



November 2016

Dealer Service Instructions for:

Safety Recall S77 / NHTSA 16V-750

Passenger Airbag Door

Models

2016 (ZD) Dodge Viper

NOTE: This recall applies only to the above vehicles from December 17, 2015 through December 18, 2015 (MDH 121710 through 121807).

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

Subject

The Passenger Airbag (PAB) door on about 2 of the above vehicles may detach from the instrument panel during airbag deployment. A detached PAB door during airbag deployment could increase the risk of injury to the vehicle occupants.

Repair

The passenger side instrument panel pad must be replaced.

Parts Information

<u>Part Number</u>	<u>Description</u>
5NK41XR4AA	PAD, Instrument Panel

Each dealer with vehicle(s) in the recall assigned will need to email the VIN requiring parts to campaignteam@fcagroup.com, due to the very small vehicle population. Once the VIN is verified parts will be ordered on your behalf. Only 1 vehicle is expected to require this part.

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 Instrument Panel Pad

1. Remove the glove box.
 - a. Open the glove box door.
 - b. Lower the glove box door and disconnect tether clip (Figure 1).
 - c. Press the tab on the glove box trim panel and lower the glove box door fully (Figure 1).

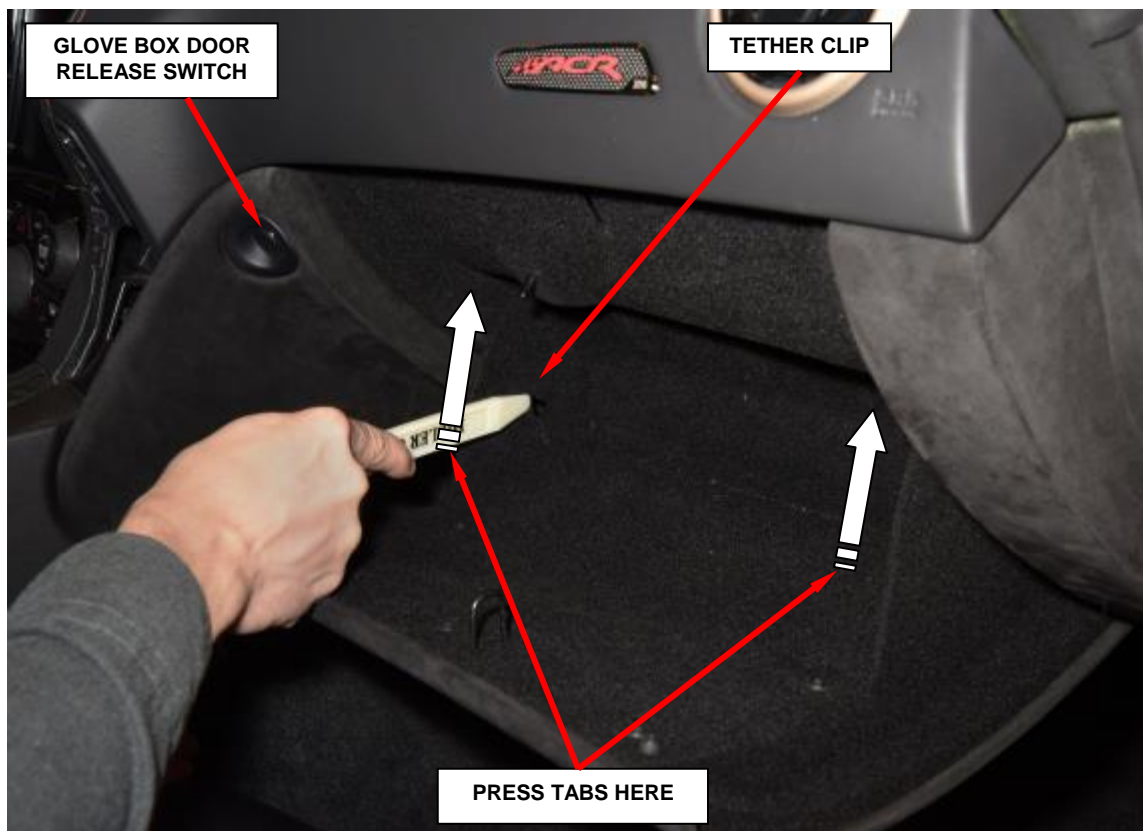


Figure 1 - Glove Box

Service Procedure (continued)

d. While holding the glove box door, remove the three glove box fasteners (Figure 2).

e. Remove glove box door from the vehicle (Figure 2).

f. With the use of C-4755 or equivalent, release the retaining clips on the glove box opening panel (Figure 3).

g. Disconnect the glove box light wiring connector (Figure 3).

h. Remove the glove box opening panel from the vehicle (Figure 3).

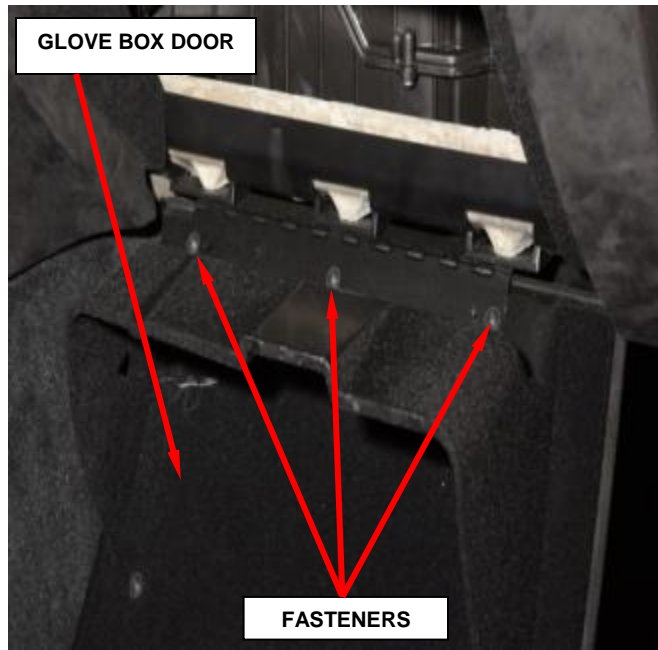


Figure 2 – Glove Box Door



Figure 3 – Glove Box Opening Panel

Service Procedure (continued)

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, Occupant Classification System (OCS), 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 follow these instructions may result in accidental airbag deployment.

2. Disconnect and isolate the negative battery cable. If equipped with an Intelligent Battery Sensor (IBS), disconnect the IBS connector first before disconnecting the negative battery cable. Wait two minutes for the system capacitor to discharge before further service.
3. Remove the two fasteners from the console side panel (Figure 4).
4. Use C-4755 or equivalent, to release the console side panel clips from the instrument panel and console (Figure 4).
5. Disconnect the glove box release switch wiring connector.
6. Remove the right console side panel from the vehicle (Figure 4).

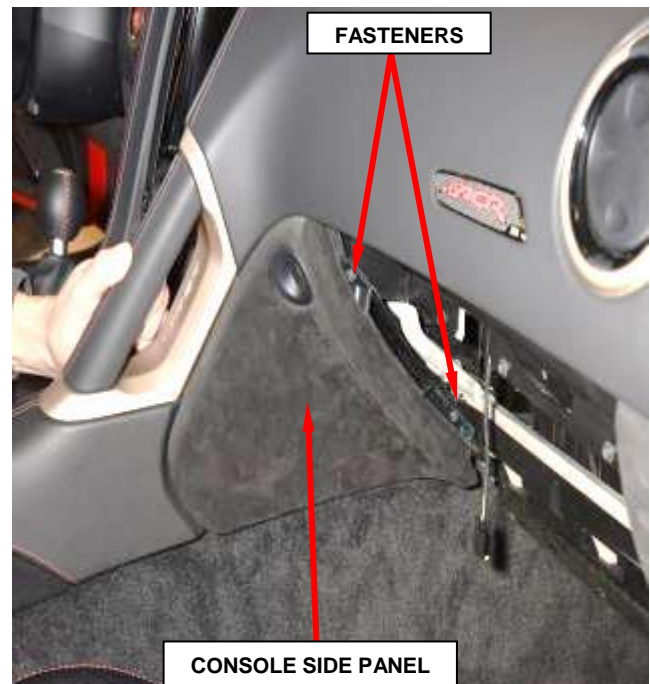


Figure 4 – Right Console Side Panel

Service Procedure (continued)

7. Use the following steps to remove the lower right trim from the instrument panel.

- a. Insert C-4755 trim tool or equivalent, between the right side of the grab handle and the left side of the grab handle (Figure 5).
- b. Gently pry to release the clips on the right side of the handle (Figure 5).
- c. Remove the two fasteners securing the left side of the handle.



Figure 5 –Grab Handle

- d. Remove the two fasteners from the grab handle bracket (Figure 6).
- e. Use C-4755 or equivalent, to release the clips on the grab handle bezel and remove from the vehicle (Figure 6).

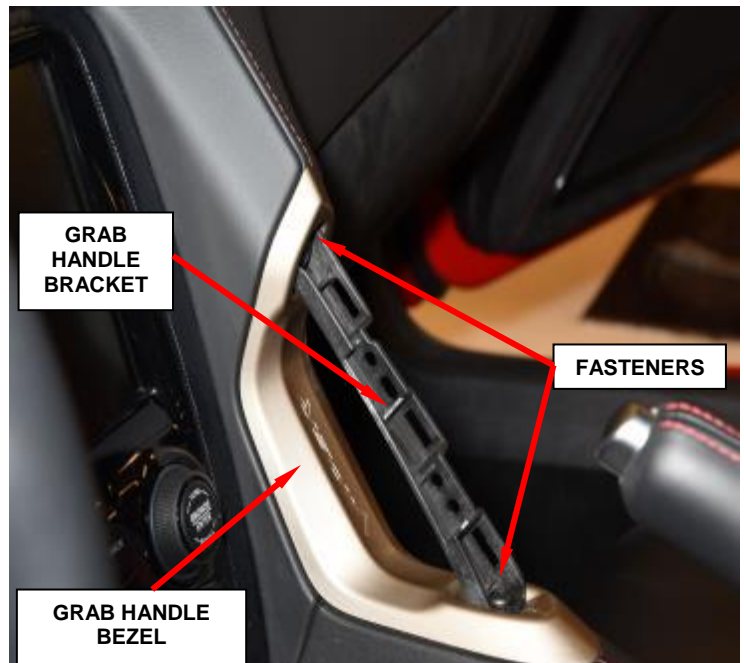


Figure 6 – Grab Handle Bezel

Service Procedure (continued)

8. Disconnect the instrument panel wire harness connector from the PAB pigtail wire harness connector located above the glove box area of the instrument panel (Figure 7).

9. Remove the two screws that secure the lower PAB bracket to the instrument panel structural support above the glove box area of the instrument panel (Figure 7).

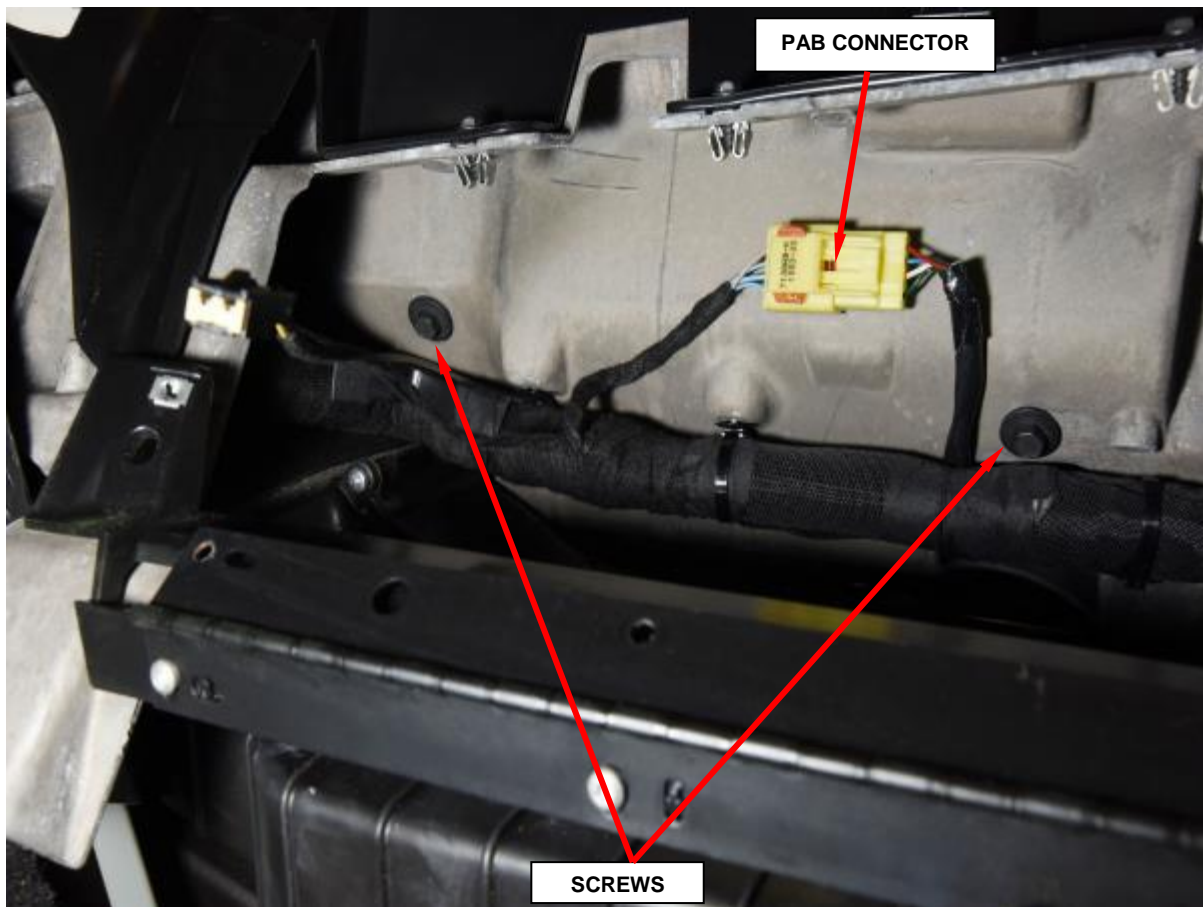


Figure 7 – PAB Bracket to Instrument Panel Support Structure

Service Procedure (continued)

10. Use the following steps to remove the center bezel and related components to allow top pad removal.
 - a. Remove and save the rear storage bin (Figure 8).



Figure 8 – Rear Storage Bin

- b. Remove and save the two rear center console fasteners (Figure 9).

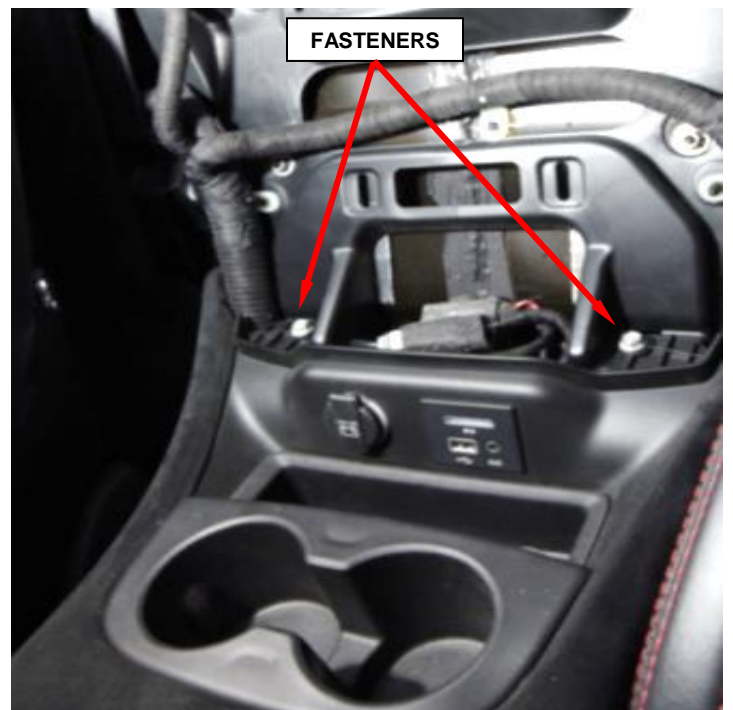


Figure 9 – Rear Console Fasteners

Service Procedure (continued)

- c. Remove and save the two steering column opening cover fasteners (Figure 10).
- d. Remove and position the steering column opening cover to the side.
- e. Remove the left console side panel from the vehicle.



Figure 10 – Steering Column Opening Cover

- f. Remove and save the two front center console fasteners (Figure 11).
- g. Release the shifter bezel from the console and position to the side (Figure 11).
- h. Position the floor center console rearward.

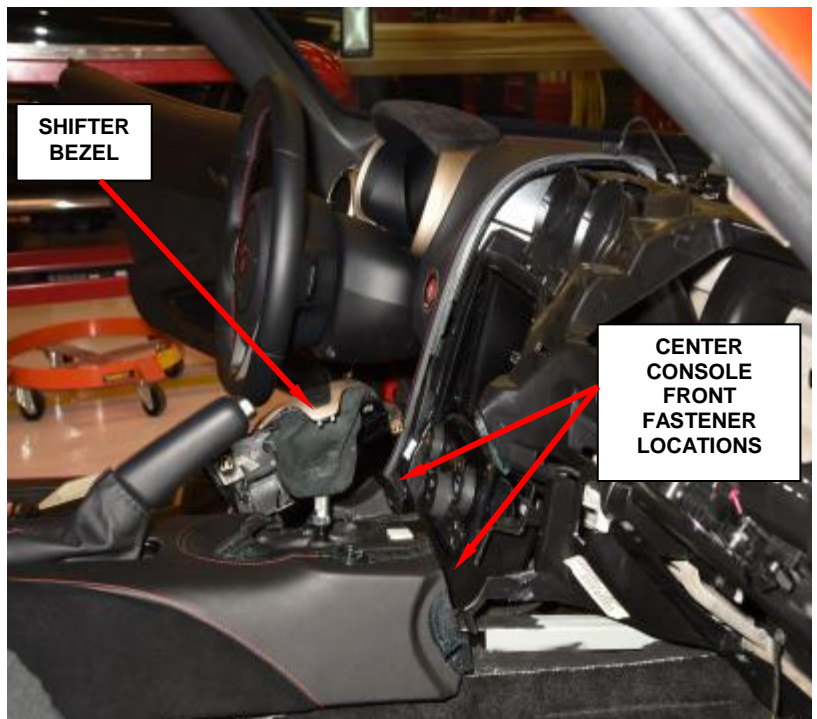
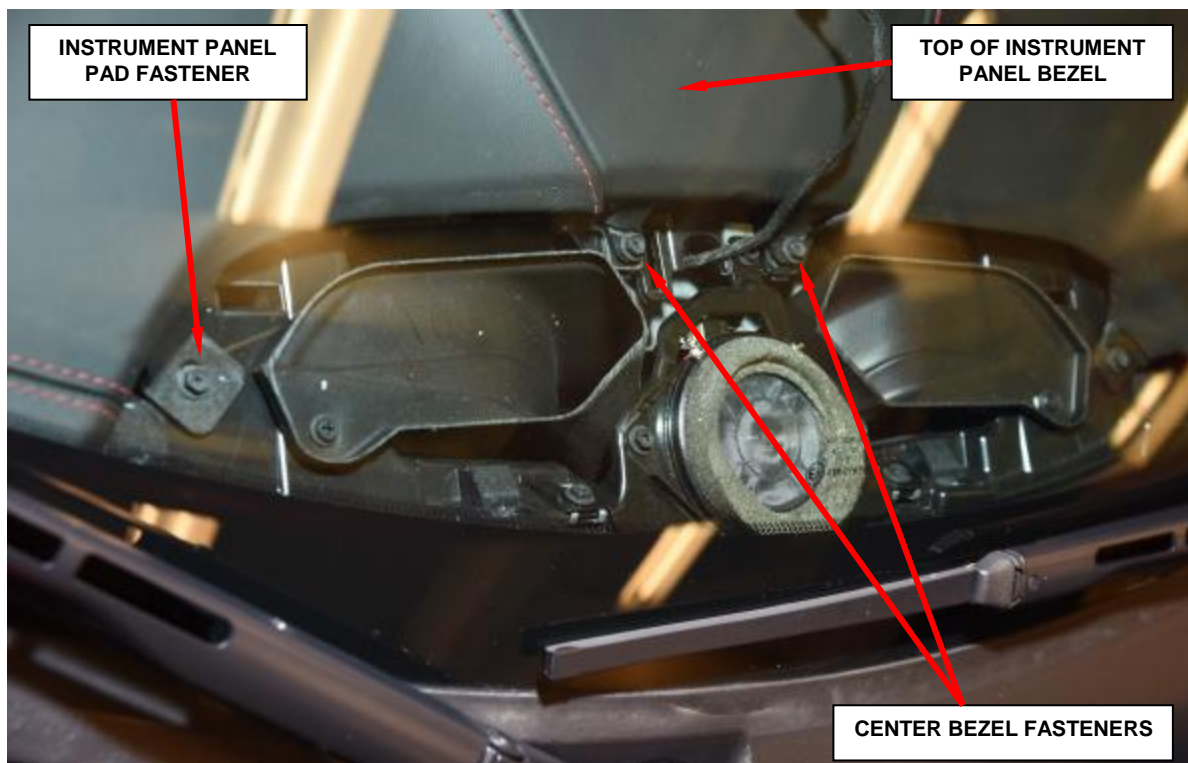


Figure 11 – Center Console

Service Procedure (continued)

- i. Using C-4755 or equivalent, release the clips along the rear of the rear of the defroster grill.
- j. Slide the defroster grill rearward to release the front tabs from the dash.
- k. Disconnect the sun sensor wiring connector.
- l. Remove and save the defroster grill from the vehicle.
- m. Remove the two instrument panel center bezel fasteners and the right side instrument panel pad fastener (Figure 12).
- n. Use C-4755 or equivalent, to release the instrument panel center bezel retaining clips.
- o. Remove instrument panel center bezel.

**Figure 12 - Center Bezel Fasteners**

Service Procedure (continued)

- p. Remove and save the right side speaker and grill assembly (Figure 13).

- q. Remove the dash pad fastener (Figure 13).



Figure 13 – Right Side Speaker

- r. From within the glove box opening, remove the two dash pad fastener (Figure 14).

- s. Remove the right A-pillar trim.

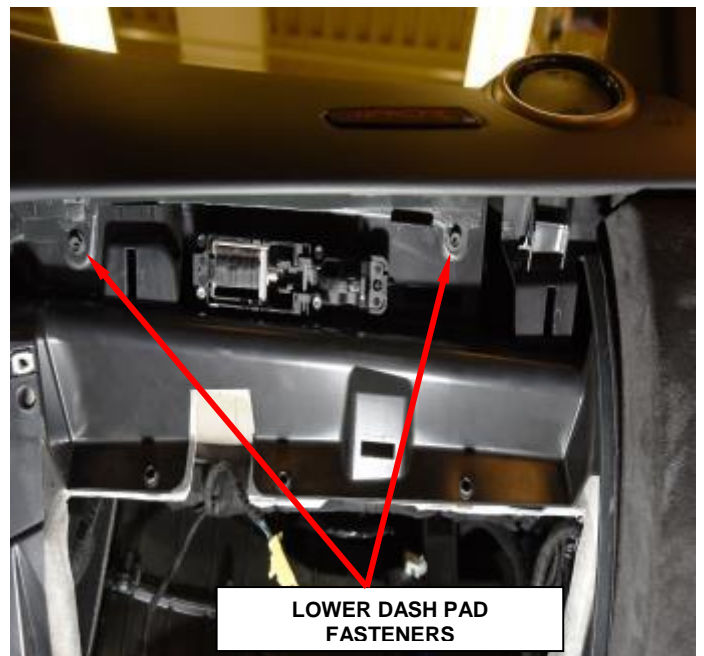


Figure 14 – Lower Dash Pad Fasteners

Service Procedure (continued)

- t. Use C-4755 or equivalent, to release the retaining clips on the right instrument panel pad (Figure 15).
 - u. Remove the right instrument panel pad from the vehicle (Figure 15).
11. Place the top pad on a suitable work surface with the top facing down.
 12. Disengage each of the hooks on one side of the PAB housing from the windows in the forward and rearward vertical walls of the PAB retainer or chute on the underside of the top pad. To disengage the hooks, use hand pressure to pull the adjacent edge of the PAB housing firmly and evenly upward out of the retainer receptacle, while at the same time pulling the upper edge of the PAB receptacle wall outward far enough to disengage the hooks (Figure 16).

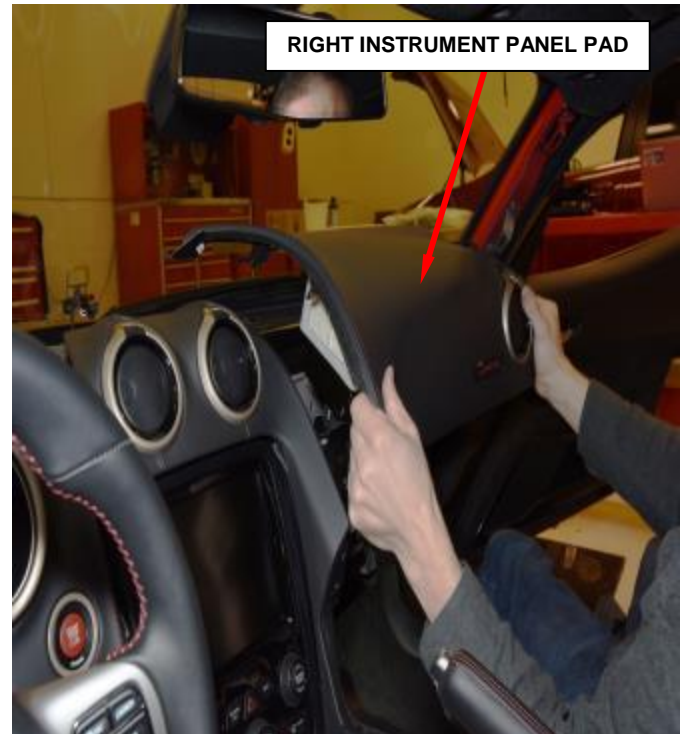


Figure 15 - Remove Instrument Panel Pad

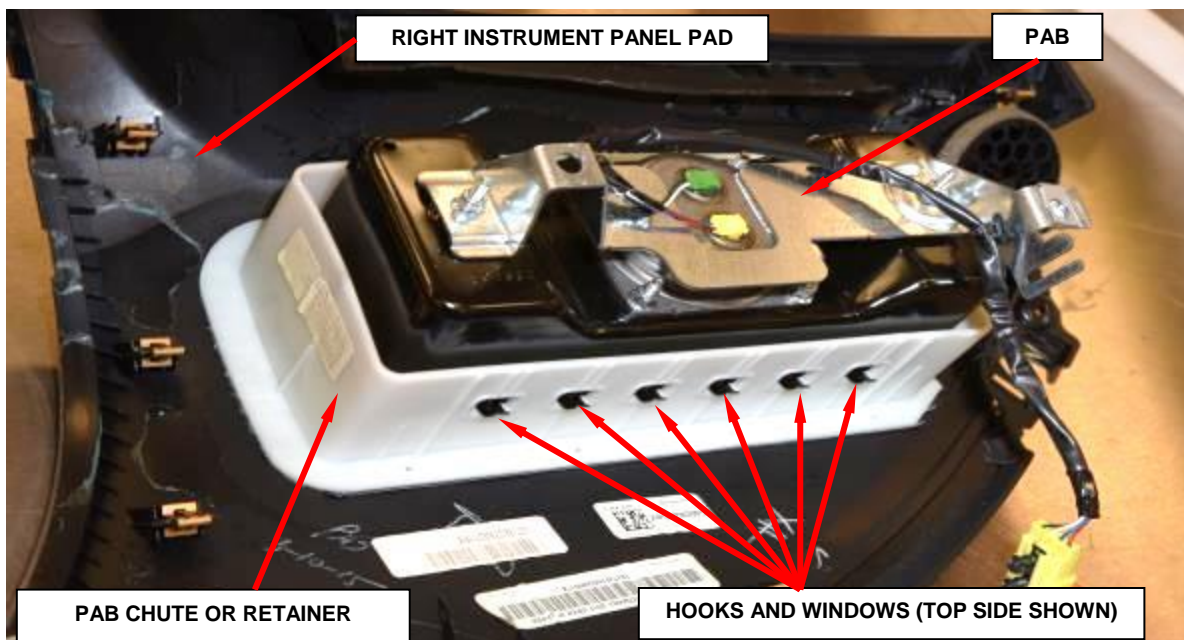


Figure 16 – Passenger Airbag Removal

Service Procedure (continued)

13. With all of the hooks on one side of the PAB housing disengaged from the retainer, rotate that side of the housing upward far enough to disengage the hooks on the opposite side of the housing from the retainer.
14. With all of the hooks disengaged, lift the PAB housing, inflator and cushion as a unit from the receptacle of the PAB retainer or chute on the underside of the instrument panel top pad.
15. Transfer all remaining components from the original instrument panel pad to the **NEW** instrument panel pad. **Discard** the original instrument panel pad.
16. Place the **NEW** passenger side instrument panel top pad on a suitable work surface with the PAB retainer or chute receptacle facing up. Be certain to take the proper precautions to prevent the top pad from receiving cosmetic damage during the following procedures.
17. Carefully position the PAB housing to the PAB retainer or chute receptacle. The side of the PAB housing with 6 hooks faces rearward in the vehicle.
18. Engage all of the hooks on one side of the PAB housing through the windows on the same side of the PAB retainer or chute, then rotate the opposite side of the PAB housing downward into the receptacle.
19. Inspect around the perimeter of the PAB making certain each of the hooks on the PAB housing is fully engaged through the corresponding window in the forward and rearward vertical walls of the PAB retainer or chute receptacle.

Service Procedure (continued)

20. Install the top pad onto the instrument panel.
 - a. Position the right instrument panel pad to the instrument panel retainer and lower it into place.
 - b. Align the retaining clips on the right instrument panel pad to the appropriate slots in the instrument panel retainer.
 - c. With the use of hand pressure, insert the retaining clips fully.
 - d. Install the dash pad fastener into the speaker and grill area and tighten securely (Figure 13).
 - e. Install the right speaker and grill assembly.
 - f. Install the two lower instrument panel pad screws and tighten securely (Figure 14).
 - g. Install the dash pad fastener in the defroster grill area and tighten securely (Figure 12).
 - h. Install the right A-pillar trim.
 - i. Position the instrument panel center bezel.
 - j. Align the instrument panel center bezel retaining clips and insert fully.
 - k. Install the two instrument panel center bezel fasteners and tighten securely (Figure 12).
 - l. Position the defroster grill.
 - m. Connect the sun sensor wiring connector.
 - n. Slide the defroster grill forward to engage the front tabs.
 - o. Insert the retaining clips on the rear of the defroster grill fully.

Service Procedure (continued)

- p. Position and install the floor center console. Tighten the four fasteners securely.
 - q. Install the rear storage bin.
 - r. Install the steering column opening cover. Tighten the two fasteners securely.
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- 21. Install and tighten the two screws that secure the PAB lower mounting bracket to the instrument panel structural support above the glove box area of the instrument panel. Tighten the screws to 80 in. lbs. (9 N·m) (Figure 7).
 - 22. Connect the instrument panel wire harness connector to the PAB pigtail wire harness connector. Be certain that the connector is fully engaged and locked.
 - 23. Install the grab handle bezel, bracket and grab handle covers. Tighten the fasteners securely.
 - 24. Install the right and left side console side panels. Tighten the fasteners securely.
 - 25. Connect the glove box lamp electrical connector and install the glove box opening panel.
 - 26. Install the glove box door. Tighten the three fasteners securely.
 - 27. Do not connect the negative battery cable at this time. The Supplemental Restraint System (SRS) Verification Test procedure should be performed following service of any SRS component.
 - 28. Continue with **Section B. Supplemental Restraint System (SRS) Verification Test.**

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

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

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

1. Connect the wiTECH micro pod II to the vehicle data link connector located under the steering column.
2. Using the owner manual locate and disconnect the airbag fuses in the Power Distribution Center.

WARNING: To avoid serious or fatal injury while connecting the battery negative cable, which is located under the driver side floor panel, be certain to remain clear of all airbag deployment paths.

3. Connect the battery negative cable and tighten securely. If equipped with an Intelligent Battery Sensor (IBS), connect the IBS connector.
4. Turn the ignition switch to the “ON” position and exit the vehicle and close the passenger door.
5. Check to be certain that nobody is in the vehicle, then engage airbag fuses in the Power Distribution Center.
6. Open the wiTECH Diagnostic application.
7. Starting at the “Select Tool” screen, select the row/tool for the wiTECH micro pod II device you are using, then select “Next”.

Service Procedure (continued)

8. Enter your “**User id**” and “**Password**”, then select “**Finish**”.
9. Clear all DTC’s in all modules using the wiTECH tool.

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, remove the wiTECH micro pod II and return the vehicle to the customer.
 - If the airbag indicator fails to light or the light and stays **ON**, there is still an active SRS fault or malfunction. Refer to the appropriate diagnostic information to diagnose the problem.
11. Remove the wiTECH micro pod II.
12. Dispose of all non-deployed airbags in a manner consistent with state, provincial, local and federal regulations. Refer to the Hazardous Substance Control System for proper disposal.
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 submitted will be used by FCA to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Replace Instrument Panel Pad and perform SRS Verification	23-S7-71-82	1.1 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 Make Model]

VIN XXXXXXXXXXXXXXXXXXXX

S77/NHTSA 16V-750

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your authorized Dodge 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 S77.

IMPORTANT SAFETY RECALL

Passenger Airbag Door

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 [Model Year Make Model] vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?

The Passenger Airbag (PAB) door on your vehicle ^[1] may detach from the instrument panel during airbag deployment. A detached PAB door during airbag deployment could increase the risk of injury to the vehicle occupants.

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 passenger side instrument panel pad on all involved vehicles. 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 2 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.