



Revised November 2017

Dealer Service Instructions for:

Safety Recall S61 / NHTSA 16V-668 Occupant Restraint Controller

NOTE: Added inspection instructions for 2012-2013 MY JS vehicles. Added inspection LOP.

SPECIAL NOTE: Some 2012-2013 JS vehicles may be involved in both Safety Recalls S61 and T56. Both Safety Recalls use the same remedy ORC part; If Safety Recall T56 has been completed, use the inspection LOP for this recall.

Models

2010	(JS) Chrysler Sebring
2011-2014	(JS) Chrysler 200
2010-2014	(JS) Dodge Avenger
2010-2012	(PM) Dodge Caliber
2010-2014	(MK49) Jeep® Compass
2010-2014	(MK74) Jeep® Patriot

IMPORTANT: Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery. Dealers should also perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The Occupant Restraint Controller (ORC) on about 1,435,000 of the above vehicles may experience a loss of air bag and seat belt pretensioner deployment capability during a crash due to a shorting condition resulting in a negative voltage transient that travels to the Occupant Restraint Controller via the front impact sensor wires. The loss of air bag and seat belt pretensioner deployment capability during a crash may increase the risk of injury or death.

Repair

The Occupant Restraint Controller (ORC) must be replaced.

Parts Information**Sales Code Descriptions:**

CJ1 SUPPLEMENTAL FRT SEAT SIDE AIR BAGS

CJ2 SUPP. SIDE CURTAIN FRT/RR AIR BAGS

CJ4 SUPP. SIDE CURTAIN FRT/RR AIR BAGS

Model Year	Vehicle	Part Number	Sales Codes	Market
2011-2014	JS - Chrysler	CSZES61AAA	with CJ1, with CJ2	NAFTA
2010	JS - Chrysler	CSZES619AA	with CJ1, with CJ2	NAFTA
2011-2014	JS - Chrysler Convertible	CSZES61CAA	with CJ1	NAFTA
2010	JS- Chrysler Convertible	CSZES61BAA	with CJ1	NAFTA
2011-2014	JS - Dodge	CSZES616AA	with CJ1, with CJ2	NAFTA
2010	JS - Dodge	CSZES615AA	with CJ1, with CJ2	NAFTA
2011-2014	MK49 - Compass	CSZES61EAA	with CJ4, without CJ1	NAFTA
2014	MK49 - Compass	CSZES61HAA	with CJ4, with CJ1	NAFTA
2011-2013	MK49 - Compass	CSZES61GAA	with CJ4, with CJ1	NAFTA
2010	MK49 - Compass	CSZES61DAA	with CJ4, without CJ1	NAFTA
2010	MK49 - Compass	CSZES61FAA	with CJ4, with CJ1	NAFTA
2011-2014	MK74 - Patriot	CSZES61KAA	with CJ4, with CJ1	NAFTA
2011-2014	MK74 - Patriot	CSZES61MAA	with CJ4, without CJ1	NAFTA
2010	MK74 - Patriot	CSZES61LAA	with CJ4, without CJ1	NAFTA
2010	MK74 - Patriot	CSZES61JAA	with CJ4, with CJ1	NAFTA
2010	PM - Caliber	CSZES611AA	with CJ4, without CJ1	NAFTA
2011-2012	PM - Caliber	CSZES612AA	with CJ4, without CJ1	NAFTA
2010	PM - Caliber	CSZES613AA	with CJ4, with CJ1	NAFTA
2011-2012	PM - Caliber	CSZES614AA	with CJ4, with CJ1	NAFTA

Parts Return

No parts return required for this campaign.

Special Tools

The following special tools are required to perform this repair:

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

Service Procedure**A. Replace Occupant Restraint Controller**

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.

WARNING: To avoid serious or fatal injury, never strike or drop the Occupant Restraint Controller (ORC), as it can damage the impact sensor or affect its calibration. The ORC contains the impact sensor, which enables the system to deploy the SRS components. If an ORC is accidentally dropped during service, the module must be scrapped and replaced with a new unit. Failure to observe this warning could result in accidental, incomplete, or improper SRS component deployment.

NOTE: Several different Occupant Restraint Controllers (ORC) are available for these vehicles. For vehicles equipped with the optional side curtain or seat airbags the ORC contains a second bi-directional safing sensor.

1. **For 2012-2013 JS model vehicles** connect the wiTECH micro pod II to the vehicle data link connector located under the steering column. **For all other vehicles continue with Step 8.**
2. Open the wiTECH 2 website.
3. Enter your “**User id**”, “**Password**” and “**Dealer Code**” then select “**Sign in**”.
4. Starting at the “**Vehicle Selection**” screen, select the appropriate vehicle and Device Name.

Service Procedure (Continued)

5. From the “**Action Items**” screen, select the “**Topology**” tab.
6. From the “**Topology**” screen, click on the “**ORC**” icon.
7. Go to the “**Flash**” tab and read the ORC part number.

- **For 2012-2013 JS model vehicles** with an ORC part number **on** the list below, no ORC replacement is necessary. Remove the wiTECH micro pod II and return the vehicle to the customer.

2012-2013 JS Model Part Number list (Part numbers that do not require an ORC replacement): 68186180AD, 68186181AC, 68186182AD, 68186183AC, 68186184AD, 68186185AC or 68186186AC.

- **For 2012-2013 JS model vehicles** with an ORC part number **not on** the list, continue with **Section C. Replace Occupant Restraint Controller (2011-2014 JS)**
8. Replace the ORC.
 - **For 2010 JS model vehicles**, continue with **Section B. Replace Occupant Restraint Controller (2010 JS)**
 - **For 2011 and 2014 JS model vehicles**, continue with **Section C. Replace Occupant Restraint Controller (2011-2014 JS)**
 - **For 2010-2012 PM, model vehicles**, continue with **Section D. Replace Occupant Restraint Controller (2010-2012 PM)**
 - **For 2010-2014 MK model vehicles**, continue with **Section E. Replace Occupant Restraint Controller (2010-2014 MK)**

Service Procedure (Continued)**B. Replace Occupant Restraint Controller (2010 JS)**

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

WARNING: Wait two minutes for the system reserve capacitor to discharge before servicing any airbag components. Failure to do this may result in serious or fatal injury.

2. Remove the center console.
 - a. Pull up on shifter knob and remove (Figure 1).
 - b. Using trim stick C-4755 or equivalent, pry up on bezel and remove from shifter pod (Figure 1).
 - c. Using trim stick C-4755, remove center console bezel and storage bin (Figure 2).



Figure 1 – Shifter Knob and Bezel



Figure 2 – Console Bezel (Avenger/ Sebring)

Service Procedure (Continued)

- d. Remove and save the two screws in the front of the console (Figure 3).
- e. Remove and save the four screws inside the console compartment (Figure 4).
- f. Disconnect the center console electrical connector (Figure 3).
- g. Pull the parking brake lever rearward.
- h. Remove the center console from the vehicle.



Figure 3 – Center Console Front Screws (Avenger Shown, Sebring Similar)

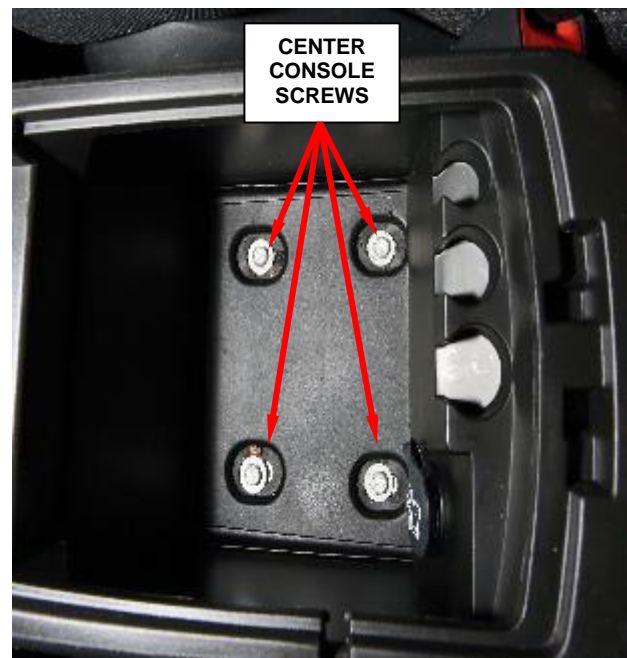


Figure 4 - Center Console Compartment Screws

Service Procedure (Continued)

3. Remove the left-side instrument panel closeout panel (Figure 4).

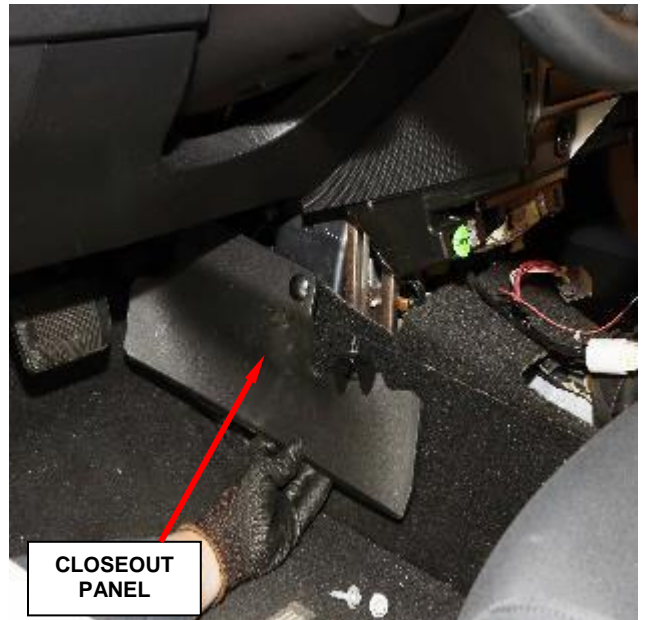
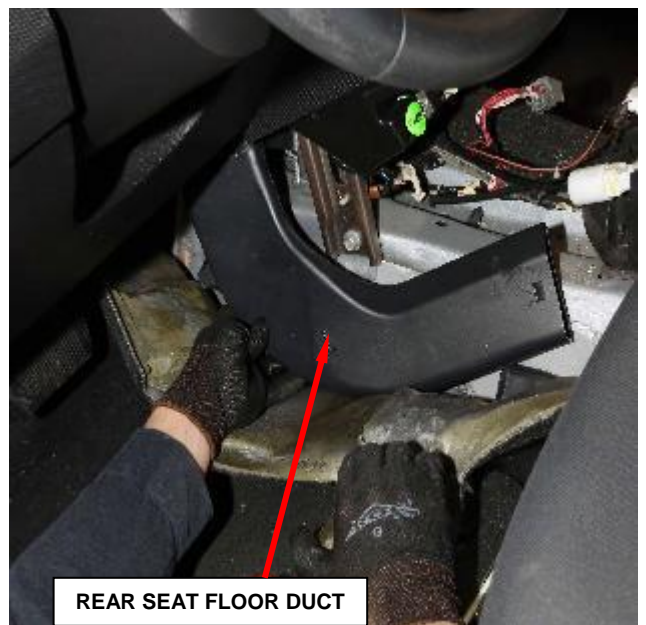


Figure 5 – Closeout Panel

4. Remove the left-side rear seat floor duct (Figure 6).



**Figure 6 – Rear Seat Floor Duct
(Left-Side Shown, Right-Side Similar)**

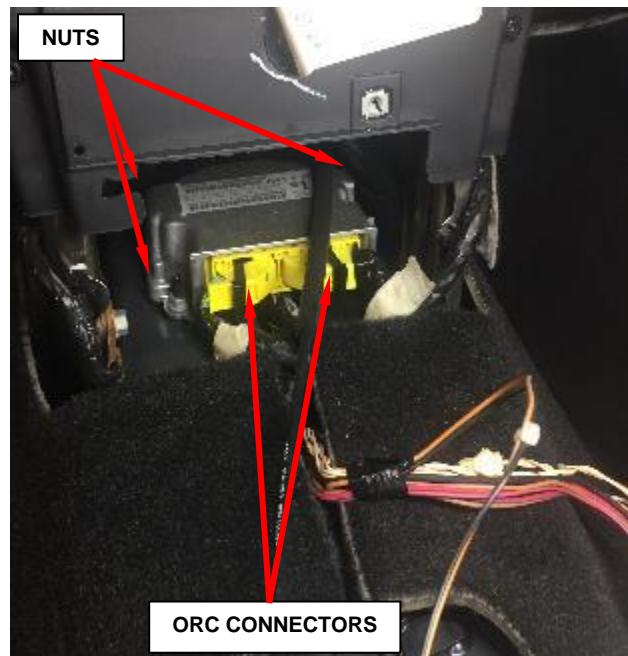
Service Procedure (Continued)

5. Remove the right-side hush panel (Figure 7).
6. Remove the right-side rear seat floor duct (Figure 6).
7. Remove the three Occupant Restraint Controller (ORC) mounting nuts (Figure 8).



Figure 7 – Hush Panel

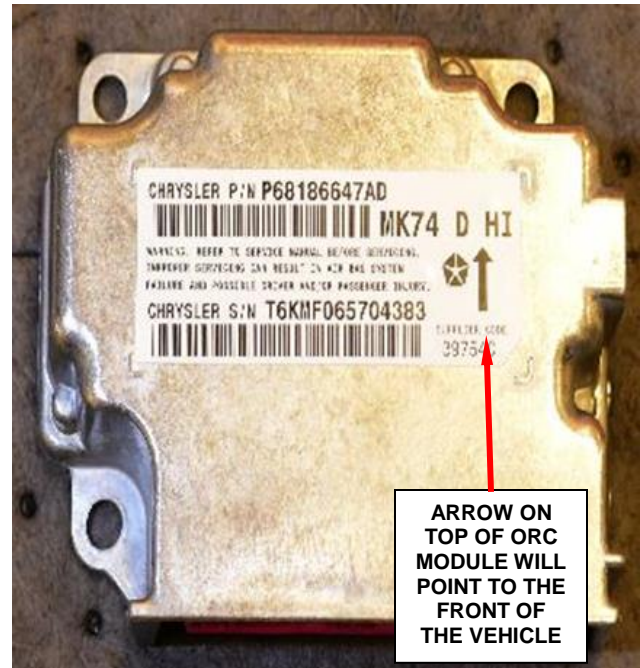
8. Disconnect the two ORC connectors (Figure 8).
9. Remove ORC from vehicle.



**Figure 8 – ORC Connectors
(Sebring Shown, Avenger Similar)**

Service Procedure (Continued)

10. Connect the two ORC connectors to the **NEW** ORC and ensure that the connectors are engaged.
11. Position the **NEW** ORC (arrow pointing forward) on the console floor bracket and mounting studs (Figure 9).
12. Install the three ORC retaining nuts and tighten to 80 in. lbs. (9 N·m).
13. Install the right-side rear seat floor duct.
14. Install the right-side hush panel.

**Figure 9 – Arrow Orientation**

15. Install the left-side rear seat floor duct.
16. Install the left-side instrument panel closeout panel.
17. Install the center console. Tighten the six screws securely.
18. Connect the center console electrical connector.
19. Install the center console bezel.
20. Install the shift bezel and shift knob.
21. Do not connect the negative cable to the battery at this time. The Supplemental Restraint System (SRS) Verification Test procedure should be performed following service of any SRS component. **Continue with Section F. Supplemental Restraint System (SRS) Verification Test.**

Service Procedure (Continued)**C. Replace Occupant Restraint Controller (2011-2014 JS)**

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

WARNING: Wait two minutes for the system reserve capacitor to discharge before servicing any airbag components. Failure to do this may result in serious or fatal injury.

NOTE: Chrysler 200 shown, Dodge Avenger similar



Figure 10 – HVAC Controls

2. Remove the center console.
 - a. Using trim stick C-4755 or equivalent, remove and disconnect the HVAC controls (Figure 10).
 - b. Using trim stick C-4755 or equivalent, remove the shifter trim bezel.
 - c. Using trim stick C-4755 or equivalent, remove the console front storage bin and disconnect the USB connector from the bin if equipped (Figure 11).



Figure 11 – Front Storage Bin

Service Procedure (Continued)

d. Open the console bin lid and remove the console bin mat/liner.

e. Remove the four bolts located inside the console bin (Figure 12).

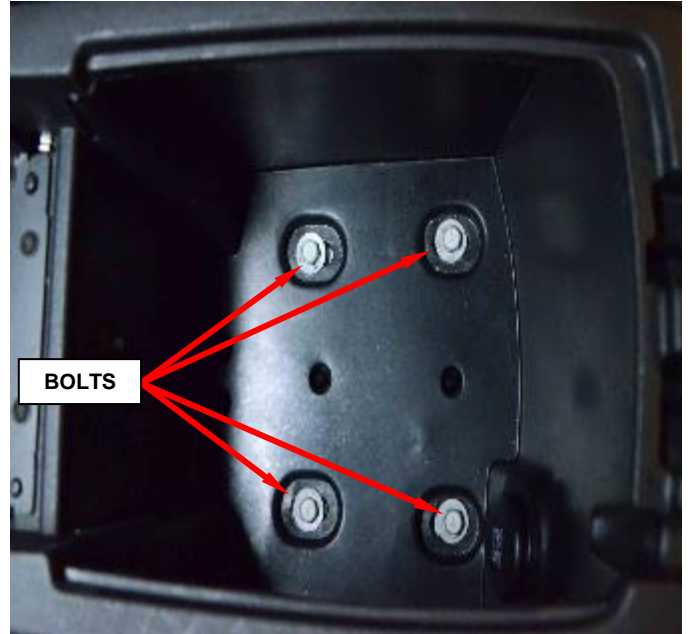


Figure 12 – Console Bin Bolts

f. Remove the two front console bolts (Figure 13).

g. Pull the parking brake lever rearward.

h. Disconnect the electrical connector then lift up on the rear of the center console, and remove the center console (Figure 13).

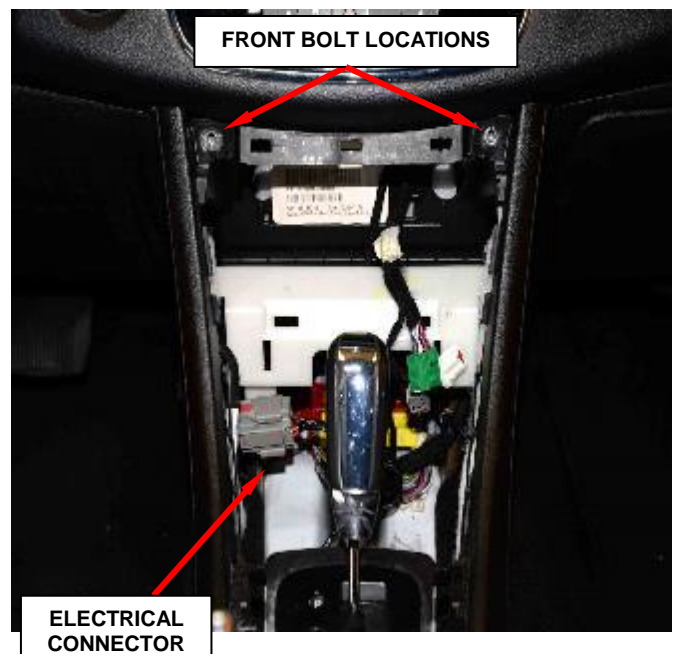


Figure 13 - Front Console Bolts

Service Procedure (Continued)

3. Remove the left-side instrument panel closeout panel (Figure 14).

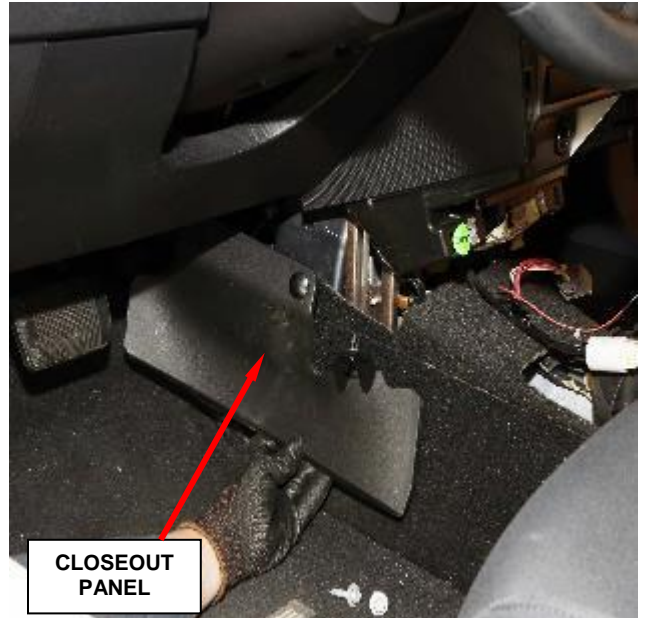
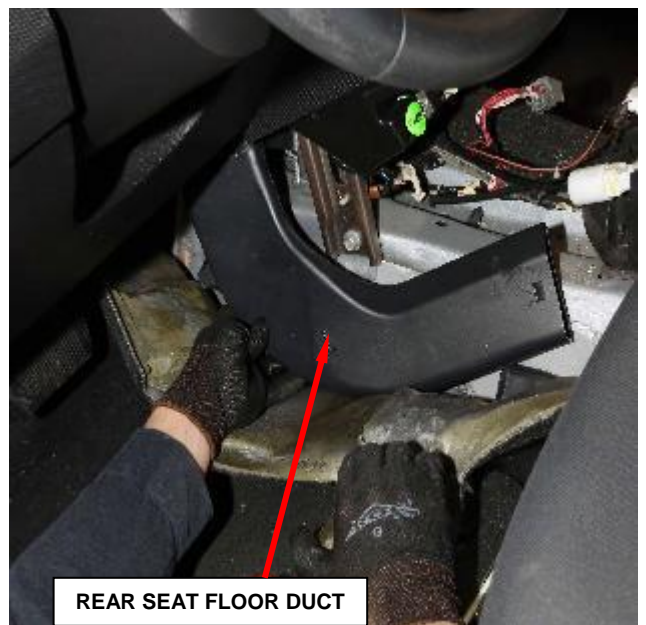


Figure 14 – Closeout Panel

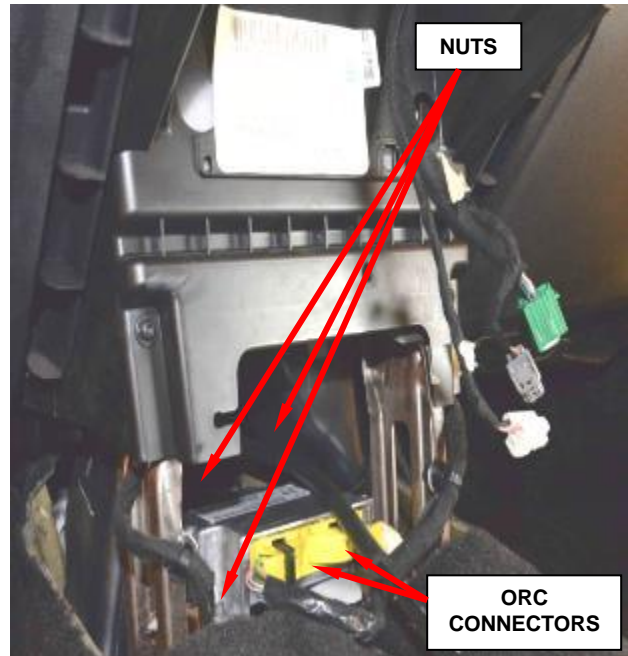
4. Remove the left-side rear seat floor duct (Figure 15).



**Figure 15 – Rear Seat Floor Duct
(Left-Side Shown, Right-Side Similar)**

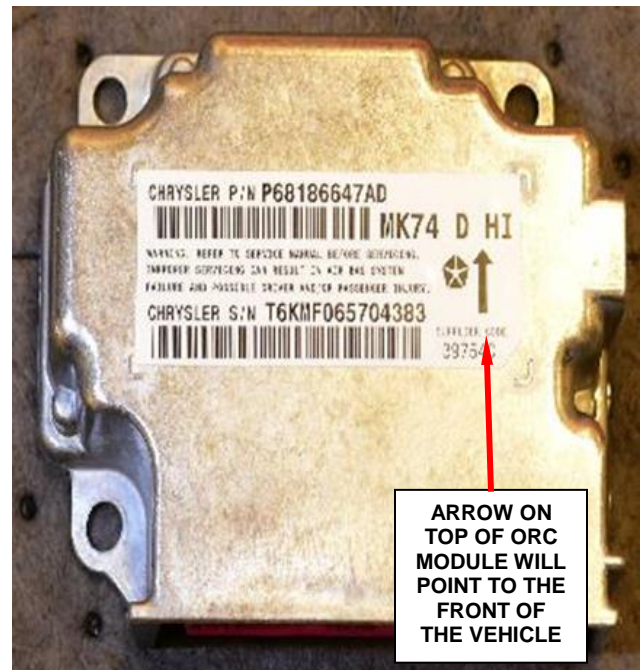
Service Procedure (Continued)

5. Remove the right-side hush panel (Figure 16).
6. Remove the right-side rear seat floor duct (Figure 15).
7. Remove the three Occupant Restraint Controller (ORC) mounting nuts (Figure 17).
8. Disconnect the two ORC connectors (Figure 17).
9. Remove ORC from vehicle.

**Figure 16 – Hush Panel****Figure 17 – ORC Connectors
(Sebring Shown, Avenger Similar)**

Service Procedure (Continued)

10. Connect the two ORC connectors to the **NEW** ORC and ensure that the connectors are engaged.
11. Position the **NEW** ORC (arrow pointing forward) on the console floor bracket and mounting studs (Figure 18).
12. Install the three ORC retaining nuts and tighten to 80 in. lbs. (9 N·m).
13. Install the right-side rear seat floor duct.
14. Install the right-side hush panel.
15. Install the left-side rear seat floor duct.
16. Install the left-side instrument panel closeout panel.
17. Install the center console. Tighten the six screws securely.
18. Connect the center console electrical connector.
19. Install the front storage bin.
20. Install the center console bezel.
21. Connect the HVAC controls and install the controls.
22. Do not connect the negative cable to the battery at this time. The Supplemental Restraint System (SRS) Verification Test procedure should be performed following service of any SRS component. **Continue with Section F. Supplemental Restraint System (SRS) Verification Test.**

**Figure 18 – Arrow Orientation**

Service Procedure (Continued)**D. Replace Occupant Restraint Controller (2010-2012 PM)**

1. Disconnect and isolate the negative cable from the battery. Wait two minutes for the system capacitor to discharge before further service.
2. Pull back on parking brake lever to the upright position.
3. Open the console door and remove the two screws fastening the console to the rear floor bracket (Figure 19).
4. Carefully pry up on the rear of the center console until the retainers disengage from the center console to front floor bracket.
5. Disconnect center console wire connector to instrument panel connector.
6. Remove the console from vehicle.

**Figure 19 – Center Console**

Service Procedure (Continued)

7. Remove the center console shifter bezel and pod from the top of the floor panel transmission tunnel.

- a. For automatic transmission vehicles, pull up on shifter knob and remove (Figure 20).

NOTE: Shifter knob removal is not required for manual transmission.

- b. If equipped with a manual transmission, using trim stick C-4755 or equivalent, pry up on the shifter boot bezel and position the bezel to the side.
 - c. If equipped with an automatic transmission, using trim stick C-4755 or equivalent, pry up on bezel and remove from shifter pod.

8. Using trim stick C-4755 or equivalent, release the retaining clips and separate the accessory switch bank assembly from the console (Figure 21).
9. Disconnect the electrical connectors.



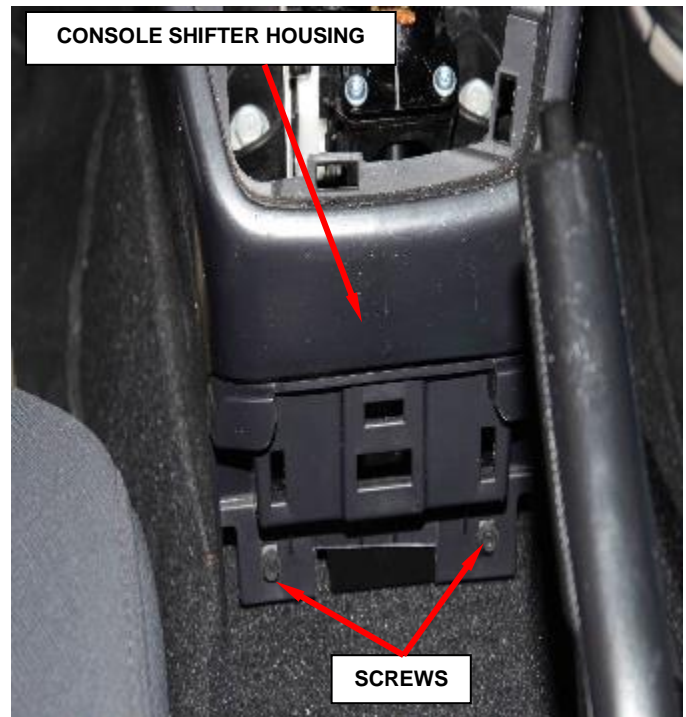
**Figure 20 – Shifter Knob and Bezel
(Manual Transmission Shown)**



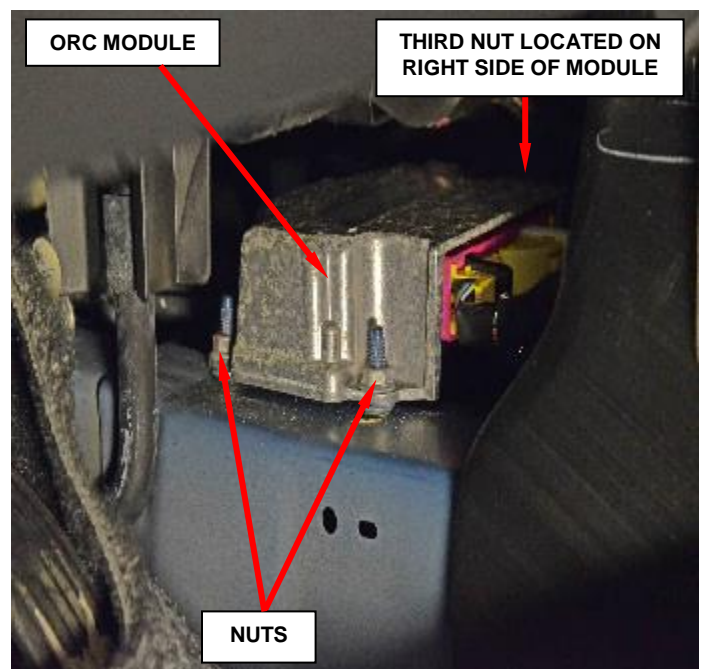
Figure 21 – Switch Bank

Service Procedure (Continued)

10. Remove the two rear screws and remove the front console shifter housing (Figure 22).
11. If equipped, lift, but do not remove, the jute covered panel over the Occupant Restraint Controller (ORC) between the dash panel and the gearshift mechanism as necessary to access the ORC connections and fasteners.

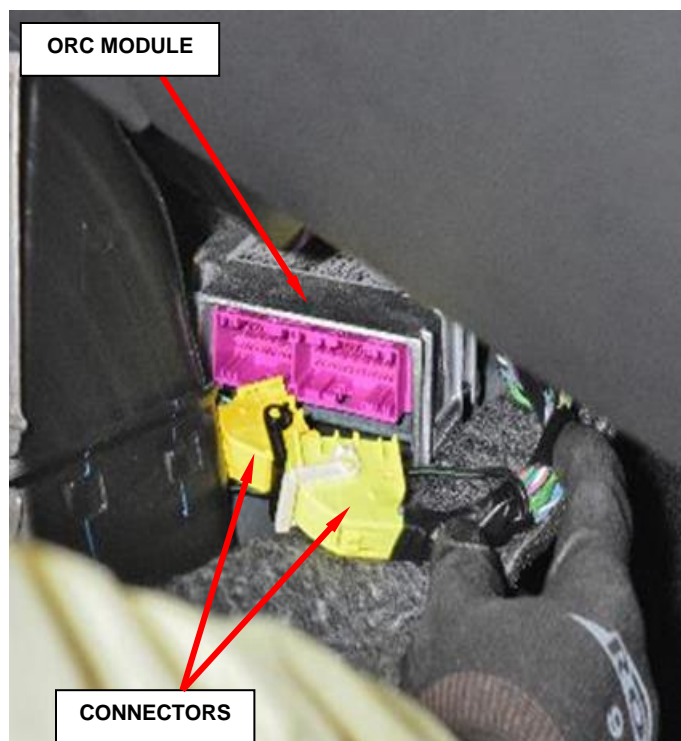
**Figure 22 – Shifter Housing**

12. Remove the three nuts that secure the ORC to the three studs on the ORC mount welded onto the top of the floor panel transmission tunnel (Figure 23).

**Figure 23 – Mounting Nuts**

Service Procedure (Continued)

13. Unlatch and disconnect the two instrument panel wire harness connectors from the ORC connector receptacles located on the rearward facing side of the module. To disconnect the wire harness connectors from the ORC, depress the release tab and lift the lever arm on each connector (Figure 24).
14. Remove the ORC from the ORC mount.
15. If equipped, lift, but do not remove, the jute covered panel over the ORC mount between the dash panel and the gearshift mechanism as necessary to install the **NEW** ORC, its connections and fasteners.

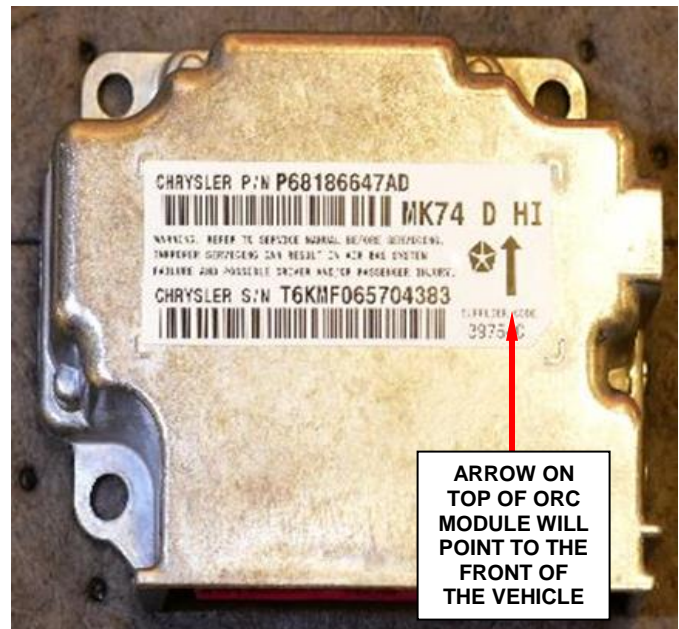
**Figure 24 – ORC Module Connectors**

CAUTION: If equipped, be certain that the jute covered panel over the ORC is restored to its original installed position following ORC service. Failure to do so may result in the setting of a false Diagnostic Trouble Code (DTC) and illumination of the airbag indicator. This cover protects the ORC from the gearshift selector cables vibrating against or striking the top of the ORC housing, which could be falsely interpreted as a vehicle impact pulse by the sensors within the ORC.

16. Carefully position the **NEW** Occupant Restraint Controller (ORC) onto the three studs of the ORC mount on the floor panel transmission tunnel. When the ORC is correctly positioned, the bottom of the housing will fit flush with the mount and the orientation arrow on the label on top of the housing will be pointed forward in the vehicle (Figure 25 on next page).

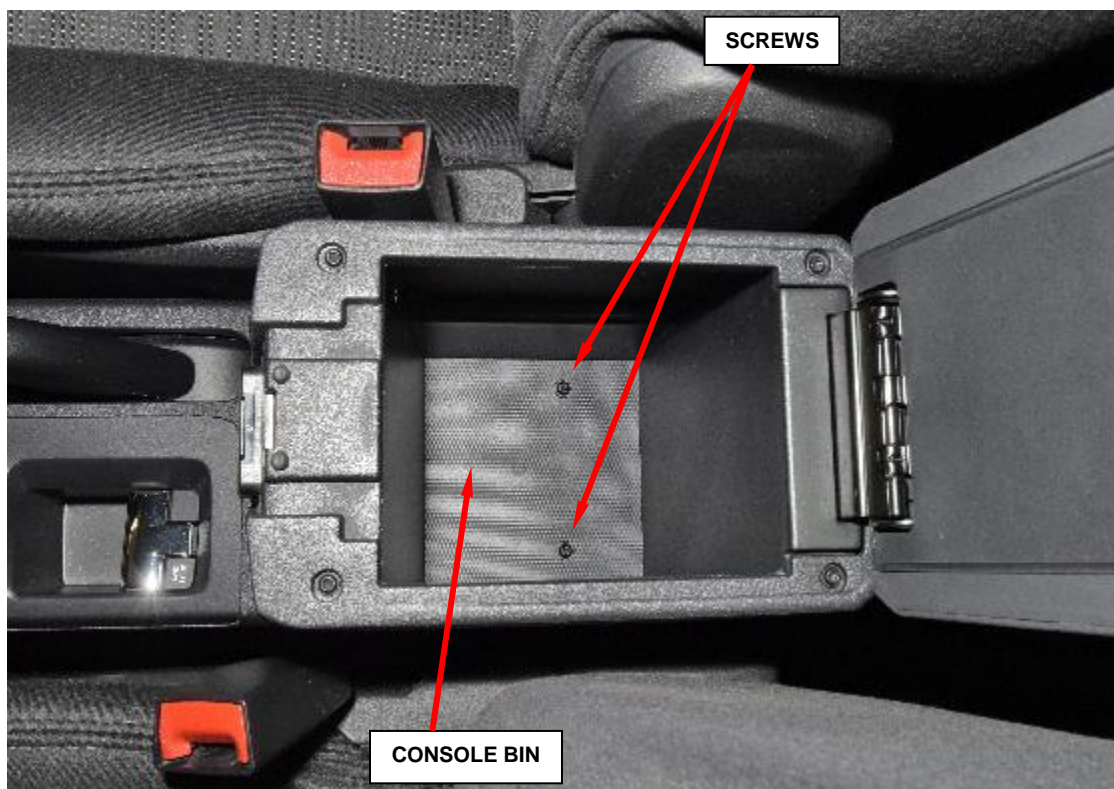
Service Procedure (Continued)

17. Connect the two instrument panel wire harness connectors to the ORC connector receptacles located on the rearward facing side of the module. Be certain that the latches on the connectors are each fully engaged.
18. Install and tighten the three nuts that secure the ORC to the studs of the ORC mount. Tighten the nuts to 80 in. lbs. (9 N·m).
19. If equipped, restore the jute covered panel to its proper position over the ORC between the dash panel and the gearshift mechanism.
20. Install the front console shifter housing.
21. Install the accessory switch bank assembly to the console.
22. Insert the shifter bezel locator to the shifter pod.
23. Apply hand pressure until the clips are seated.
24. If removed, snap the shifter knob onto the shifter shaft.
25. Pull up on the knob to verify seated correctly.
26. Install the center console.
27. Do not connect the negative cable to the battery at this time. The Supplemental Restraint System (SRS) Verification Test procedure should be performed following service of any SRS component. **Continue with Section F. Supplemental Restraint System (SRS) Verification Test.**

**Figure 25 – Arrow Orientation**

Service Procedure (Continued)**E. Replace Occupant Restraint Controller (2010-2014 MK)**

1. Disconnect and isolate the negative cable from the battery. Wait two minutes for the system capacitor to discharge before further service.
2. Pull back on parking brake lever to the upright position.
3. Remove the two screws from the console bin (Figure 26).
4. Lift the console up at the front from underneath right hand and left hand sides of console base at the same time and release the front clips.
5. Lift console from rear and release the rear clips.
6. Disconnect the electrical connector.
7. Remove the console from vehicle.

**Figure 26 - Center Console**

Service Procedure (Continued)

8. Remove the center console shifter bezel and pod from the top of the floor panel transmission tunnel.

a. Pull up on the shifter knob and remove (Figure 27).

b. Using trim stick C-4755 or equivalent, pry up on the shifter boot and separate from the bezel, if equipped with a manual transmission.

c. Using trim stick C-4755 or equivalent, pry up on bezel and remove from the shifter pod (Figure 27).

9. Remove the shifter housing lower screws (Figure 28).

10. Remove the shifter housing upper screws and remove the shifter housing (Figure 28).

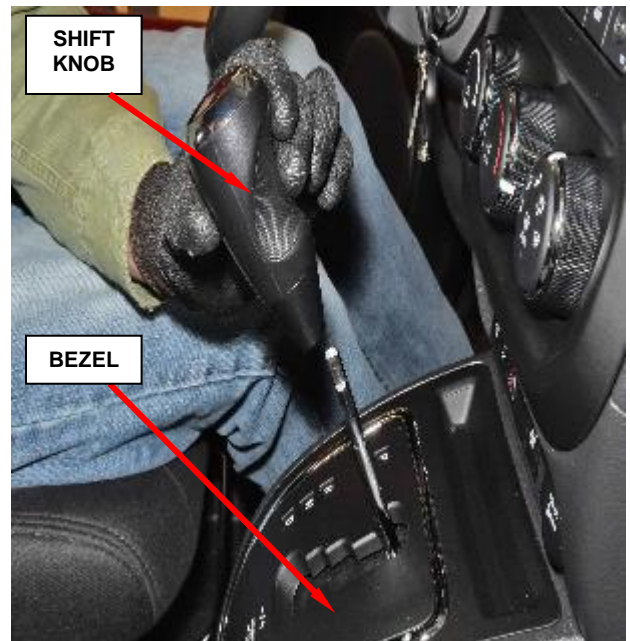


Figure 27 – Shifter Knob and Bezel

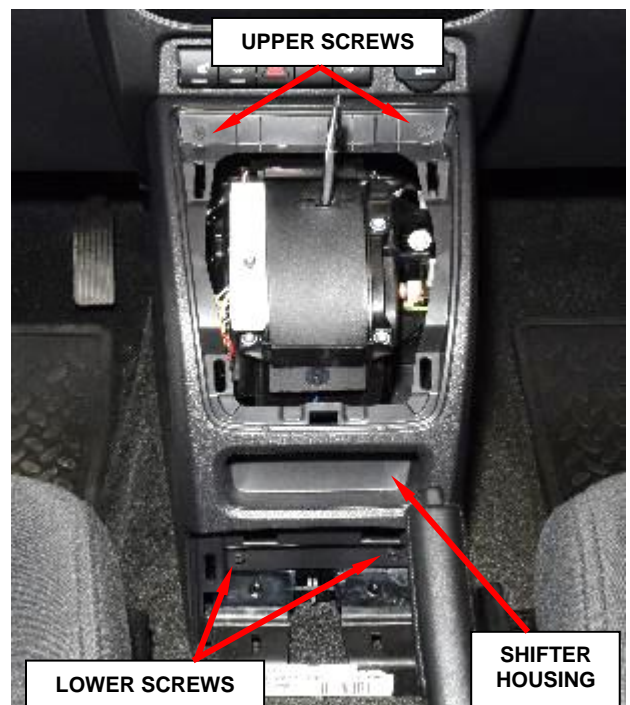
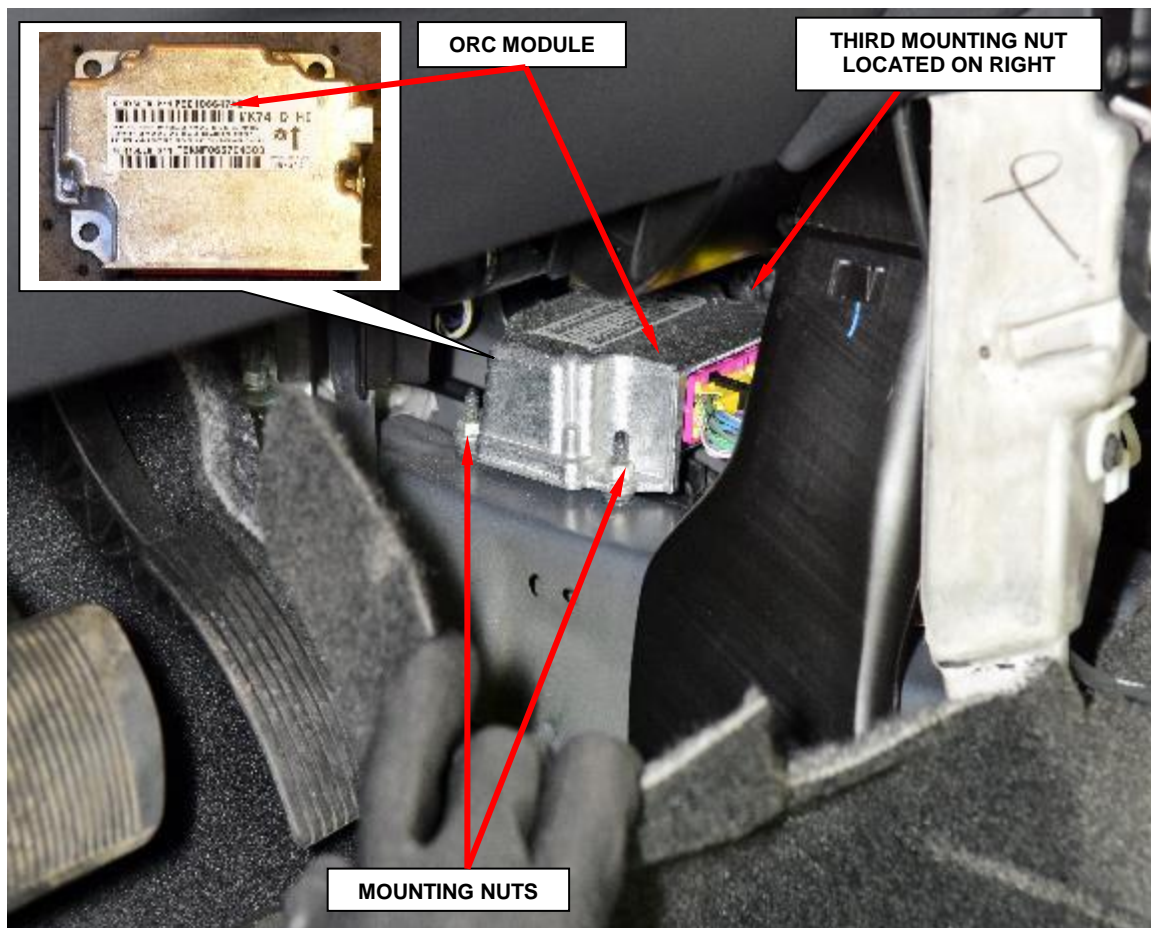


Figure 28 – Shifter Housing Screws

Service Procedure (Continued)

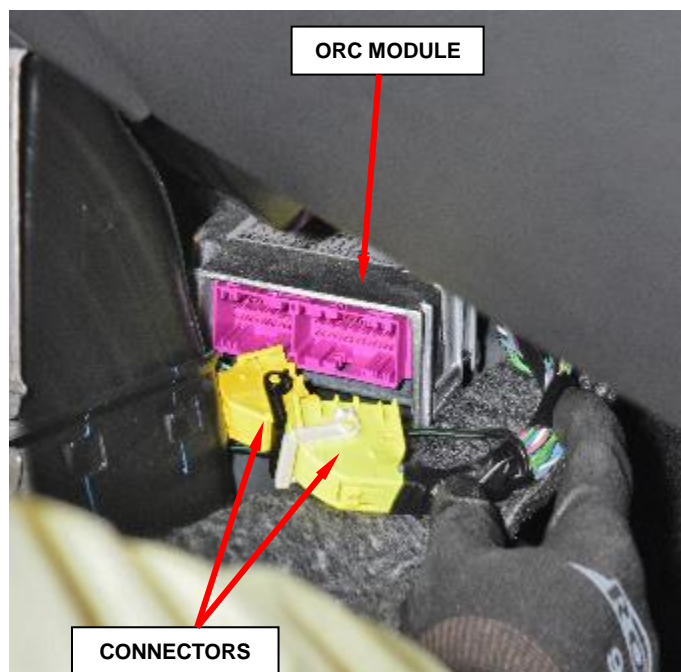
11. If equipped, lift but do not remove, the jute covered panel over the Occupant Restraint Controller (ORC) between the dash panel and the gearshift mechanism as necessary to access the ORC connections and fasteners.
12. Remove the three nuts that secure the ORC to the three studs on the ORC mount welded onto the top of the floor panel transmission tunnel (Figure 29).

**Figure 29 – Mounting Nuts**

Service Procedure (Continued)

13. Unlatch and disconnect the two instrument panel wire harness connectors from the ORC connector receptacles located on the rearward facing side of the module. To disconnect the wire harness connectors from the ORC, depress the release tab and lift the lever arm on each connector (Figure 30).

14. Remove the ORC from the ORC mount.

**Figure 30 – ORC Module**

15. If equipped lift but do not remove, the jute covered panel over the ORC mount between the dash panel and the gearshift mechanism as necessary to install the **NEW** ORC, its connections and fasteners.

CAUTION: If equipped, be certain that the jute covered panel over the ORC is restored to its original installed position following ORC service. Failure to do so may result in the setting of a false Diagnostic Trouble Code (DTC) and illumination of the airbag indicator. This cover protects the ORC from the gearshift selector cables vibrating against or striking the top of the ORC housing, which could be falsely interpreted as a vehicle impact pulse by the sensors within the ORC.

Service Procedure (Continued)

16. Carefully position the **NEW** Occupant Restraint Controller (ORC) onto the three studs of the ORC mount on the floor panel transmission tunnel. When the ORC is correctly positioned, the bottom of the housing will fit flush with the mount and the orientation arrow on the label on top of the housing will be pointed forward in the vehicle (Figure 31).

17. Connect the two instrument panel wire harness connectors to the ORC connector receptacles located on the rearward facing side of the module. Be certain that the latches on the connectors are each fully engaged.

**Figure 31 – Orientation Arrow**

18. Install and tighten the three nuts that secure the ORC to the studs of the ORC mount. Tighten the nuts to 80 in. lbs. (9 N·m).
19. If equipped, restore the jute covered panel to its proper position over the ORC between the dash panel and the gearshift mechanism.
20. Install the front console shifter housing.

Service Procedure (Continued)

21. Insert shifter bezel locator to shifter pod.
22. Apply hand pressure until the clips are seated.
23. Snap the shifter knob onto the shifter shaft.
24. Pull up on the knob to verify it is seated correctly.
25. Install the center console.
26. Do not connect the negative cable to the battery at this time. The Supplemental Restraint System (SRS) Verification Test procedure should be performed following service of any SRS component. **Continue with Section F. Supplemental Restraint System (SRS) Verification Test.**

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

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

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

1. Connect the wiTECH micro pod II to the vehicle data link connector located under the steering column.
2. Turn the ignition switch to the “ON” position and exit the vehicle and close the doors.
3. Check to be certain that nobody is in the vehicle then connect the battery negative cable(s).
4. Open the wiTECH 2 website.
5. Enter your “**User id**”, “**Password**” and “**Dealer Code**” then select “**Sign in**”.
6. Starting at the “**Vehicle Selection**” screen, select the appropriate vehicle and Device Name.
7. From the “**Action Items**” screen select the “**All DTCs**” tab.
8. Clear all DTC’s in all modules.

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

Service Procedure (Continued)

9. 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.
10. Close the hood, remove the wiTECH micro pod II.
11. Return the vehicle to the customer.

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims paid will be used by FCA to record recall service completions and provide dealer payments.

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

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Inspect ORC Module	08-S6-11-81	0.2 hours
Replace ORC Module (PM/MK)	08-S6-11-82	0.5 hours
Replace ORC Module (JS)	08-S6-11-82	0.7 hours

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

Dealer Notification

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

Owner Notification and Service Scheduling

All involved vehicle owners known to FCA are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

Vehicle Lists, Global Recall System, VIP and Dealer Follow Up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers must perform this repair on all unsold vehicles before retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services / Field Operations
FCA US LLC

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXX

S61/NHTSA 16V-668

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

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

QR Code

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

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall S61.

IMPORTANT SAFETY RECALL

Occupant Restraint Controller

Dear [Name],

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

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain [2010 Chrysler Sebring, 2011-2014 Chrysler 200, 2010-2014 Dodge Avenger, 2010-2012 Dodge Caliber, 2010-2014 Jeep® Compass and 2010-2014 Jeep Patriot] vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?

The Occupant Restraint Controller (ORC) on your vehicle ^[1] may experience a loss of air bag and seat belt pretensioner deployment capability during a crash. This could occur due to a shorting condition resulting in a negative voltage transient that travels to the Occupant Restraint Controller via the front impact sensor wires. **The loss of air bag and seat belt pretensioner deployment capability during a crash may increase the risk of 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 the ORC. 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 1-800-853-1403
OR YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online. ^[3] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

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

Customer Assistance/Field Operations
Fiat Chrysler Automobiles US LLC



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

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

[2] If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to safercar.gov.

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

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