



Revised March 2018

Dealer Service Instructions for:

Safety Recall S15 / NHTSA 16V-081 Driver Airbag Inflator

NOTE: Revised Special Tools section and procedure to use wiTECH 2.0.

Models

2007-2008 (ZH) Chrysler Crossfire

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 on about 5,000 of the above vehicles 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 the vehicle occupant(s) resulting in serious injury or death.

Repair

The driver airbag inflator must be replaced.

Parts Information

<u>Part Number</u>	<u>Description</u>
CSF8S155AA	Inflator Kit, Driver Airbag

Parts Return

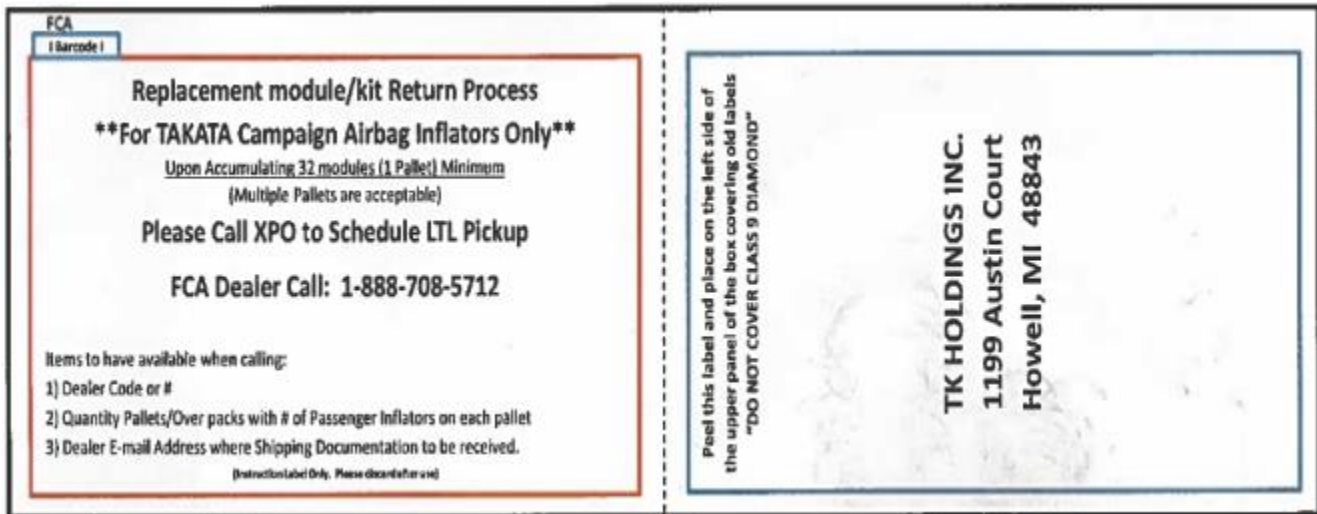
Shipping/return instructions are provided with each inflator kit.

For Continental US 48 States use the procedure below 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.



NOTE: If the shipping label is supplied as a paper only document, cut the label out and attach the label as instructed using packing tape or an appropriate plastic sleeve.

Service Procedure**Replace Drive Airbag Inflator**

WARNING: On vehicles equipped with airbags, disable the supplemental restraint system before attempting driver airbag diagnosis or service. 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 supplemental restraint system. Failure to take the proper precautions could result in accidental airbag deployment and possible personal injury.

WARNING: The fasteners, screws, and bolts originally used for the restraint system components have special coatings and are specifically designed for the restraint system. They must never be replaced with any substitutes. Any time a new fastener is needed, replace it with the correct fasteners provided in the service package or specified in the Chrysler Mopar® parts catalog.

1. Disconnect the negative battery cable. Wait two minutes for the system capacitor to discharge before further service.

2. From the underside of the steering wheel, use a T27 star bit to remove and save the two screws that secure the driver airbag to the steering wheel (Figure 1).

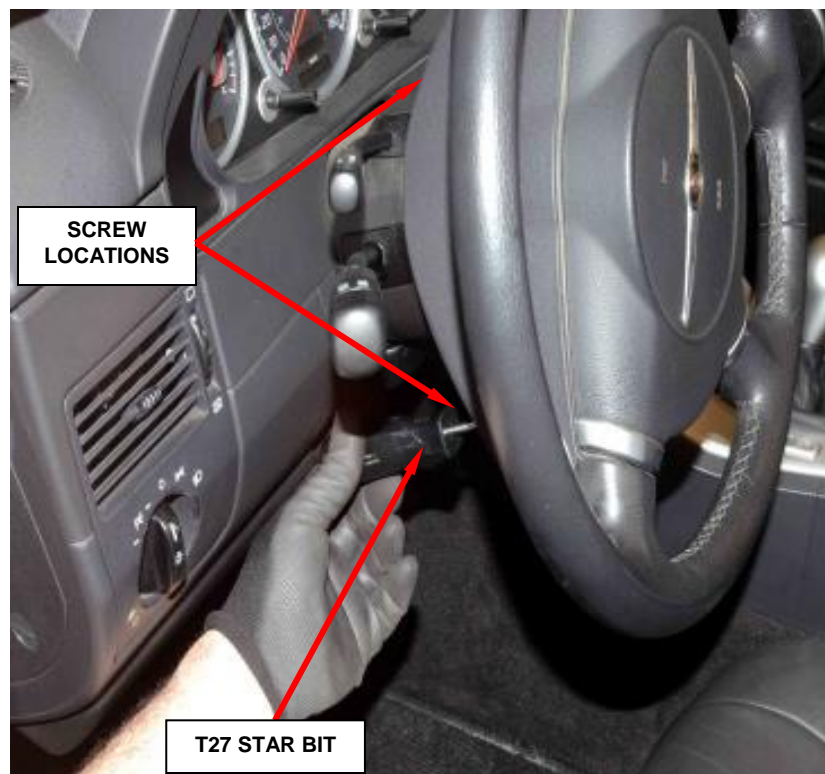


Figure 1 – Driver Airbag Screw Locations

Service Procedure (Continued)

3. Pull the driver airbag away from the steering wheel far enough to access the driver airbag electrical connectors to the steering wheel (Figure 2).
4. Release the CPA electrical connector locks (Figure 3).
5. Disconnect the driver airbag electrical connectors (Figures 2 and 3).

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.

6. Remove the driver airbag from the steering wheel.

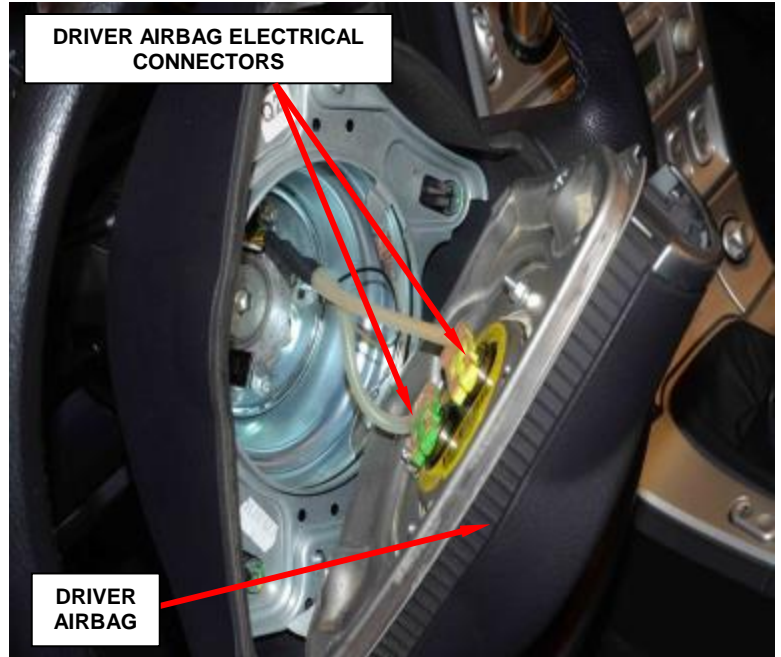


Figure 2 – Driver Airbag Electrical Connectors

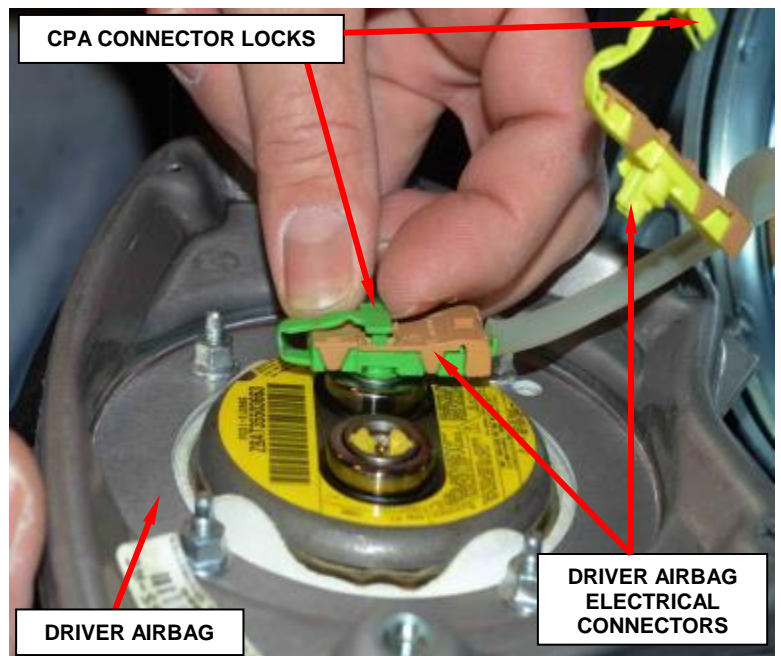


Figure 3 – CPA Connector Locks

Service Procedure (Continued)

7. Place the driver airbag on a clean soft surface to prevent damage.

8. Remove and **save** the four M5 outer plate mounting nuts (Figure 4).

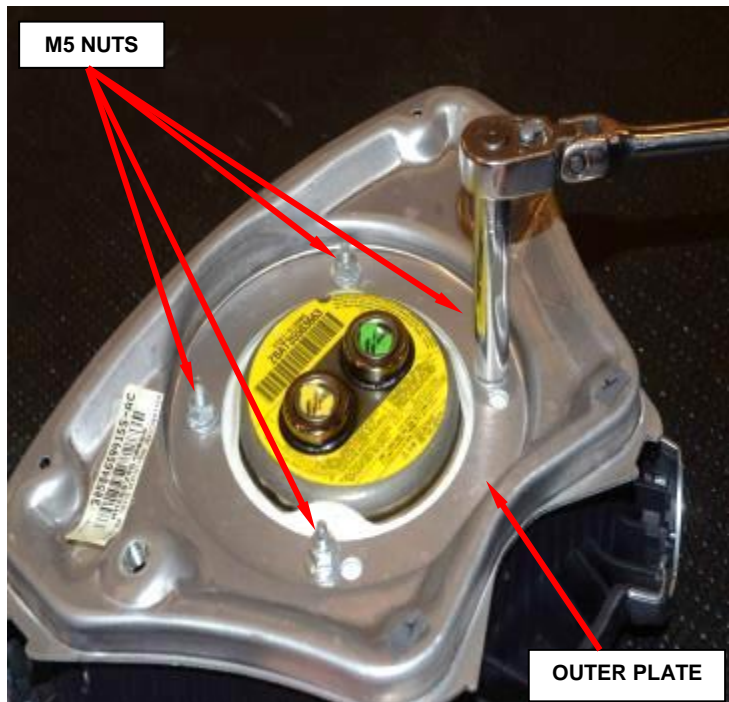


Figure 4 – M5 Mounting Nuts

9. Remove and **save** the outer plate by hand (Figure 5).

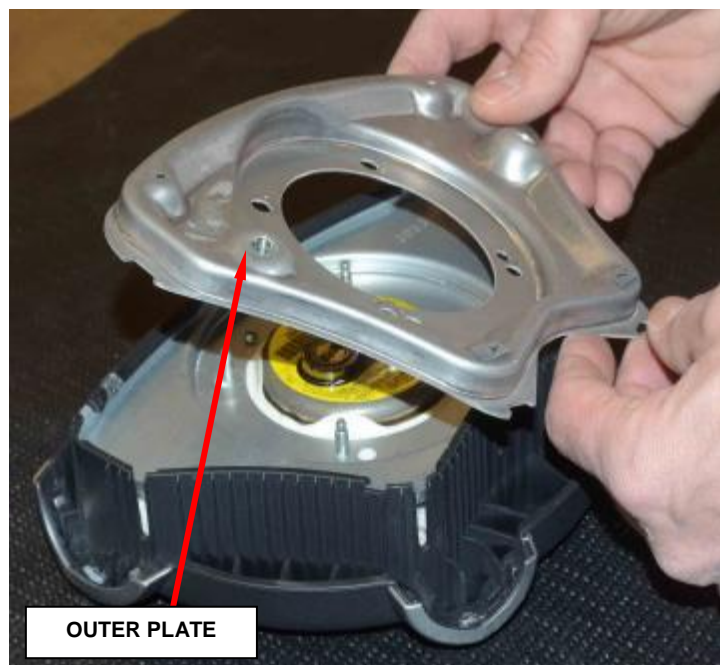


Figure 5 – Outer Plate Removal

Service Procedure (Continued)

CAUTION: Use care not to damage the DAB cover or decorative bezels located on the outer edges of the cover during this step.

10. Lift the driver airbag cover lips off of inner plate by using a trim stick starting at the 6:00 position, followed by the 3:00/9:00 positions, and then at the 12:00 position. It is helpful to lightly push the inner plate into the cushion pack during this process (Figure 6).
11. Remove and save the inner plate (Figure 6).

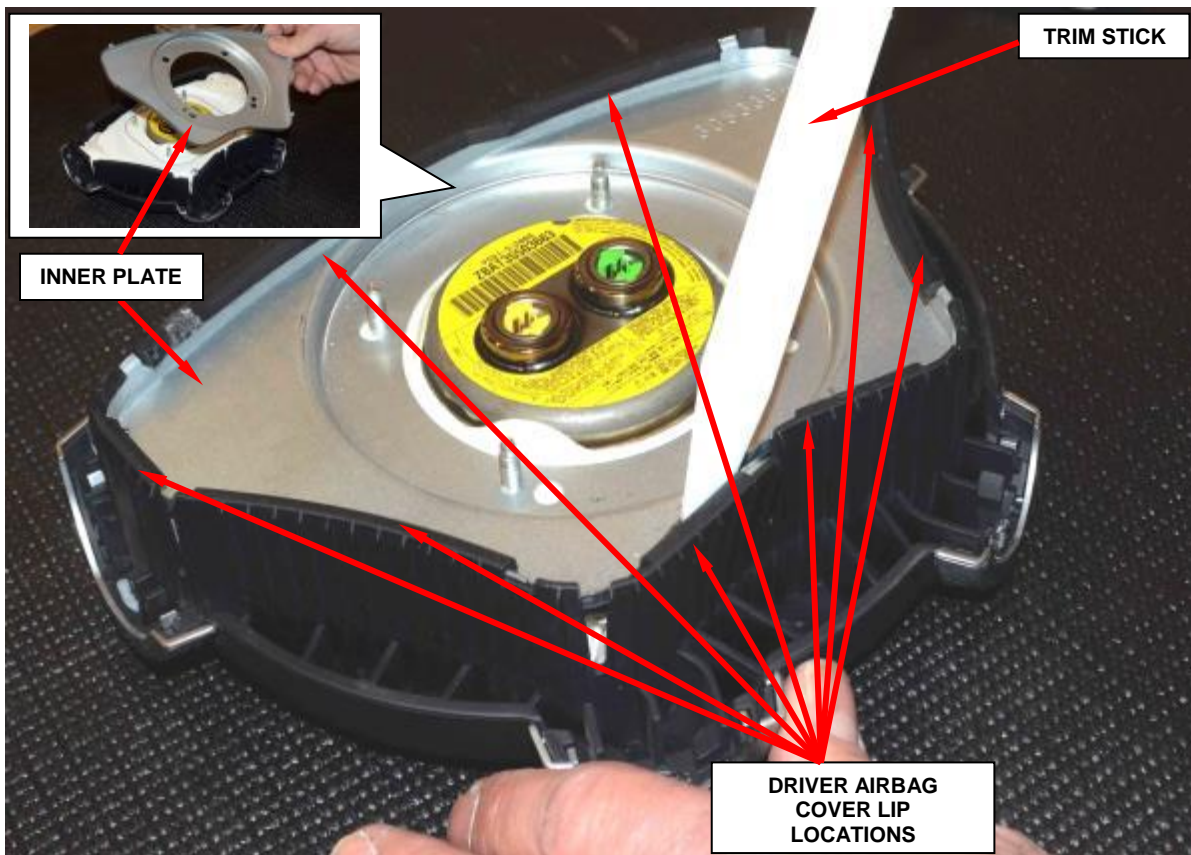


Figure 6 – Inner Plate Removal

Service Procedure (Continued)

12. Use the following steps to remove the **original** inflator from the packed cushion.

CAUTION: Be sure not to cut or modify the cushion pack during the following steps.

- a. Using a trim stick or equivalent, release the cushion material from the inflator (Figure 7).

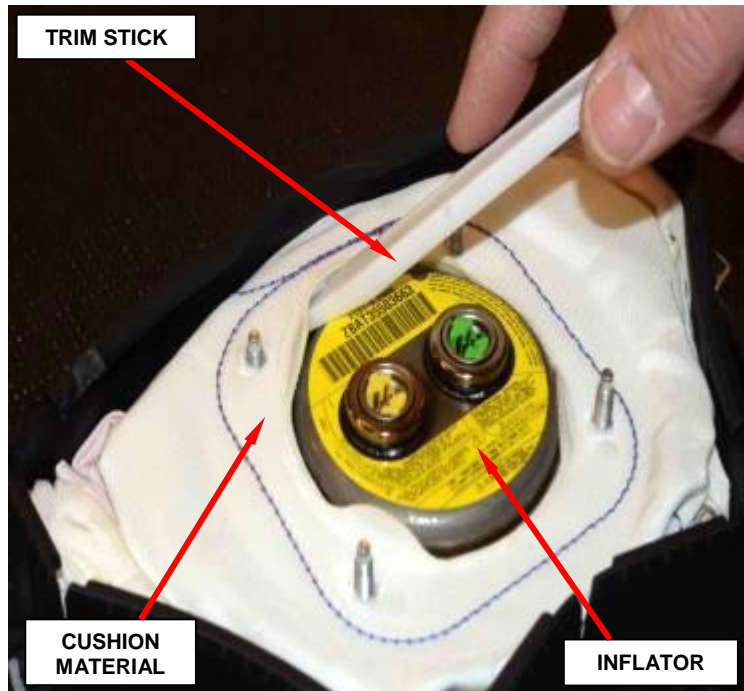


Figure 7 – Release Cushion Material

- b. Grab the inflator studs and gently lift the inflator in the cushion pack up about 2 to 3 inches (Figure 8).

- c. In this elevated position, gently push the inflator only straight down into the cushion pack until the inflator flange studs are out of all four cushion holes (Figure 8).

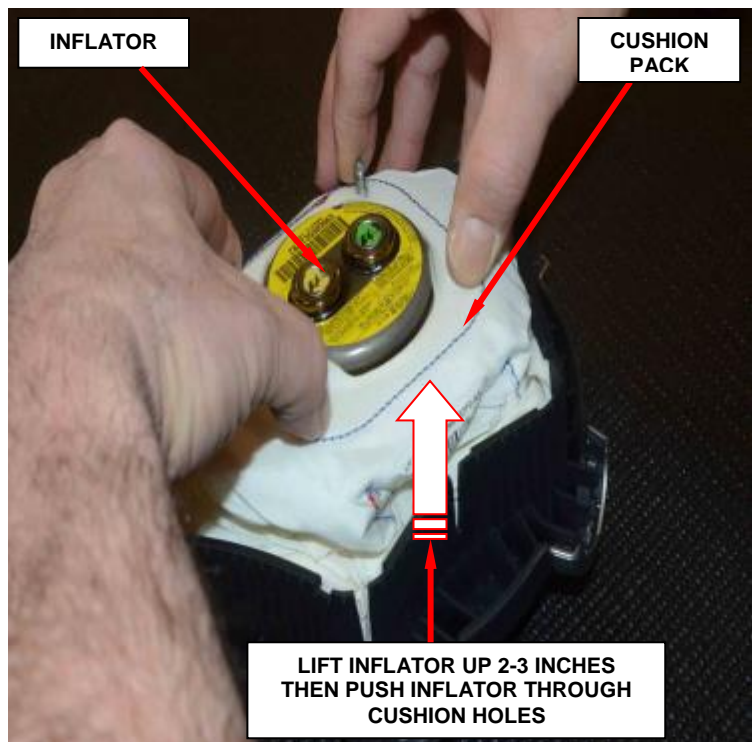


Figure 8 – Lift Cushion Pack

Service Procedure (Continued)

- d. While the inflator is still in the cushion pack and out of the cushion holes, rotate the inflator slightly (15 -45 degrees) (Figure 9).

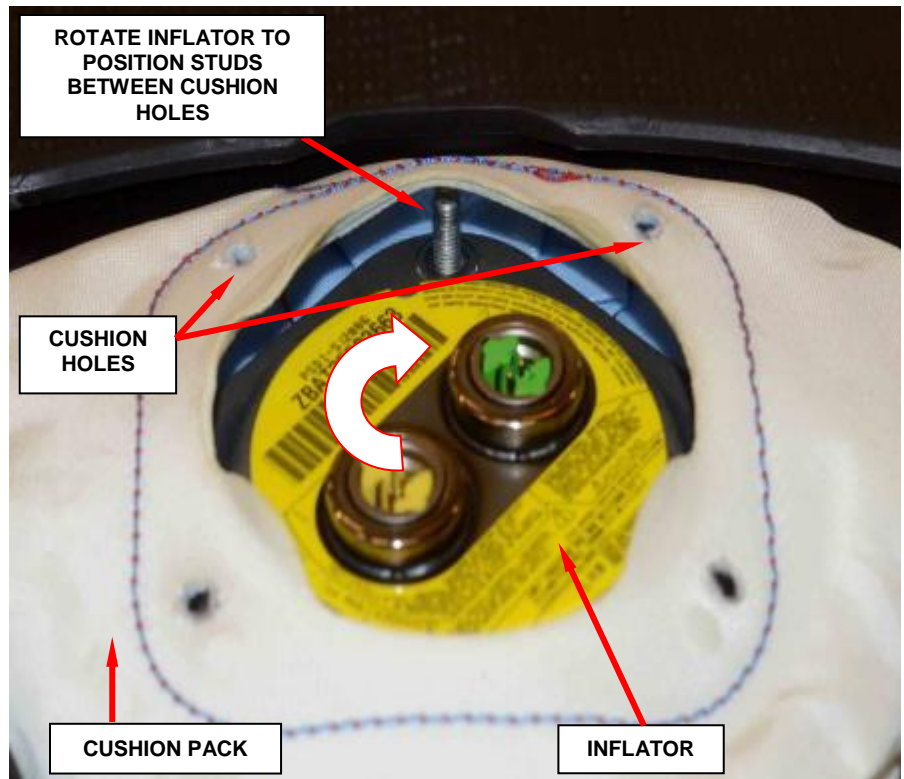


Figure 9 – Rotate Inflator

- e. In this rotated position, peel one edge of the inflator flange out of the cushion pack (Figure 10).

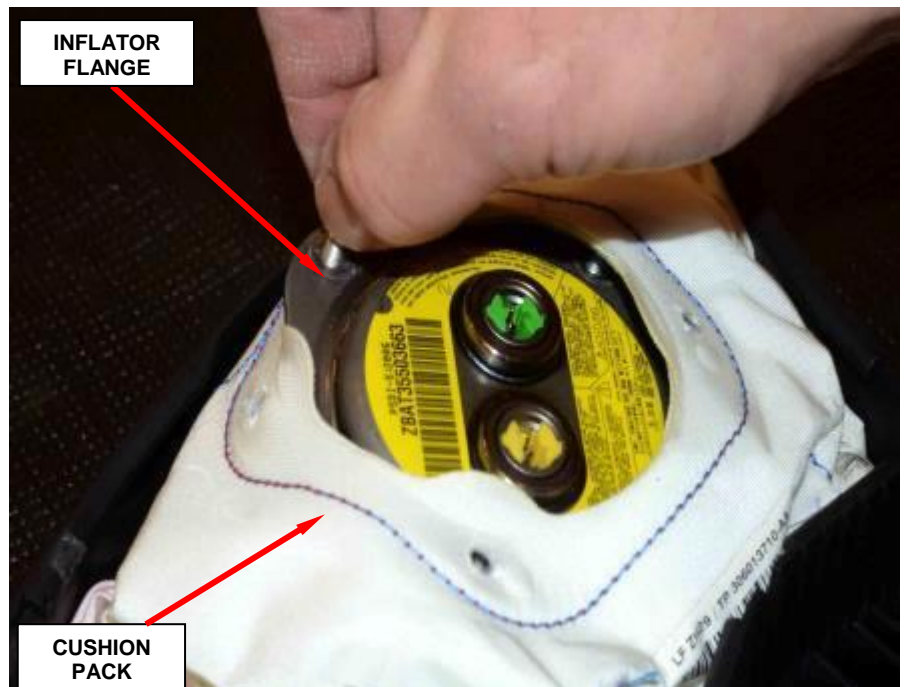


Figure 10 – Remove Inflator

- f. Work the inflator out of the cushion in a circular manner.

Parts Return Continued

- 13. Save the **original** inflator for packaging and shipping.
- 14. Return the **original** inflator to the supplier using the original box and packing material. See the Parts Return section on page 2 for additional information.

CAUTION: Be sure not to mix up old and new inflators.

CAUTION: DO NOT remove the white protective covers from the airbag electrical receptacles on the NEW inflator at this time (Figure 11).

NOTE: The difference between the OLD and the NEW inflators are the first two letters in the serial number on the caution label (Figure 11).

- **ZB OLD Part Number Letters**
- **BZ NEW Part Number Letters**



Figure 11 – Driver Airbag Inflator

Parts Return Continued

CAUTION: Be sure not to cut or modify the cushion pack during the following steps while installing the NEW inflator.

NOTE: When installing the new inflator, be sure to install the inflator completely in the cushion pack before aligning the studs to the cushion holes and setting the cushion in place over the studs. Check for any pinched or folded cushion material and correct, if necessary.

NOTE: The inflator orientation is correct as the cushion hole pattern has offset spacing. The inflator label should be pointing up in the driver airbag module (Figure 12).

15. Install the NEW inflator by reversing steps 8 through 12.
16. When installing the inner plate, be sure to check that the driver airbag cover is fully snapped over the inner plate flange in all places around the entire perimeter of the plate.



Figure 12 – Inflator Orientation

Service Procedure (Continued)

17. When installing the original four M5 nuts that hold the outer plate, use hand tools and tighten the nuts to 44 in. lbs. (5 N·m) (Figure 13).

18. Driver airbag retrofit is complete (Figure 13).

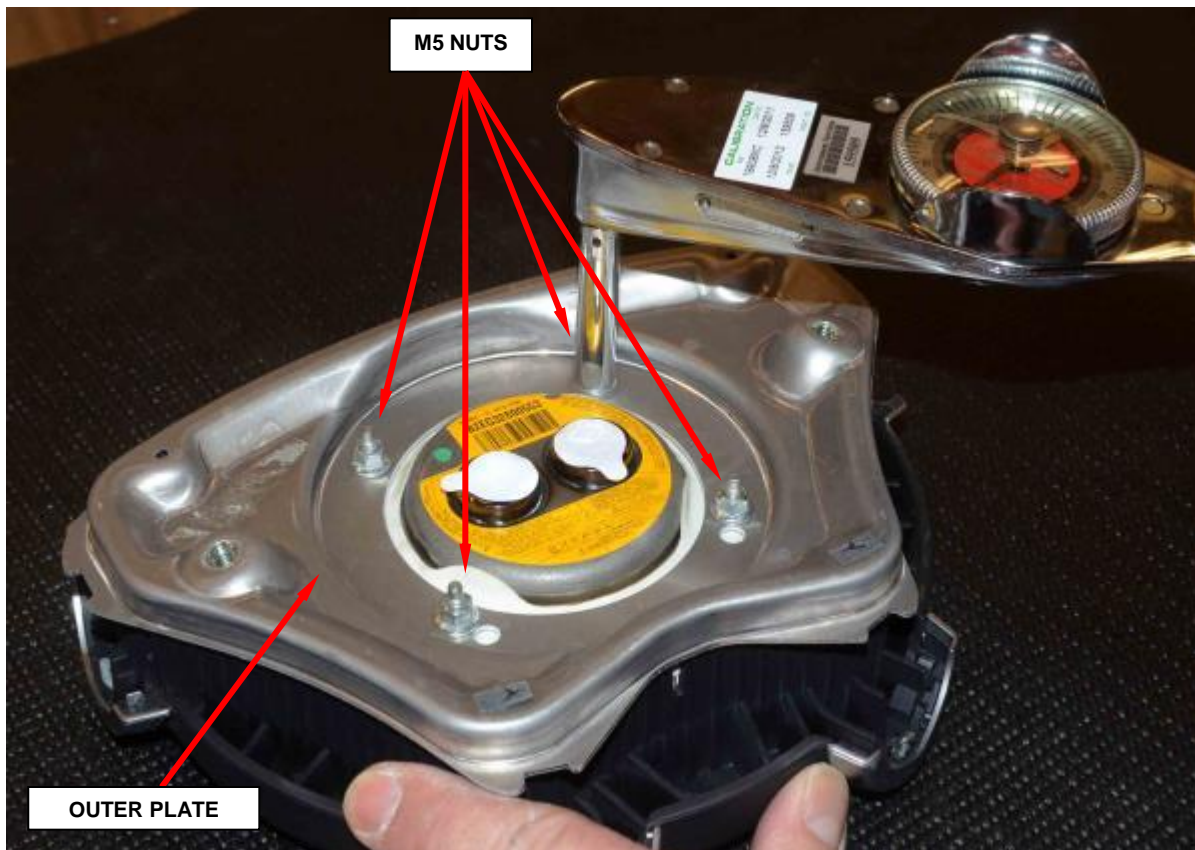


Figure 13 – Driver Airbag Retrofit Complete

Service Procedure (Continued)

19. Verify the negative battery cable is disconnected before proceeding. Wait two minutes for the system capacitor to discharge before further service.
20. Remove the white protective covers from the airbag electrical receptacles on the **NEW** inflator at this time (Figure 11).
21. Position the driver airbag close enough to the steering wheel to connect the two driver airbag electrical connectors (Figures 2 and 3).

CAUTION: Use caution when connecting the clockspring connector to the driver airbag inflator connector receptacle. Improper assembly of these wires or connector insulators can result in damage to the airbag circuits or connector insulators.

22. Fully seat the CPA electrical connector locks (Figure 3).
23. Carefully position the driver airbag in the steering wheel.

NOTE: Be certain that the clockspring wires and horn switch harness in the steering wheel hub area are not pinched between the driver airbag and the steering wheel.

24. From the underside of the steering wheel, install and tighten the two screws that secure the driver airbag to the steering wheel. Tighten to 71 in. lbs. (8 N·m) (Figure 1).
25. Do not reconnect the negative battery cable at this time. Perform the Supplemental Restraint System verification test procedure after servicing any Supplemental Restraint System component.

Service Procedure (Continued)

WARNING: During the following test, the battery negative cable remains disconnected and isolated, as it was during the SRS component removal and installation procedures.

26. Use the following steps to complete the 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 2.0 scan tool must be used to perform this recall. The wiTECH 2.0 software is required to be at the latest release level before performing this procedure.

- a. Connect the wiTECH 2.0 microPod II to the vehicle data link connector located under the steering column.
- b. Turn the ignition switch to the “ON” position and exit the vehicle and close the doors.
- c. Check to be certain that nobody is in the vehicle then connect the battery negative cable(s). If equipped with an Intelligent Battery Sensor (IBS), connect the IBS connector.
- d. Open the wiTECH 2 website.
- e. Enter your “User id”, “Password” and “Dealer Code” then select “Sign in”.
- f. Starting at the “Vehicle Selection” screen, select the appropriate vehicle and Device Name.
- g. From the “Action Items” screen select the “All DTCs” tab.
- h. Clear all DTC’s in all modules.

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)

- i. 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.
 - 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.

- j. Close the hood, remove the wiTECH 2.0 microPod II.

- k. 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 of the following labor operation number and time allowance:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Replace Driver Airbag Inflator and Perform the SRS Verification Test	19-S1-51-82	0.5 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

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

S15/NHTSA 16V-081

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your authorized Chrysler / Dodge / Jeep / 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 S15.

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 [2007 through 2008 model year Chrysler Crossfire] 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 the vehicle occupant(s) resulting in serious injury or death.**

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.