Dealer Service Instructions for:

**Safety Recall S43 / NHTSA 16V-352**

*Passenger Airbag Inflator*

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**Models**

<table>
<thead>
<tr>
<th>Year</th>
<th>Model Code</th>
<th>Model Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2004-2008</td>
<td>DR</td>
<td>Dodge RAM 1500/2500/3500 Pickup</td>
</tr>
<tr>
<td>2005-2009</td>
<td>DH</td>
<td>Dodge RAM 2500 Pickup</td>
</tr>
<tr>
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<td>D1</td>
<td>Dodge RAM 3500 Pickup</td>
</tr>
<tr>
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<td>DC</td>
<td>Dodge RAM 3500 Cab Chassis</td>
</tr>
<tr>
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<td>Dodge RAM 4500/5500 Cab Chassis</td>
</tr>
<tr>
<td>2004-2009</td>
<td>HB</td>
<td>Dodge Durango</td>
</tr>
<tr>
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<td>HG</td>
<td>Chrysler Aspen</td>
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<tr>
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<td>Dodge Charger</td>
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<td>2005-2012</td>
<td>LX</td>
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<tr>
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<td>LX</td>
<td>Dodge Magnum</td>
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<tr>
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<td>Dodge Charger</td>
</tr>
<tr>
<td>2005-2011</td>
<td>ND</td>
<td>Dodge Dakota</td>
</tr>
<tr>
<td>2009</td>
<td>VB</td>
<td>Dodge Sprinter</td>
</tr>
</tbody>
</table>

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The front passenger airbag inflator on about 4,600,000 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.

The passenger airbag inflator must be replaced.
**Parts Information**

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

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CBXZS431AA</td>
<td>Inflator Kit, Passenger Airbag</td>
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<tr>
<td></td>
<td>(2004-2005 DR/DH)</td>
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</table>

Each kit contains the following components:

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Description</th>
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<tbody>
<tr>
<td>1</td>
<td>Inflator (with Wire Harness Jumper)</td>
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<tr>
<td>6</td>
<td>Nut, Mounting</td>
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</table>

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<td>(2006-2010 DR/DH/DC/D1/DM)</td>
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<td></td>
<td>(2004-2009 HB/HG)</td>
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<td>(2005-2011 ND)</td>
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<td>(2005-2009 LX)</td>
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<tr>
<td>1</td>
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</tr>
<tr>
<td>4</td>
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<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
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<tr>
<td>CBXZS433AA</td>
<td>Inflator Kit, Passenger Airbag</td>
</tr>
<tr>
<td></td>
<td>(2008-2012 LC)</td>
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<tr>
<td></td>
<td>(2010 LX)</td>
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Each kit contains the following components:

<table>
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<tr>
<th>Quantity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Inflator (with Wire Harness Jumper)</td>
</tr>
<tr>
<td>4</td>
<td>Nut, Mounting</td>
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</table>
### Parts Information (Continued)

**CBXZS434AA**  
**Inflator Kit, Passenger Airbag**  
*(2011-2012 LX/LD)*

Each kit contains the following components:

<table>
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<tr>
<th>Quantity</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Inflator</td>
</tr>
<tr>
<td>4</td>
<td>Nut, Mounting</td>
</tr>
</tbody>
</table>

**CBXZS435AA**  
**Inflator Kit, Passenger Airbag**  
*(2007-2012 JK)*

Each kit contains the following components:

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Description</th>
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<tbody>
<tr>
<td>1</td>
<td>Inflator</td>
</tr>
<tr>
<td>4</td>
<td>Nut, Mounting</td>
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</table>

**CBXZR262AB**  
**Inflator Kit, Passenger Airbag**  
*(2009 VB)*

Each kit contains the following components:

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Description</th>
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<tbody>
<tr>
<td>1</td>
<td>Passenger Airbag Module</td>
</tr>
<tr>
<td>4</td>
<td>Screws, Housing to Bracket</td>
</tr>
</tbody>
</table>

**04641780**  
**Tie Strap** *(2009 VB only)*

Special Note: Dealers will not receive an initial allocation of part CBXZR262AB. Part(s) should be ordered as needed, and will arrive directly from the supplier (SSD). Dealer should confirm part has arrived before customer comes in for service visit.
NOTE: Dealers should determine which inflator package is required for each vehicle at the time appointments are scheduled to assure that the correct part is available when the customer arrives. The inflator package for the vehicle to be serviced may be determined by using the inflator kit usage chart below.

<table>
<thead>
<tr>
<th>Model Year</th>
<th>Body Model</th>
<th>Model Model</th>
<th>Part Number</th>
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<tr>
<td>2005</td>
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<td>DC</td>
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<td>VB</td>
<td>Dodge Sprinter</td>
<td>CBXZR262AB</td>
</tr>
</tbody>
</table>
Use the procedure on this page to package the original inflator in the replacement kit box and return. Shipping/return instructions are provided with each inflator kit.

**International (including Mexico and Canada), Hawaii, Alaska, Puerto Rico, and US Virgin Islands dealers CANNOT** follow below shipping instructions. Instead, dealerships in these locations **MUST** contact the following Takata/Menlo USA representative directly for shipping instructions:

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

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**Replacement Kit Return Process**

**For TAKATA Campaign Airbag Inflators Only**

Upon Accumulating 200 kits (1 Pallet) Minimum

(Multiple Pallets are acceptable)

Please call Stericycle to Schedule LTL Pickup

FCA Dealer Call: 1-888-708-5712

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Items to have available when Calling:
1) Dealer Code or #
2) Quantity Pallets/Overpacks with # of Driver & # of Passenger Inflators on each pallet.
3) Dealer E-mail Address where Shipping Documentation to be received.

(Instruction Label Only. Please discard after use.)
The following special tools are required to perform this repair:

- NPN wiTECH micro pod II
- NPN Laptop Computer
- NPN wiTECH Software
A. Replace Passenger Airbag Inflator

NOTE: Click on the links below to go to the desired procedure. Links at the top of each Section will return you to this page, Section A.

- For HB and HG model vehicles, continue with Section D. Replace Passenger Airbag Inflator: HB, HG (Page 39)
- For 2011 – 2012 LX and LD model vehicles, continue with Section F. Replace Passenger Airbag Inflator: 2011-2012 LX, LD (Page 57)
- For ND model vehicles, continue with Section H. Replace Passenger Airbag Inflator: ND (Page 84)
- For JK model vehicles, continue with Section I. Replace Passenger Airbag Inflator: JK (Page 93)
- For VB model vehicles, continue with Section J. Replace Passenger Airbag Inflator: VB (Page 103)

WARNING: To avoid serious or fatal injury on vehicles equipped with airbags, disable the Supplemental Restraint System (SRS) before attempting any steering wheel, steering column, airbag, seat belt tensioner, impact sensor or instrument panel component 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 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 or seat belt tensioner.

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. Disconnect and isolate the battery negative cable(s). Wait two minutes for the system capacitor to discharge before further service.

   WARNING: Wait two minutes for the airbag system reserve capacitor to discharge before beginning any airbag system or component service. Failure to do so may result in accidental airbag deployment, personal injury or death.

2. Using a trim stick, from the notch on the bottom, remove the right instrument panel side cover (Figure 1).
3. Use the following steps to remove the right side cowl trim panel.

   a. Using a trim stick, disengage the retaining tabs of the cowl trim panel from the retainer clips in the door sill (Figure 2).

   b. Pull the cowl trim panel rearward and remove it from the vehicle.

4. Use the following steps to remove the glove box:

   a. Remove and save the glove box contents.

   b. Release the two glove box stops and lower the glove box downward past the stops (Figure 3).

   c. Disengage the glove box hinges from the instrument panel and remove the glove box.
Service Procedure (Continued)

5. Use the following steps to remove the center bezel.

a. Remove the two lower screws from the steering column opening cover then release the two retainer clips that secure the top of the steering column opening cover to the instrument panel and remove the cover (Figure 4).

b. Open the ashtray and the cup holder.

c. Remove and save the retaining screw that secures the instrument panel center bezel to the instrument panel (Figure 5).

d. Using a trim stick, disengage the retainer clips that secure the instrument panel center bezel to the instrument panel (Figure 5).

Figure 4 – Steering Column Opening Cover

Figure 5 – Instrument Panel Center Bezel
e. Disconnect the wire harness connectors and remove the instrument panel center bezel from the vehicle (Figure 6).

- If the vehicle is equipped with a cup holder, continue with Step 6.
- If the vehicle is equipped with a storage bin, continue with Step 7.

**NOTE:** A storage bin replaces the cup holder in the instrument panel when the vehicle is equipped with a floor console and manual transmission.
6. Use the following steps to remove the cup holder, if equipped:

a. Remove the Airbag Control Module (ACM) cover using a trim stick or another suitable wide flat-bladed tool. Gently pry each side of the ACM cover away from the instrument panel at each side of the center bracket on the floor panel transmission tunnel far enough to disengage the two snap clip retainers from the instrument panel receptacles (Figure 7).

b. Remove and save the two upper screws that secure the cup holder to the instrument panel (Figure 8).
Service Procedure (Continued)

c. Remove and save the two lower screws that secure the cup holder to the instrument panel (Figure 9).

d. Open the cup holder and cup holder door then remove and save the two center screws that secure the cup holder to the instrument panel (Figure 10).

e. Remove the cup holder from the vehicle and continue with Step 8.
7. Use the following steps to remove the storage bin, if equipped with a manual transmission.

   a. Remove the 4WD gear shift boot, if equipped.

   b. Remove the transmission gear shift lever extension, if equipped with a manual transmission.

   c. Using a trim stick, disengage the retaining tabs that secure the manual transmission gear shift boot or storage bin (depending on application) to the floor console and remove the boot or storage bin.

   d. Remove the three inserts from the floor console.

   e. Remove and save the three bolts that secure the floor console to the floor panel.

   f. Lift up the rear of the floor console to clear the gear shift lever, if equipped.

   g. Slide the floor console rearward and remove it from the instrument panel.

   h. Remove and save the four screws that secure the storage bin to the instrument panel and remove the storage bin.
8. Use the following steps to remove the ash receiver:

   a. Open the ash receiver and apply force in a downward motion to disengage the locking tabs from the instrument panel.

   b. Roll the ash receiver further downward and remove it from the instrument panel.

9. Remove and save the twenty one screws that secure the instrument panel lower surround to the instrument panel and support (Figure 11 and 12).
Service Procedure (Continued)

10. Disconnect the wire harness connectors for the 12V power outlet and the glove box switch then remove the instrument panel lower surround.

11. Remove and save the screw that secures the mounting tab of the panel outlet housing to the upper glove box opening reinforcement (Figure 13).

12. Remove and save the six mounting screws that secure the inboard and lower flanges of the passenger airbag door to the instrument panel (Figure 14).

13. Reach through and above the glove box opening to access and remove and save the two screws that secure the passenger airbag rear brackets to the upper glove box opening reinforcement (Figure XX).

14. Reach through and above the glove box opening to access and remove and save the two screws that secure the passenger airbag front brackets to the instrument panel structural support (Figure XX).

15. Using a trim stick or another suitable wide flat-bladed tool, gently pry the upper and outboard edges of the passenger airbag door away from the instrument panel far enough to disengage the seven snap features on the door from the receptacles in the instrument panel base trim (Figure XX).

16. Pull the passenger airbag housing and door unit straight back from the instrument panel far enough to access the instrument panel wire harness take out and connector for the airbag located on the inboard side of the airbag housing (Figure XX).
13. Reach through and above the glove box opening to access and remove the two screws that secure the passenger airbag rear brackets to the upper glove box opening reinforcement (Figure 15).

14. Reach through and above the glove box opening to access and remove the two screws that secure the passenger airbag front brackets to the instrument panel structural support (Figure 15).
15. Using a trim stick or another suitable wide flat-bladed tool, gently pry the upper and outboard edges of the passenger airbag door away from the instrument panel far enough to disengage the seven snap features on the door from the receptacles in the instrument panel base trim (Figure 16).

16. Pull the passenger airbag housing and door assembly straight back from the instrument panel far enough to access the instrument panel wire harness take out and connector for the airbag located on the inboard side of the airbag assembly (Figure 16).
17. Use the following steps to disconnect the passenger airbag pigtail wire harness connector from the instrument panel wire harness connector for the airbag.

   a. If equipped, slide the red Connector Position Assurance (CPA) lock on the connector toward the side of the connector (Figure 17).

   b. Depress the connector latch tab and pull the two halves of the connector straight away from each other.

18. Remove the passenger airbag and airbag door from the instrument panel as a unit.
19. Use the following procedure to retrofit the passenger side airbag assembly (2004 through 2005 DR and 2005 DH models only).

a. Place the passenger airbag assembly on a soft surface to prevent damage.

b. Disengage the wire harness jumper from the housing clips in two places (Figure 18).

c. Disconnect the first inflator connector from the end of the inflator using pliers (Figure 19).
d. Remove the yellow three way inline connector from the housing bracket (Figure 20).

e. Disconnect the second inflator connector from the end of the inflator using pliers (Figure 21).

f. Remove and discard the wire harness jumper (Figure 21).
g. Disengage the airbag module clips from the airbag cover windows on all sides (Figure 22).

h. Remove the airbag module from the airbag cover once the cover clips are disengaged.

i. Remove and discard the six mounting nuts (Figure 23).
Service Procedure (Continued)

j. Slide the cushion out of the housing and remove the inflator.  
   NOTE: Use care as to not disturb the cushion fold.

k. Install the new inflator to the cushion noting keyed end alignment  
   (Figure 24).

   NOTE: Ensure proper inflator fit.  Note error proofing tab when  
   reassembling to cushion (Figure 24).

Figure 24 – Inflator to Cushion
1. Install the cushion/inflator assembly into housing while feeding the wire harness jumper through the housing as shown. Ensure cushion fold is not disturbed (Figure 25).

   NOTE: Ensure proper inflator assembly fit. Note error proofing tab when reassembling to cushion (Figure 26).

m. Install the six new mounting nuts and tighten to 88 in. lbs. (10 N·m) (Figure 26).

n. Connect the yellow three way inline connector to the mounting points on the housing (Figure 20).

o. Connect the yellow inflator wire connector (Figure 21).

p. Clip the wire harness jumper three way connector on the housing in two places (Figure 18).
q. Install the airbag cover to the airbag module ensuring all clips are fully engaged in the windows on both sides (Figure 27).

**WARNING:** To avoid personal injury or death, the passenger airbag door must never be painted. Replacement passenger airbag units are serviced with doors in the original colors. Paint may change the way in which the material of the airbag door responds to an airbag deployment. Failure to observe this warning could result in occupant injuries upon airbag deployment.

**WARNING:** To avoid personal injury or death, the trim bezel on the lower edge of the passenger airbag door on SRT-10 models must never be removed or transferred to another passenger airbag door. Replacement passenger airbag units are serviced with doors that include a replacement trim bezel. Failure to observe this warning could result in trim bezel separation and occupant injuries upon airbag deployment.

**WARNING:** To avoid personal injury or death, use extreme care to prevent any foreign material from entering the passenger airbag, or becoming entrapped between the passenger airbag cushion and the passenger airbag door. Failure to observe this warning could result in occupant injuries upon airbag deployment.
20. Carefully position the passenger airbag assembly to the instrument panel as a unit.

21. Connect the passenger airbag pigtail wire connector to the instrument panel wire harness connector for the airbag. This connector is secured to the inboard side of the airbag housing. Be certain that the latch on the connector and the red Connector Position Assurance (CPA) lock, if equipped, are each fully engaged (Figure 17).

22. Position the passenger airbag housing and door unit into the instrument panel.

23. Using hand pressure, press firmly and evenly over each of the seven snap features on the upper and outboard edges of the passenger airbag door until they snap into their receptacles in the instrument panel base trim.

24. Reach through and above the glove box opening to install and tighten the two screws that secure the passenger airbag front brackets to the instrument panel structural support. Tighten the screws to 55 in. lbs. (6 N·m) (Figure 15).

25. Reach through and above the glove box opening to install and tighten the two screws that secure the passenger airbag rear brackets to the upper glove box opening reinforcement. Tighten the screws to 55 in. lbs. (6 N·m) (Figure 15).

26. Install and tighten the six mounting screws that secure the inboard and lower flanges of the passenger airbag door to the instrument panel. Tighten the screws to 20 in. lbs. (2 N·m) (Figure 14).

27. Install and tighten the screw that secures the mounting tab of the panel outlet housing to the upper glove box opening reinforcement. Tighten the screw to 20 in. lbs. (2 N·m) (Figure 13).

28. Position the instrument panel lower surround to the instrument panel and connect the wire harness connectors for the 12V power outlet and the glove box switch.
Service Procedure (Continued)

29. Install the instrument panel lower surround onto the instrument panel and install the twenty one screws. Tighten the screws to 20 in. lbs. (2 N·m) (Figures 11 and 12).

30. Install the cup holder or storage bin, if equipped (Figures 8, 9 and 10).

31. Install the center bezel.
   
   a. Connect all electrical connectors (Figure 6).
   
   b. Position and gently clip into place.
   
   c. Install one screw on right side (Figure 5).

32. Install the ACM cover (Figure 7).

33. Install the ash receiver.

34. Install the steering column opening cover (Figure 4).

35. Install the glove box (Figure 3).

36. Install the right side cowl trim panel (Figure 2).

37. Install the right instrument panel side cover (Figure 1).

38. Do not reconnect the negative cable to the battery at this time. Continue with Section K. Supplemental Restraint System (SRS) Verification Test.
C. Replace Passenger Airbag Inflator: 2006 - 2010DR, DH, DC, DM, D1

WARNING: To avoid serious or fatal injury on vehicles equipped with airbags, disable the Supplemental Restraint System (SRS) before attempting any steering wheel, steering column, airbag, seat belt tensioner, impact sensor or instrument panel component 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 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 or seat belt tensioner.

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

WARNING: Wait two minutes for the airbag system reserve capacitor to discharge before beginning any airbag system or component service. Failure to do so may result in accidental airbag deployment, personal injury or death.
2. Using a trim stick C-4755 or equivalent, disengage the eight retainer clips that secure the rear of the instrument panel top cover to the top of the instrument panel (Figure 28).

3. Pull the instrument panel top cover rearward to release the five retainer clips that secure the front of the instrument panel top cover to the top of the instrument panel and remove the cover.
4. Remove the glove box from the instrument panel.

5. Disconnect the antenna cable and electrical connector, if equipped (Figure 29).

6. Remove the three mounting fasteners securing the receiver to the bracket if equipped (Figure 29).

7. Remove the satellite receiver, if equipped (Figure 29).

Figure 29 – Satellite Receiver (if equipped)
(View through glove box opening)
8. Reach up into the instrument panel between the upper glove box opening reinforcement and the cross car beam to access and disconnect the instrument panel wire electrical connector from the airbag inflator pigtail wire connector on the right side of the instrument panel airbag support bracket (Figure 30). To disconnect the connector:

a. Slide the red Connector Position Assurance (CPA) lock on the top of the connector toward the side of the connector.

b. Depress the connector latch tab and pull the two halves of the connector straight away from each other.

9. Remove and save the two screws that secure the passenger airbag lower bracket to the instrument panel airbag support bracket (Figure 30).

10. Disengage the airbag inflator pigtail wire connector from the instrument panel airbag support bracket (Figure 30).
11. Using a trim stick or another suitable wide flat-bladed tool, gently pry the airbag door forward, then the outboard edges of the passenger airbag door away from the instrument panel far enough to disengage the snap features on the door from the receptacles in the instrument panel base trim (Figure 31).

12. Remove the passenger airbag and airbag door from the instrument panel as a unit.
13. Use the following procedure to retrofit the passenger side airbag assembly.

   a. Place the passenger airbag assembly on a soft surface to prevent damage using the foam block provided with the inflator kit.

   b. Disconnect the single yellow wire inflator connector from the end of the inflator using pliers (Figure 32).

   c. Disengage the wire harness jumper from the housing clips in three places (Figure 33).
d. Remove and **discard** the four mounting nuts and remove and save the stopper plate from the passenger airbag module (Figure 34).

e. Slide the inflator out of the passenger airbag module (Figure 35).
Service Procedure (Continued)

f. Slide the NEW inflator into the passenger airbag module housing. The keyed end is inserted first; therefore the white stripe on the NEW inflator will be located at the open end (Figure 36).

NOTE: The inflator is keyed to fit into the housing (Figure 36).
g. Install the stopper plate to the airbag module (Figure 34).

h. Install the four **NEW** mounting nuts to the airbag module and tighten to 53 in. lbs. (6 N·m) (Figure 34).

i. Connect the single yellow wire inflator connector to the end of the inflator after removing the protective tape from the end of the inflator (Figure 32).

j. Engage the wire harness jumper under the housing clips in three places (Figure 33).

k. Retrofit is complete.

**WARNING:** To avoid personal injury or death, the passenger airbag door must never be painted. Replacement passenger airbag units are serviced with doors in the original colors. Paint may change the way in which the material of the airbag door responds to an airbag deployment. Failure to observe this warning could result in occupant injuries upon airbag deployment.

**WARNING:** To avoid personal injury or death, use extreme care to prevent any foreign material from entering the passenger airbag, or becoming entrapped between the passenger airbag cushion and the passenger airbag door. Failure to observe this warning could result in occupant injuries upon airbag deployment.
14. Carefully position the passenger airbag and airbag door through the opening in the top of the instrument panel. Be certain that the rear edge of the passenger airbag lower bracket is engaged in the hook formation of the instrument panel airbag support bracket, and the anti-rotation tabs on either side of the hook are engaged in the two holes in the airbag lower bracket.

15. Install and tighten the two screws that secure the passenger airbag lower bracket to the instrument panel airbag support bracket. Tighten the screws to 55 in. lbs. (6 N·m).

16. Connect the airbag inflator pigtail wire connector onto the side of the instrument panel airbag support bracket.

17. Connect the instrument panel wire harness connector to the passenger airbag pigtail wire connector on the right side of the airbag lower mounting bracket. Be certain that the latch on the connector and the red Connector Position Assurance (CPA) lock are each fully engaged.

18. Engage the interlocking tabs on the rear edge of the passenger airbag door into the corresponding slots in the instrument panel base trim.

19. Using hand pressure, push down on the passenger airbag door over each snap feature on both sides and the forward edge of the airbag door until it snaps into its receptacle in the instrument panel base trim.
20. Position satellite receiver and install mounting fasteners, if equipped. Tighten fasteners securely.

21. Connect antenna cable and electrical harness connector to receiver, if equipped.

22. Install the glove box into the instrument panel.

23. Install the top cover onto the top of the instrument panel.

24. Do not reconnect the battery negative cable at this time. The Supplemental Restraint System (SRS) verification test procedure should be performed following service of any SRS component.

25. Do not reconnect the negative cable to the battery at this time. Continue with Section K. Supplemental Restraint System (SRS) Verification Test.
D. Replace Passenger Airbag Inflator: HB, HG

WARNING: To avoid serious or fatal injury on vehicles equipped with airbags, disable the Supplemental Restraint System (SRS) before attempting any steering wheel, steering column, airbag, seat belt tensioner, impact sensor or instrument panel component 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 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 or seat belt tensioner.

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

WARNING: Wait two minutes for the airbag system reserve capacitor to discharge before beginning any airbag system or component service. Failure to do so may result in accidental airbag deployment, personal injury or death.
2. Use the following steps to remove the defroster grille from the top of the instrument panel.

   a. Using a trim stick, remove the driver side A-pillar trim.

   b. Open the trim covers in the passenger side A-pillar grab handle and remove and save the two bolts (Figure 37).

   c. Remove the passenger side A-pillar trim.

   d. Using a trim stick, remove the instrument panel defroster grille (Figure 38).

   e. Disconnect the sun sensor electrical connector from the center of the instrument panel defroster grille.
3. Use the following steps to remove the glove box.

   a. Release the two glove box stops and lower the glove box downward past the stops.

   b. Disengage the glove box hinges from the instrument panel and remove the glove box.

4. Reach up into the instrument panel glove box opening and through the access holes to remove and save the two mounting bolts that secure the passenger airbag bracket to the instrument panel support structure (Figure 39) (Figure 40).

   ![Figure 39 – Airbag Mounting Screws and Bracket](image1)

   ![Figure 40 - Passenger Airbag Mounting Bolt Access Holes](image2)
5. Using a trim stick or another suitable wide flat bladed tool, gently pry the forward and side edges of the passenger airbag door away from the top of the instrument panel far enough to disengage the snap features on the airbag door from the receptacles in the instrument panel top pad (Figure 41).

6. Pull the passenger airbag out of the instrument panel far enough to access and disconnect the instrument panel wire harness connector from the passenger airbag inflator pigtail connector on the right side of the passenger airbag mounting bracket.

   a. Slide the red Connector Position Assurance (CPA) lock on the connector toward the side of the connector (Figure 42).

   b. Depress the connector latch tab and pull the two halves of the connector straight away from each other.
7. Remove the passenger airbag and airbag door from the instrument panel as a unit.

8. Use the following procedure to retrofit the passenger airbag assembly.

   a. Place the passenger airbag assembly on a soft surface to prevent damage using the foam block provided with the inflator kit.

   b. Disengage the wire harness jumper from the housing clips in two places (Figure 43).

   c. Disconnect the single yellow wire inflator connector from the end of the inflator (Figure 43).
d. Release the yellow three way inline connector from the housing bracket (Figure 44).
e. Remove and **discard** the four mounting nuts and remove and save the stopper plate from the housing (Figure 45).

f. Slide the inflator out of the housing (Figure 46).
g. Slide the new inflator into the housing (Figure 47).

NOTE: The inflator is keyed to fit into the housing.
h. Install the stopper plate to the passenger airbag module (Figure 45).

i. Install the four new mounting nuts to the passenger airbag module and tighten to 53 in. lbs. (6 N·m) (Figure 45).

j. Install the yellow three way inline connector to the housing bracket (Figure 44).

k. Connect the single yellow wire inflator connector to the end of the inflator after removing the protective tape from the end of the inflator (Figure 43).

l. Engage the wire jumper to the housing clips in two places (Figure 43).

**WARNING:** To avoid personal injury or death, the passenger airbag door must never be painted. Replacement passenger airbag units are serviced with doors in the original colors. Paint may change the way in which the material of the airbag door responds to an airbag deployment. Failure to observe this warning could result in occupant injuries upon airbag deployment.

**WARNING:** To avoid personal injury or death, use extreme care to prevent any foreign material from entering the passenger airbag, or becoming entrapped between the passenger airbag cushion and the passenger airbag door. Failure to observe this warning could result in occupant injuries upon airbag deployment.

9. Carefully position the passenger airbag and airbag door to the instrument panel as a unit.

10. Connect the instrument panel wire harness connector for the airbag to the passenger airbag inflator pigtail wire connector on the right side of the airbag mounting bracket. Be certain that the latch on the connector and the red Connector Position Assurance (CPA) lock are each fully engaged (Figure 42).
11. Carefully lower the passenger airbag unit into the instrument panel, being certain that the airbag mounting bracket is properly positioned to the instrument panel support structure.

12. Reach into the glove box opening to install and tighten the two mounting bolts that secure the passenger airbag mounting bracket to the instrument panel support structure through the access holes. Tighten the mounting bolts to 55 in. lbs. (6 N·m).

13. Align and insert the rearward tabs of the passenger airbag door into the slots in the instrument panel top pad.

14. Using hand pressure, push down on the passenger airbag door over each snap feature until it snaps into its receptacle in the instrument panel base trim.

15. Install the glove box into the instrument panel.

16. Connect the sun sensor connector to the sun sensor.

17. Install the defroster grille onto the top of the instrument panel.

18. Install the passenger side A-pillar trim.

19. Install the passenger side grab handle.

20. Install the driver’s side A-pillar trim.

21. Do not reconnect the negative cable to the battery at this time. Continue with Section K. Supplemental Restraint System (SRS) Verification Test.
E. Replace Passenger Airbag Inflator: 2005-2010 LX

WARNING: To avoid serious or fatal injury on vehicles equipped with airbags, disable the Supplemental Restraint System (SRS) before attempting any steering wheel, steering column, airbag, seat belt tensioner, impact sensor or instrument panel component 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 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 or seat belt tensioner.

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

WARNING: Wait two minutes for the airbag system reserve capacitor to discharge before beginning any airbag system or component service. Failure to do so may result in accidental airbag deployment, personal injury or death.
2. Use the following steps to remove the right side instrument panel silencer pad.

   a. Remove and save the two push-pins that secure the instrument panel silencer to the instrument panel (Figure 48).

   b. Pull the right side silencer pad rearward to disengage it from the brackets located near the dash panel.

   c. Remove the right side silencer pad from the vehicle.

3. Use the following steps to remove the glove box.

   a. Remove the check strap from the right side of the glove box (Figure 49).

   b. Release the two glove box stops and lower the glove box downward past the stops.

   c. Disengage the glove box hinges from the instrument panel and remove the glove box.
4. Remove and save the three mounting screws to the inner glove box shield, if equipped (Figure 50).

Figure 50 – Inner Glove Box Shield
5. Remove and save the two inboard mounting bolts to the passenger airbag assembly just below the distribution duct and to the left of the distribution housing (Figure 51).

6. Remove and save the two outboard mounting bolts to the passenger airbag assembly just below the distribution duct (Figure 51).

7. Remove and save the two passenger airbag assembly mounting bolts to the crosscar beam (Figure 51).

Figure 51 – Passenger Airbag Mounting Locations
8. Pull the passenger airbag assembly out of the instrument panel far enough to access and disconnect the instrument panel wire harness connector from the wire harness jumper connector on the right side of the airbag mounting bracket.

   a. Slide the red Connector Position Assurance (CPA) lock on the connector toward the side of the connector (Figure 52).

   b. Depress the connector latch tab and pull the two halves of the connector straight away from each other.

9. Remove the passenger airbag and airbag door from the instrument panel as a unit.

10. Use the following procedure to retrofit the passenger airbag assembly.

    a. Place the passenger airbag assembly on a soft surface to prevent damage.

    b. Disengage the wire harness jumper from the housing clips in two places (Figure 53).

    c. Disconnect the single yellow wire inflator connector from the end of the inflator using pliers (Figure 53).
Service Procedure (Continued)

d. Remove the yellow three way wire harness jumper connector from the housing bracket (Figure 54).

e. Remove and discard the four mounting nuts, then remove the stopper plate from the passenger airbag module (Figure 54).

f. Slide the inflator out of the passenger airbag module (Figure 55).

g. Slide the new inflator into the passenger airbag module (Figure 55).

NOTE: The inflator is keyed to fit into the housing (Figure 46).
h. Install the stopper plate to the passenger airbag module (Figure 54).

i. Install the four new mounting nuts to the passenger airbag module and tighten to 53 in. lbs. (6 N·m) (Figure 54).

j. Install the yellow three way wire harness jumper connector to the retaining clip (Figure 54).

k. Connect the single yellow inflator connector to the end of the passenger airbag inflator (Figure 53).

l. Engage the wire jumper to the housing in two places (Figure 53).

**WARNING:** To avoid personal injury or death, the passenger airbag door must never be painted. Replacement passenger airbag units are serviced with doors in the original colors. Paint may change the way in which the material of the airbag door responds to an airbag deployment. Failure to observe this warning could result in occupant injuries upon airbag deployment.

**WARNING:** To avoid personal injury or death, use extreme care to prevent any foreign material from entering the passenger airbag, or becoming entrapped between the passenger airbag cushion and the passenger airbag door. Failure to observe this warning could result in occupant injuries upon airbag deployment.
11. Place the passenger airbag into the cavity of the passenger airbag door.

12. Connect the instrument panel wire harness connector for the airbag to the passenger airbag inflator pigtail wire connector on the right side of the airbag mounting bracket. Be certain that the latch on the connector and the red Connector Position Assurance (CPA) lock are each fully engaged.

13. Install the two passenger airbag mounting bolts to the crosscar beam. Torque bolts to 103 in. lbs. (11.6 N·m).

14. Install the two inboard mounting bolts to the passenger airbag just below the distribution duct and to the left of the distribution housing. Torque the screws to 25 in. lbs. (2.8 N·m).

15. Install the two outboard mounting bolts to the passenger airbag just below the distribution duct. Torque the screws to 25 in. lbs. (2.8 N·m).

16. Install the inner glove box silencer shield using the three mounting screws.

17. Install the glove box into the instrument panel.

18. Install the right side instrument panel silencer pad.

19. Do not reconnect the negative cable to the battery at this time. Continue with Section K. Supplemental Restraint System (SRS) Verification Test.
F. Replace Passenger Airbag Inflator: 2011-2012 LX, LD

WARNING: To avoid serious or fatal injury on vehicles equipped with airbags, disable the Supplemental Restraint System (SRS) before attempting any steering wheel, steering column, airbag, seat belt tensioner, impact sensor or instrument panel component 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 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 or seat belt tensioner.

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. Disconnect and isolate the battery negative cable then remove the two Airbag Module fuses from the Power Distribution Center (PDC), see the PDC cover for the fuse locations. Wait two minutes for the system capacitor to discharge before further service (Figure 56).

WARNING: Wait two minutes for the airbag system reserve capacitor to discharge before beginning any airbag system or component service. Failure to do so may result in accidental airbag deployment, personal injury or death.

Figure 56 – Battery Negative
Service Procedure (Continued)

2. Use the following steps to remove the glove box from the instrument panel.

   a. Remove the right side instrument panel end cap.

   b. Remove the right side sill plate (Figure 57).

   c. Remove the three pushpins that secure the instrument panel silencer to the instrument panel (Figure 57).

   d. Disconnect the harness connector(s) and remove the right side instrument panel silencer (Figure 57).

   e. Open the glove box door.

   f. Remove the two side screws from the glove box compartment (Figure 58).

   g. Remove the six screws from the glove box compartment (Figure 58).

   h. Disconnect the wiring harness connectors and remove the glove box compartment.

Figure 57 – Instrument Panel Silencer

Figure 58 – Glove Box Compartment
3. Disconnect all of the electrical connectors from the Body Control Module (BCM) receptacles.

4. Remove and save the two fasteners at the bottom of the BCM (Figure 59).

5. Loosen the top fastener. This fastener only has to be loosened to allow removal of the BCM. It does not need to be completely removed in order to remove the module (Figure 59).

6. Pull the module away from the side bulk head and down and remove and save the module.

Figure 59 – Body Control Module
7. Disconnect the electrical connector from the HVAC module, located on the air inlet housing (Figure 60).

NOTE: It is not necessary to fully remove the two front HVAC module retaining screws. The front HVAC module retaining tabs are slotted to aid in module service.

8. Release the wire harness connectors from the bracket (Figure 60).

9. Loosen the two screws that secure the front of the HVAC module to the air inlet housing (Figure 60).

10. Remove the one screw that secures the rear of the HVAC module to the air inlet housing (Figure 60).

11. Slide the HVAC module rearward to disengage the module from the two front retaining screws and remove the module.

Figure 60 – HVAC Module
12. Reach through the instrument panel glove box opening to access and disconnect the two instrument panel electrical connectors from the two Passenger Airbag (PAB) initiators, one at each side of the PAB inflator canister (Figure 61).

13. Reach through the instrument panel glove box opening to access and remove and save the two screws that secure the PAB lower bracket to the instrument panel structural support (Figure 61).

14. Remove and save the four screws that secure the two upper PAB mounting brackets to the U-nuts on each side of the PAB retainer or chute on the underside of the instrument panel cover (Figure 61).
15. Remove the PAB from the instrument panel cover.

16. Use the following procedure to retrofit the passenger side airbag assembly.
   
a. Place the passenger airbag assembly on a soft surface to prevent damage.

   b. Remove and discard the four inflator mounting nuts (Figure 62).

   c. Remove and save stopper plate from housing (Figure 63).
d. Slide the inflator out of the passenger airbag module housing (Figure 64).

IMPORTANT: Do NOT discard old inflator. Follow the parts return policy and instructions at the beginning of this document.

Figure 64 – Remove Airbag Inflator
Service Procedure (Continued)

e. Slide the NEW inflator into the passenger airbag module housing. The keyed end is inserted first; therefore the white stripe on the NEW inflator will be located at the open end (Figure 65).

NOTE: The inflator’s key MUST line up with the housing’s key.

f. Position the stopper plate to the airbag housing (Figure 63).

g. Install the four NEW mounting nuts to the airbag housing and tighten to 62 in. lbs. (7 N·m) (Figure 62).

h. Passenger airbag retrofit is complete (Figure 66).
WARNING: To avoid personal injury or death, the passenger airbag door must never be painted. Replacement passenger airbag units are serviced with doors in the original colors. Paint may change the way in which the material of the airbag door responds to an airbag deployment. Failure to observe this warning could result in occupant injuries upon airbag deployment.

WARNING: To avoid personal injury or death, use extreme care to prevent any foreign material from entering the passenger airbag, or becoming entrapped between the passenger airbag cushion and the passenger airbag door. Failure to observe this warning could result in occupant injuries upon airbag deployment.

17. Carefully position the PAB housing into the PAB retainer receptacle.

18. Install and tighten the four screws that secure the PAB upper mounting brackets to the U-nuts on the retainer. Tighten the screws to 27 in. lbs. (3 N·m).

19. Reach through the instrument panel glove box opening to install and tighten the two screws that secure the PAB lower bracket to the instrument panel structural support. Tighten the screws to 103 in. lbs. (12 N·m).

20. Reach through the instrument panel glove box opening to access and connect the two instrument panel wire harness connectors to the two PAB initiators, one at each side of the PAB inflator canister. Be certain the connectors are each fully engaged and locked.

21. Position the HVAC module to the air inlet housing and engage the module to the two front retaining screws.

22. Loosely install the screw that secures the rear of the HVAC module to the air inlet housing.

23. Tighten all the screws that secure the HVAC module to the air inlet housing to 2 N·m (17 in. lbs.).

24. Connect the wire harness connector to the HVAC module.
25. Secure the wire harness connectors to the bracket.

26. Slide the BCM into position so that the top mounting tab on the BCM is properly aligned to the mounting weld stud and the lower mounting tabs slide into their respective mounting weld studs.

27. Install the two lower fasteners, and tighten securely.

28. Tighten the upper fastener securely.

29. Connect the electrical connectors to the BCM receptacles.

30. Connect the electrical connectors to the glove box.

31. Install the glove box into the instrument panel. Tighten all eight fasteners securely.

32. Connect the electrical connectors to the instrument panel silencer.

33. Secure the instrument panel silencer to the instrument panel.

34. Install the right side sill plate.

35. Install the right side instrument panel end cap.

36. Do not reconnect the negative cable to the battery at this time. Continue with Section K. Supplemental Restraint System (SRS) Verification Test.
**G. Replace Passenger Airbag Inflator: 2008-2012 LC**

**WARNING:** To avoid serious or fatal injury on vehicles equipped with airbags, disable the Supplemental Restraint System (SRS) before attempting any steering wheel, steering column, airbag, seat belt tensioner, impact sensor or instrument panel component 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 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 or seat belt tensioner.

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. Position the front wheels straight ahead.

2. Fully extend the telescoping column.

3. Apply the parking brake.

4. Turn the ignition switch to the On position, apply the service brakes and place the gear selector lever into the Neutral position.

5. Turn the ignition switch to the Off position and release the service brakes.

6. Disconnect and isolate the battery negative cable then remove the two Airbag Module fuses from the Power Distribution Center (PDC), see the PDC cover for the fuse locations. Wait two minutes for the system capacitor to discharge before further service.

**WARNING:** Wait two minutes for the airbag system reserve capacitor to discharge before beginning any airbag system or component service. Failure to do so may result in accidental airbag deployment, personal injury or death.
7. Using a small flat bladed tool or equivalent, separate the retaining ring and slide down the shifter shaft (Figure 67).

8. Pull up on the shifter knob and remove from the shifter shaft (Figure 67).

9. Remove the shifter bezel and/or shifter boot (Figure 67).

10. Open the lid of the console rear bin and remove the mat from the rear bin.

11. Using a trim stick, unsnap the console bezel from the console (Figure 68).

12. Disconnect the electrical connectors and remove the bezel.

**Figure 67 – Shifter Knob**

**Figure 68 - Console Bezel**
13. Remove the four fasteners from the rear bin that secure the console to the floor panel transmission tunnel (Figure 69).

14. Remove the two fasteners that secure the front of the console to the instrument panel (Figure 69).

15. Slide the console rearward and disconnect the electrical connectors.

16. Remove the floor console from the vehicle.

Figure 69 – Floor Console
17. Using a trim stick C-4755 or equivalent, remove the right and left side lower A-pillar trim (Figure 70).

18. Using a trim stick C-4755 or equivalent, release the right and left side upper A-pillar trim then release the airbag tether and remove the trim (Figure 70).

19. Using a trim stick C-4755 or equivalent, remove the right and left side scuff panel trim (Figure 70).

20. Using a trim stick C-4755 or equivalent, remove the right and left side kick panel trim (Figure 70).
Service Procedure (Continued)

21. Remove the two pushpins that secure the passenger side instrument panel silencer to the instrument panel bracket (Figure 71).

22. Pull the passenger side instrument panel silencer rearward to disengage it from the brackets located near the dash panel.

23. Remove the passenger side instrument panel silencer from the vehicle.

24. Open the glove box bin.

25. Remove the support strap and retainer assembly from the outboard end of the bin (Figure 72).

26. Push in on both sides of glove box bin to disengage the glove box stops and lower the bin.

27. Pivot the glove box bin downward and disengage the glove box hinge hooks from the instrument panel hinge brackets located at each end of the bin (Figure 72).

28. Remove the glove box bin from the vehicle.
29. Disconnect the instrument panel wire harness connector from the PAB pigtail wire connector (Figure 73).

30. Remove the two screws that secure the PAB lower bracket to the instrument panel structural support (Figure 73).

31. Remove the four screws that secure the PAB upper brackets to the sides of the PAB retainer or chute on the underside of the instrument panel cover (Figure 73).

32. Allow the PAB housing, inflator and cushion as a unit to remain on the underside of the instrument panel cover until Step 40. Do not pry or force the unit from the vehicle at this time.

Figure 73 – PAB Housing, Inflator and Cushion to be Removed a Unit (View through Glove Box Opening)
33. Remove the defroster grille to access the instrument panel top retaining bolts then remove and save the two M8 bolts and two M6 screws (Figure 74).

**WARNING:** Metal retaining clips may remain in the instrument panel. Remove the clips from the panel and install them on the defroster grille before grille installation.

**CAUTION:** Use extreme care to avoid damage to the windshield when removing the top four fasteners.

![Figure 74 – Top Instrument Panel Fasteners](image-url)
34. Remove and save the instrument panel side support bolts (Figure 75).

35. Remove and save the bolts that secure the bottom of the instrument panel (Figure 75).

   **CAUTION:** Place a protective cover over the shifter assembly during the next step to avoid damage to the instrument panel center stack.

36. With the help of an assistant lift the instrument panel assembly up and off of the supports approximately 2-3 inches then pivot the right side of the instrument panel assembly rearward enough to gain clearance needed to remove the PAB.

   **CAUTION:** To avoid damage to the PAB unit, be prepared to catch the PAB unit when pivoting the instrument panel assembly during step 36.

37. Remove the PAB housing, inflator and cushion as a unit.

![Figure 75 – Side and Bottom Retaining Bolts](image-url)
38. Use the following procedure to retrofit the passenger side airbag assembly.

   a. Place the passenger airbag assembly on a soft surface to prevent damage.

   b. Use pliers to grasp the single yellow wire inflator connector then wiggle as you pull up until it is disconnected from the inflator (Figure 76).

   c. Release the yellow wire harness connector from the inflator housing bracket (Figure 77).
d. Release the white wire from the three housing hooks (Figure 78).

![Image](image1.png)

Figure 78 – White Wire Harness

e. Remove and **discard** the four inflator mounting nuts (Figure 79).

![Image](image2.png)

Figure 79 – Mounting Nuts and Stopper Plate

f. Remove and save stopper plate from housing (Figures 78 and 79).
g. Slide the inflator out of the housing (Figure 80).

IMPORTANT: Do NOT discard old inflator. Follow the parts return policy and instructions at the beginning of this document.
Service Procedure (Continued)

h. Slide the NEW inflator into the passenger airbag module housing. The keyed end is inserted first; therefore the white stripe on the NEW inflator will be located at the open end (Figures 81 and 82).

NOTE: The inflator’s key MUST line up with the housing’s key.

Figure 81 – Install New Inflator to Housing

Figure 82 – Inflator End Position
Service Procedure (Continued)

i. Position the stopper plate to the airbag housing (Figure 83).

j. Install the four NEW mounting nuts to the airbag housing and tighten to 62 in. lbs. (7 N·m) (Figure 83).

k. Ensure that the inflator’s key is still lined up with the housing’s key (Figure 84).
Service Procedure (Continued)

1. Attach the white wire to the three hooks on the housing (Figure 85).

m. Install the yellow three way inline connector to the airbag housing bracket (Figure xx).

   **CAUTION:** Use extra care when aligning the single yellow wire inflator connector to the inflator receptacle as there are no alignment tang features.

n. Connect the single yellow wire inflator connector to the end of the inflator after removing the protective tape from the end of the inflator (Figure 85).

o. Passenger airbag retrofit is complete (Figure 85).

**WARNING:** To avoid personal injury or death, the passenger airbag door must never be painted. Replacement passenger airbag units are serviced with doors in the original colors. Paint may change the way in which the material of the airbag door responds to an airbag deployment. Failure to observe this warning could result in occupant injuries upon airbag deployment.

**WARNING:** To avoid personal injury or death, use extreme care to prevent any foreign material from entering the passenger airbag, or becoming entrapped between the passenger airbag cushion and the passenger airbag door. Failure to observe this warning could result in occupant injuries upon airbag deployment.
39. Carefully position the PAB into the instrument panel with the upper brackets aligned with the mounting provisions of the PAB retainer or chute on the underside of the instrument panel cover, and the lower bracket aligned with the mounting provisions on the instrument panel structural support.

40. Hand start the two screws that secure the PAB lower bracket to the instrument panel structural support.

41. With the help of an assistant position the instrument panel assembly into the dash panel and install the instrument panel onto the supports.

42. Loosely install all the bolts that secure the instrument panel to the body. Tighten the bolts/screws in the following order:

- Tighten the two top instrument panel bolts to 8 N·m (70 in. lbs.).
- Tighten the two top instrument panel screws securely.
- Tighten the six (right and left) side support bolts to 8 N·m (70 in. lbs.).
- Tighten the two bottom instrument panel bolts to 6 N·m (53 in. lbs.).

43. Install the four screws that secure the PAB upper brackets to each side of the PAB retainer or chute on the underside of the instrument panel cover.

- For vehicles equipped with M8 screws tighten to 27 in. lbs. (3 N·m).
- For vehicles equipped with M6 screws tighten securely.

44. Tighten the two screws that secure the PAB lower bracket to the instrument panel structural support to 103 in. lbs. (11.6 N·m).

45. Connect the instrument panel wire harness connector to the PAB pigtail wire connector.
46. Install the glove box.

47. Install the passenger side instrument panel silencer.

48. Install the right and left side upper A-pillar trim panels.

49. Install the right and left side kick panels.

50. Install the left and right side lower A-pillar trim panels.

51. Install the right and left side sill plates.

52. Install the defroster grille to the top of the instrument panel.
53. Use the following steps to install the center floor console.

   a. Position the floor console into the vehicle and connect the electrical connectors.

   b. Install the fasteners at the front of the center console. Tighten the screws to 3 N·m (27 in. lbs.).

   c. Install the fasteners into the rear bin. Tighten the bolts to 5 N·m (44 in. lbs.).

   d. Position the console shifter bezel into the vehicle.

   e. Connect the electrical connectors.

   f. Position the mat into the console rear bin.

   g. Install the shifter boot and bezel.

   h. Slide the retaining ring over the shifter shaft and slide the shift knob onto the shaft and slide down into place fully.

   i. Seat the retaining ring up onto the shifter knob and seat fully.

   j. Place the gear selector lever into the Park position.

   k. Release the park brake.

54. Do not reconnect the negative cable to the battery at this time. Continue with Section K. Supplemental Restraint System (SRS) Verification Test.
H. Replace Passenger Airbag Inflator: ND

WARNING: To avoid serious or fatal injury on vehicles equipped with airbags, disable the Supplemental Restraint System (SRS) before attempting any steering wheel, steering column, airbag, seat belt tensioner, impact sensor or instrument panel component 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 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 or seat belt tensioner.

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

   WARNING: Wait two minutes for the airbag system reserve capacitor to discharge before beginning any airbag system or component service. Failure to do so may result in accidental airbag deployment, personal injury or death.
Service Procedure (Continued)

2. Use the following steps to remove the defroster grille from the top of the instrument panel.

a. Open the trim covers in the driver side A-pillar grab handle and remove and save the bolts (Figure 86).

b. Remove the driver’s side A-pillar trim (Figure 86).

c. Open the trim covers in the passenger side A-pillar grab handle and remove and save the bolts.

d. Remove the passenger side A-pillar trim panel.

e. Using a trim stick, remove the instrument panel defroster grille (Figure 87).
3. Use the following steps to remove the glove box.

   a. Release the two glove box stops and lower the glove box downward past the stops.

   b. Disengage the glove box hinges from the instrument panel and remove the glove box.

4. Reach up into the instrument panel glove box opening and through the access holes to remove and save the two bolts that secure the passenger airbag bracket to the instrument panel support structure (Figure 88) (Figure 89).

Figure 88 – Passenger Airbag Mounting Bracket

Figure 89 – Instrument Panel Mounting Bracket Viewed through Windshield and Airbag Door Opening
Service Procedure (Continued)

5. Using a trim stick or another suitable wide flat bladed tool, gently pry the forward and side edges of the passenger airbag door away from the top of the instrument panel far enough to disengage the snap features on the door from the receptacles in the instrument panel top pad (Figure 90).

6. Pull the passenger airbag out of the instrument panel far enough to access and disconnect the instrument panel wire harness connector from the airbag inflator pigtail connector on the right side of the airbag mounting bracket.
   a. Slide the red Connector Position Assurance (CPA) lock on the connector toward the side of the connector (Figure 91).
   b. Depress the connector latch tab and pull the two halves of the connector straight away from each other.

Figure 90 – Passenger Airbag Door

Figure 91 – Airbag Inflator Pigtail Connector
7. Remove the passenger airbag and airbag door from the instrument panel as a unit.

8. Use the following procedure to retrofit the passenger side airbag assembly.

   a. Place the passenger airbag assembly on a soft surface to prevent damage using the foam block provided with the inflator kit.

   b. Disengage the wire harness jumper from the housing clips in two places (Figure 92).

   c. Disconnect the single yellow wire inflator connector from the end of the inflator using pliers (Figure 93).

   d. Remove the yellow three way inline connector from the housing bracket (Figure 93).
Service Procedure (Continued)

Figure 94 – Mounting Nuts and Stopper Plate

- Remove and discard the four mounting nuts and stopper plate from the passenger airbag module (Figure 94).

- Slide the inflator out of the passenger airbag module (Figure 95).
Service Procedure (Continued)

g. Slide the new inflator into the passenger airbag module (Figure 96).

NOTE: The inflator is keyed to fit into the housing (Figure 96).

Figure 96 – Passenger Inflator Installation
h. Install the stopper plate to the airbag module (Figure 94).

i. Install the four new mounting nuts to the airbag module and tighten to 53 in. lbs. (6 N·m) (Figure 94).

j. Install the yellow three way inline connector to the housing bracket (Figure 93).

k. Connect the single yellow wire inflator connector to the end of the inflator after removing the protective tape from the end of the inflator (Figure 93).

l. Engage the wire harness jumper under the housing clips in two places (Figure 92).

**WARNING:** To avoid personal injury or death, the passenger airbag door must never be painted. Replacement passenger airbag units are serviced with doors in the original colors. Paint may change the way in which the material of the airbag door responds to an airbag deployment. Failure to observe this warning could result in occupant injuries upon airbag deployment.

**WARNING:** To avoid personal injury or death, use extreme care to prevent any foreign material from entering the passenger airbag, or becoming entrapped between the passenger airbag cushion and the passenger airbag door. Failure to observe this warning could result in occupant injuries upon airbag deployment.

9. Carefully position the passenger airbag and airbag door to the instrument panel as a unit.

10. Connect the instrument panel wire harness connector for the airbag to the passenger airbag inflator pigtail wire connector on the right side of the airbag mounting bracket. Be certain that the latch on the connector and the red Connector Position Assurance (CPA) lock are each fully engaged.
**Service Procedure (Continued)**

11. Carefully lower the passenger airbag unit into the instrument panel, being certain that the passenger airbag mounting bracket is properly positioned to the instrument panel support structure.

12. Reach into the glove box opening to install and tighten the two bolts that secure the passenger airbag mounting bracket to the instrument panel support structure through the access holes. Tighten the screws to 55 in. lbs. (6 N·m).

13. Align and insert the rearward tabs of the passenger airbag door into the slots in the instrument panel top pad.

14. Using hand pressure, push down on the passenger airbag door over each snap feature until it snaps into its receptacle in the instrument panel base trim.

15. Install the glove box into the instrument panel.

16. Install the defroster grille onto the top of the instrument panel.

17. Install the passenger side A-pillar trim.

18. Install the passenger side grab handle.

19. Install the driver’s side A-pillar trim.

20. Install the driver side grab handle.

21. Do not reconnect the negative cable to the battery at this time. Continue with Section K. Supplemental Restraint System (SRS) Verification Test.
I. Replace Passenger Airbag Inflator: JK

WARNING: To avoid serious or fatal injury on vehicles equipped with airbags, disable the Supplemental Restraint System (SRS) before attempting any steering wheel, steering column, airbag, seat belt tensioner, impact sensor or instrument panel component 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 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 or seat belt tensioner.

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

WARNING: Wait two minutes for the airbag system reserve capacitor to discharge before beginning any airbag system or component service. Failure to do so may result in accidental airbag deployment, personal injury or death.
2. Remove the trim plug from the access hole in the top of the instrument panel between the windshield and the forward edge of the passenger airbag door (Figure 97).

3. Working through the access hole, loosen the nut that secures the passenger airbag upper bracket and the instrument panel armature to the stud near the windshield fence line (Figure 97).

   **NOTE:** The nut that secures the passenger airbag upper bracket does not need to be completely removed.
4. Remove the grab handle above the glove box door from the instrument panel.
   a. Using a trim stick C-4755 or equivalent, slide the grab handle trim caps off the trim handle.
   b. Remove and save the two bolts and remove the grab handle (Figure 98).

5. Remove the glove box from the instrument panel.
   a. Open the glove box and squeeze the stop tabs inward.
   b. Lower the glove box and release the hinges and remove the glove box.

6. Reach up into the instrument panel glove box opening to access and remove and save the two nuts that secure the passenger airbag lower studs to the instrument panel armature on each side of the glove box latch striker (Figure 99).
7. Using a trim stick or another suitable wide flat-bladed tool, gently pry the edges of the passenger airbag door rearward far enough to disengage the snap features in the instrument (Figure 100).

8. Grasp the lower edge of the passenger airbag door and pull the door and airbag rearward far enough to access the two instrument panel wire harness connections.

CAUTION: Do not pull on the instrument panel wire harness take outs or pry on the connector insulators to disengage the connectors from the passenger airbag inflator connector receptacles. Improper removal of these take outs and their connector insulators can result in damage to the airbag circuits or the connector insulators.
Service Procedure (Continued)

9. Disconnect the instrument panel wire harness connectors from the airbag inflator. Firmly grasp and pull the lock straight out from the connector insulator, then pull the insulators straight out from the airbag inflator to disconnect them from the connector receptacles (Figure 101).

10. Remove the passenger airbag and airbag door from the instrument panel as a unit.

Figure 101 – Airbag Inflator Electrical Connectors
11. Use the following procedure to retrofit the passenger side airbag assembly.

   a. Place the passenger airbag assembly on a soft surface to prevent damage using the foam block provided with the inflator kit.

   b. Remove and **discard** the four mounting nuts from the passenger airbag module (Figure 102).

   c. Remove and save the stopper plate from the passenger airbag module (Figure 103).
d. Slide the **old** inflator out of the passenger airbag module housing

**NOTE:** The inflator is keyed to fit into the housing. Ensure that when the new inflator is inserted, the keyed end goes in first (Figure 104).

e. Slide the **NEW** inflator into the passenger airbag module housing. The keyed end is inserted first; therefore the white stripe on the **NEW** inflator will be located at the open end (Figure 104).
Service Procedure (Continued)

Note: The spacing between the cushion bolts is different on both sides, thus mistake-proof. It is impossible to install the cushion incorrectly.

f. Install the stopper plate to the airbag module (Figure 105).

g. Install the four new mounting nuts to the airbag module and tighten to 62 in. lbs. (7 N·m) (Figure 105).

h. Passenger airbag retrofit is complete (Figure 105).

**WARNING:** To avoid personal injury or death, the passenger airbag door must never be painted. Replacement passenger airbag units are serviced with doors in the original colors. Paint may change the way in which the material of the airbag door responds to an airbag deployment. Failure to observe this warning could result in occupant injuries upon airbag deployment.

**WARNING:** To avoid personal injury or death, use extreme care to prevent any foreign material from entering the passenger airbag, or becoming entrapped between the passenger airbag cushion and the passenger airbag door. Failure to observe this warning could result in occupant injuries upon airbag deployment.

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![Figure 105 – Retrofit Complete](image-url)

STOPPER PLATE

MOUNTING NUTS

WHITE STRIPE INDICATES NEW INFLATOR IS INSTALLED
12. Remove the white protective covers from the ends of the new inflator.

13. Position the passenger airbag and airbag door to the opening in the face of the instrument panel base trim as a unit.

14. Connect the two connector insulators of the instrument panel wire harness take outs to the airbag inflator connector receptacles on each side of the airbag housing by pressing straight in on the connectors, then pushing the locks straight into the connectors. Be certain to engage each keyed and color-coded connector to the matching connector receptacle.

15. Slide the passenger airbag forward being certain that the upper passenger airbag bracket is engaged with the stud and under the nut on the windshield fence line and that the two lower studs of the airbag are engaged in the holes of the instrument panel armature.

16. Install and tighten the two nuts that secure the passenger airbag lower studs to the instrument panel armature. Tighten the nuts to 80 in. lbs. (9 N·m).

17. Using hand pressure, press the passenger airbag door forward and downward until each snap feature on the edges of the airbag door is fully engaged into its receptacle in the instrument panel base trim.
18. Install the grab handle onto the instrument panel. Tighten the bolts to 10 ft. lbs. (15 N·m).

19. Install the glove box into the instrument panel.

20. Working through the access hole in the top of the instrument panel between the windshield and the forward edge of the passenger airbag door, tighten the nut that secures the passenger airbag upper bracket and the instrument panel armature to the stud near the windshield fence line. Tighten the nut to 106 in. lbs. (12 N·m).

21. Install the trim plug into the access hole in the top of the instrument panel.

22. Do not reconnect the negative cable to the battery at this time. Continue with Section K, Supplemental Restraint System (SRS) Verification Test.
WARNING: To avoid serious or fatal injury on vehicles equipped with airbags, disable the Supplemental Restraint System (SRS) before attempting this service procedure. 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. At no time should any source of electricity be permitted near the inflator on the back of a non-deployed airbag or seat belt tensioner.

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 the following steps to disconnect and isolate the battery negative cable(s).

   **CAUTION: Some vehicles may be equipped with an auxiliary battery located under the hood. Be sure to disconnect both battery negative cables if equipped.**

   a. Remove and save the three screws from the door sill scuff plate and remove the door sill scuff plate (Figure 106).

   b. Remove the rubber mat (Figure 106).
c. Remove and save the four screws from the battery cover and remove the battery cover (Figure 107).

d. Disconnect and isolate the battery negative cable(s). Wait two minutes for the system capacitor to discharge before further service (Figure 107).
2. Open the glove box, push up on the two rear stops and fold the box down completely (Figure 108).

3. Remove and save the hinge screws and remove the glove box (Figure 108).

4. Remove and save the screw securing the trim below the right outboard air outlet bezel and remove the trim (Figure 108).

5. Remove and save the three inner compartment liner screws and remove the inner compartment liner (Figure 109).

6. Disconnect the glove box light electrical connector and remove the cooler air hose (Figure 109).
7. Remove the right front speaker grill (Figure 110).

8. Partially remove the right front door seal near the A-Pillar (Figure 111).

9. Remove the right A-Pillar trim and position off to the side (Figure 111).

**NOTE:** The A-Pillar tether strap does not need to be disconnected.
10. Remove and save the three right side air outlet bezel screws and remove the right air outlet bezel (Figure 112).

11. Remove the center radio bezel and position to the side (Figure 113).
12. Remove and save the two center air outlet bezel screws and remove the bezel (Figure 114).

13. Remove and save the four screws that secure the tabs on the inboard and outboard ends of the passenger airbag door to the instrument panel base trim (Figure 115).
14. Reach up into the instrument panel glove box opening to access and remove the four screws that secure the stanchions on the back of the passenger airbag module to the brackets on the instrument panel support structure. **Discard the removed screws** (Figure 116).

![Figure 116 – Mounting Screw Locations](image)

*Figure 116 – Mounting Screw Locations*

*(Passenger Airbag Module Removed for Photographic Purposes)*
15. Pull the passenger airbag module rearward far enough to access the airbag electrical connector on the inboard end of the unit (Figure 117 and 118).

CAUTION: Do not pull on the wires to disengage the connector from the passenger airbag inflator connector receptacle. Improper removal of the connector insulator can result in damage to the airbag circuits or the connector insulator.

16. Disconnect the airbag electrical connector from the airbag inflator connector receptacle, which is located on the inboard end of the passenger airbag housing. To disconnect the connector:
   a. Slide the orange Connector Position Assurance (CPA) lock on the connector toward the top of the connector.
   b. Depress the connector latch tab and pull the connector straight away from the inflator initiator.

Figure 117 – Passenger Airbag Module
17. Remove and **discard** the tie strap securing the yellow ground wire jumper electrical connector to the instrument panel wire harness (Figure 118).

18. Disconnect the yellow ground wire jumper electrical connector from the instrument panel wire harness (Figure 118).

19. Remove the passenger airbag and airbag door from the instrument panel as a unit.

20. Carefully position the passenger airbag module and airbag door unit on a soft surface to prevent damage.

21. Release the passenger airbag module hooks from the airbag door windows (Figure 119).

22. Gently pull the passenger airbag module up slowly making sure that the hooks are clear from the windows on all sides.
23. Install the NEW passenger airbag module to the original airbag door cover by first inserting the bottom hooks into the windows.

24. Snap the remaining hooks on the opposite side into place.

25. Carefully position the passenger airbag module and airbag door unit to the instrument panel.

26. Connect the yellow ground wire jumper electrical connector to the instrument panel wire harness.

27. Secure the ground wire jumper electrical connector to the instrument panel wire harness using a NEW tie strap.

28. Connect the airbag electrical connector to the airbag inflator connector receptacle, which is located on the inboard end of the passenger airbag housing. Be certain that the latch on the connector and the orange Connector Position Assurance (CPA) lock are each fully engaged.
29. Slide the passenger airbag module fully forward into the instrument panel opening.

30. Reach up into the instrument panel glove box opening to access, install and tighten the four NEW screws to secure the stanchions on the back of the passenger airbag housing to the brackets on the instrument panel support structure. Never reuse the old screws. Tighten the screws to 71 in. lbs. (8 N·m).

31. Install and tighten the four screws on the inboard and outboard ends of the passenger airbag door to the instrument panel base trim. Tighten the screws securely.

32. Position the center air outlet bezel to the instrument panel and install the two screws. Tighten the screws securely.

33. Install the center radio bezel.

34. Position the right air outlet bezel to the instrument panel and install the three screws. Tighten the screws securely.

35. Install the A-Pillar trim panel.

36. Install the right front door seal to the A-Pillar.
37. Install the right front speaker grill.

38. Install the cooler air hose to the inner glove box liner and connect the glove box light electrical connector.

39. Install the inner glove box liner and install the three screws. Tighten the screws securely.

40. Install the glove box and install the three hinge screws then tighten securely.

41. Position the glove box up into the instrument panel and engage the rear retaining stop tabs.

42. Install the trim panel below the air outlet.

43. Do not connect the battery negative cable at this time. Continue with Section K. Supplemental Restraint System (SRS) Verification Test.
K. 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. For vehicles equipped with a keyed ignition switch, turn the ignition switch to the “ON” position and exit the vehicle then continue with Step 4.

3. For vehicles equipped with keyless ignition node, check to be certain that nobody is in the vehicle then connect the battery negative cable(s) and turn the ignition switch to the “ON” position then continue with Step 5.

4. Check to be certain that nobody is in the vehicle, then connect the battery negative cable(s).

5. Install the airbag module fuses, if applicable.

6. Open the wiTECH Diagnostic application.

7. Starting at the “Select Tool” screen, select the row/tool for the wiPOD device you are using, then select “Next”.

8. Enter your “User id” and “Password”, then select “Finish”.

NOTE: If wiTECH is unable to identify the connected vehicle, click on the Launch DRB III button and use the DRB III Emulator tool.
9. 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”.

10. 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.

11. Close the hood and remove the wiTECH micro pod II.

12. Use the procedure on pages 5 to return the original inflator.

13. 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 payment 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:

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<tr>
<th>Labor Operation</th>
<th>Labor Operation Number</th>
<th>Time Allowance</th>
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<tbody>
<tr>
<td>Replace Passenger Airbag Inflator and Conduct Supplemental Restraint System Verification Test (HB/HG)</td>
<td>08-S4-31-82</td>
<td>0.8 hours</td>
</tr>
<tr>
<td>Replace Passenger Airbag Inflator and Conduct Supplemental Restraint System Verification Test (2005-2010 LX)</td>
<td>08-S4-31-82</td>
<td>0.9 hours</td>
</tr>
<tr>
<td>Replace Passenger Airbag Inflator and Conduct Supplemental Restraint System Verification Test (2011-2012 LX/LD)</td>
<td>08-S4-31-82</td>
<td>0.9 hours</td>
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<tr>
<td>Replace Passenger Airbag Inflator and Conduct Supplemental Restraint System Verification Test (2008-2012 LC)</td>
<td>08-S4-31-82</td>
<td>1.5 hours</td>
</tr>
<tr>
<td>Replace Passenger Airbag Inflator and Conduct Supplemental Restraint System Verification Test (ND)</td>
<td>08-S4-31-82</td>
<td>0.9 hours</td>
</tr>
<tr>
<td>Replace Passenger Airbag Inflator and Conduct Supplemental Restraint System Verification Test (2004-2005 DR/DH)</td>
<td>08-S4-31-82</td>
<td>1.1 hours</td>
</tr>
<tr>
<td>Replace Passenger Airbag Inflator and Conduct Supplemental Restraint System Verification Test (2006-2010 DR/DH/DC/DM/D1)</td>
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<td>0.8 hours</td>
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Completion Reporting and Reimbursement (Continued)

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<td>0.5 hours</td>
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<td>Verification Test (JK)</td>
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<td>Replace Passenger Airbag Inflator and Conduct Supplemental Restraint System</td>
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<td>0.8 hours</td>
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<td>(2004-2005 DR/DH only)</td>
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</tr>
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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.

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
Passenger Airbag Inflator

Dear [Name],

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


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 front passenger airbag inflator 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 passenger 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 two hours. 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 1-866-220-6765
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.fcacallreimbursement.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 1-866-220-6765 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.