly**

23. Position the driver airbag to the steering wheel to connect the three electrical connections on the back of the driver airbag housing (Figure 3).
24. Connect the two driver airbag squib connectors to the driver airbag inflator assembly connector receptacles by pressing straight in on the connector. Be certain to engage each keyed and color-coded connector to the matching connector receptacle (**See figure 14 and note on page 15**). Be certain that each connector is fully engaged in its receptacle by listening carefully for a distinct, audible click as the connector latches snap into place (Figure 3).

Service Procedure Continued

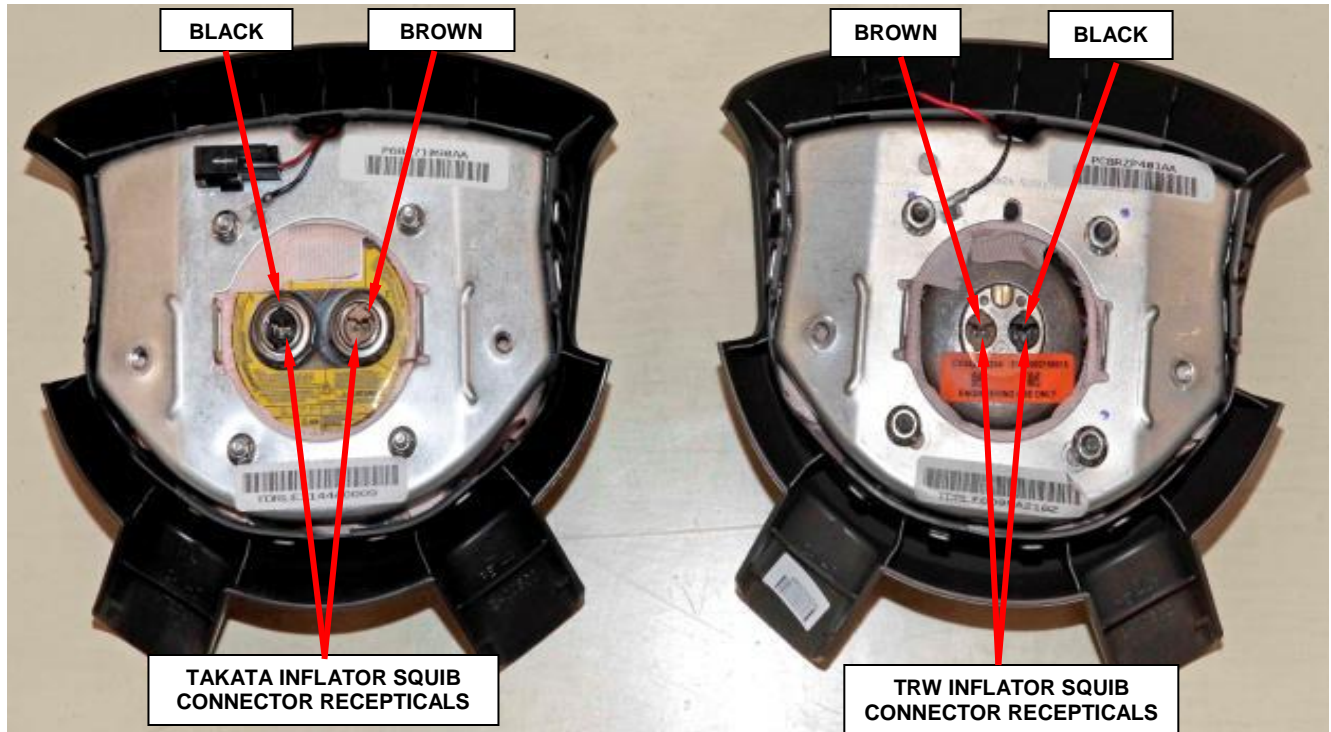


Figure 14 – Squib Connector Receptacles

NOTE: The squib connector receptacle locations on the driver airbag inflators are switched between the original Takata inflator and the TRW replacement inflator kits. Squib connectors are keyed and color coded for error proofing (Figure 14).

25. Connect the steering wheel wire harness connector for the horn switch to the horn switch connector which is located on the back of the inflator assembly (Figure 2).

Service Procedure Continued

26. Carefully position the driver airbag in the steering wheel. Be certain that the clockspring pigtail wires and the steering wheel wire harness in the steering wheel hub area are not pinched between the driver airbag and the steering wheel armature.
27. Install and tighten the two screws that secure the driver airbag to the steering wheel armature. Tighten the screws to 90 in. lbs. (10 N·m) (Figure 1).
28. Continue with **Section B. Supplemental Restraint System (SRS) Verification Test.**

Service Procedure Continued**B. Supplemental Restraint System (SRS) Verification Test**

NOTE: During the following test, the negative battery cable remains disconnected and isolated during steps 1 and 2 of the Supplemental Restraint System (SRS) Verification Test.

NOTE: The wiTECH scan tool must be used to perform this recall. The wiTECH software is required to be at the latest release level before performing this procedure.

1. Connect the wiTECH micro pod II to the vehicle data link connector located under the steering column.
2. Turn the ignition switch to the “ON” position and exit the vehicle and close the doors.
3. Check to be certain that nobody is in the vehicle, then connect the battery negative cable(s).
4. Open the wiTECH Diagnostic application.
5. Starting at the “Select Tool” screen, select the row/tool for the wiPOD device you are using, then select “Next”.
6. Enter your “**User id**” and “**Password**”, then select “**Finish**”.
7. Clear all DTC’s in all modules using either the wiTECH or the DRB III mode.

NOTE: Any active Diagnostic Trouble Codes (DTC’s) may require an additional key cycle from “ON” to “OFF” to change DTC status from “active” to “stored”.

Service Procedure Continued

8. Turn the ignition switch to the “OFF” position for about 15 seconds, and then back to the “ON” position. Observe the airbag indicator in the instrument cluster.
 - The airbag indicator in the instrument cluster should illuminate for six to eight seconds, and then go out. This indicates that the SRS is functioning normally and that the repairs are complete. Turn the ignition to the “OFF” position, remove the wiPOD and return the vehicle to the customer.
 - If the airbag indicator fails to light or the light and stays ON, there is still an active SRS fault or malfunction. Refer to the appropriate diagnostic information to diagnose the problem.
9. Close the hood, remove the wiTECH micro pod II.
10. Use the procedure on pages 3 and 4 to return the original inflator kit.
11. 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 US LLC to record recall service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	Labor Operation <u>Number</u>	Time <u>Allowance</u>
Replace Driver Airbag Inflator and Conduct Supplemental Restraint System Verification Test	08-S9-21-82	0.6 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 US LLC 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.

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

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

S92/NHTSA 16V-947

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your authorized Chrysler / Dodge / RAM Dealership
- 2. Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can confirm part availability and help schedule an appointment**
- 3. Visit our Recall Website, recalls.mopar.com or scan below.**

QR Code

You can find your nearest dealer and review all your scheduling options from this website. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall S92.

IMPORTANT SAFETY RECALL

Driver Airbag Inflator

Dear [Name],

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

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain [2010 model year Dodge RAM 3500, 2009 model year Dodge Durango and 2009 model year Chrysler Aspen] vehicles.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

WHY DOES MY VEHICLE NEED REPAIRS?

The driver airbag inflator housing on your vehicle ^[1] may rupture, due to excessive internal pressure, during normal airbag deployment events. This condition is more likely to occur if your vehicle has been exposed to high levels of absolute humidity for extended periods of time. An inflator rupture, during airbag deployment events, could result in metal fragment(s) striking and potentially seriously injuring the vehicle occupant(s).

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE

FCA will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will replace your driver airbag inflator. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. The estimated repair time is **one** hour. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR CALL 1-800-853-1403
OR YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

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. ^[3] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
Fiat Chrysler Automobiles US LLC



Mr. Mrs. Customer
1234 Main Street
Hometown, MI 48371

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] 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.

[3] You can also mail in 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.

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