



November 2016

Dealer Service Instructions for:

Safety Recall S84 / NHTSA 16V-799 Knee Blocker Airbag Assembly

Models

2017 (KL) Jeep® Cherokee

NOTE: This recall applies only to the above vehicles built from October 13, 2016 through October 17, 2016 (MDH 101300 through 101723).

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The driver knee blocker airbag assembly on about 85 of the above vehicles may have improper welds. This could cause inadequate inflation of the knee blocker airbag when required and increase the risk of injury to the driver during a crash.

Repair

The driver knee blocker airbag assembly must be replaced on all involved vehicles.

Service Procedure**A. Driver Knee Blocker Airbag Assembly Replacement**

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. This is the only sure way to disable the SRS. Failure to follow these instructions may result in accidental airbag deployment.

1. 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.
2. Remove and save the instrument panel end cap (Figure 1).
3. Remove and save the lower “A” pillar trim plate (Figure 1)
4. Remove and save the door sill scuff plate (Figure 1).
5. Remove and save the steering column opening cover fasteners (Figure 1).



Figure 1 – Knee Airbag Steering Column Opening Cover

Service Procedure (Continued)

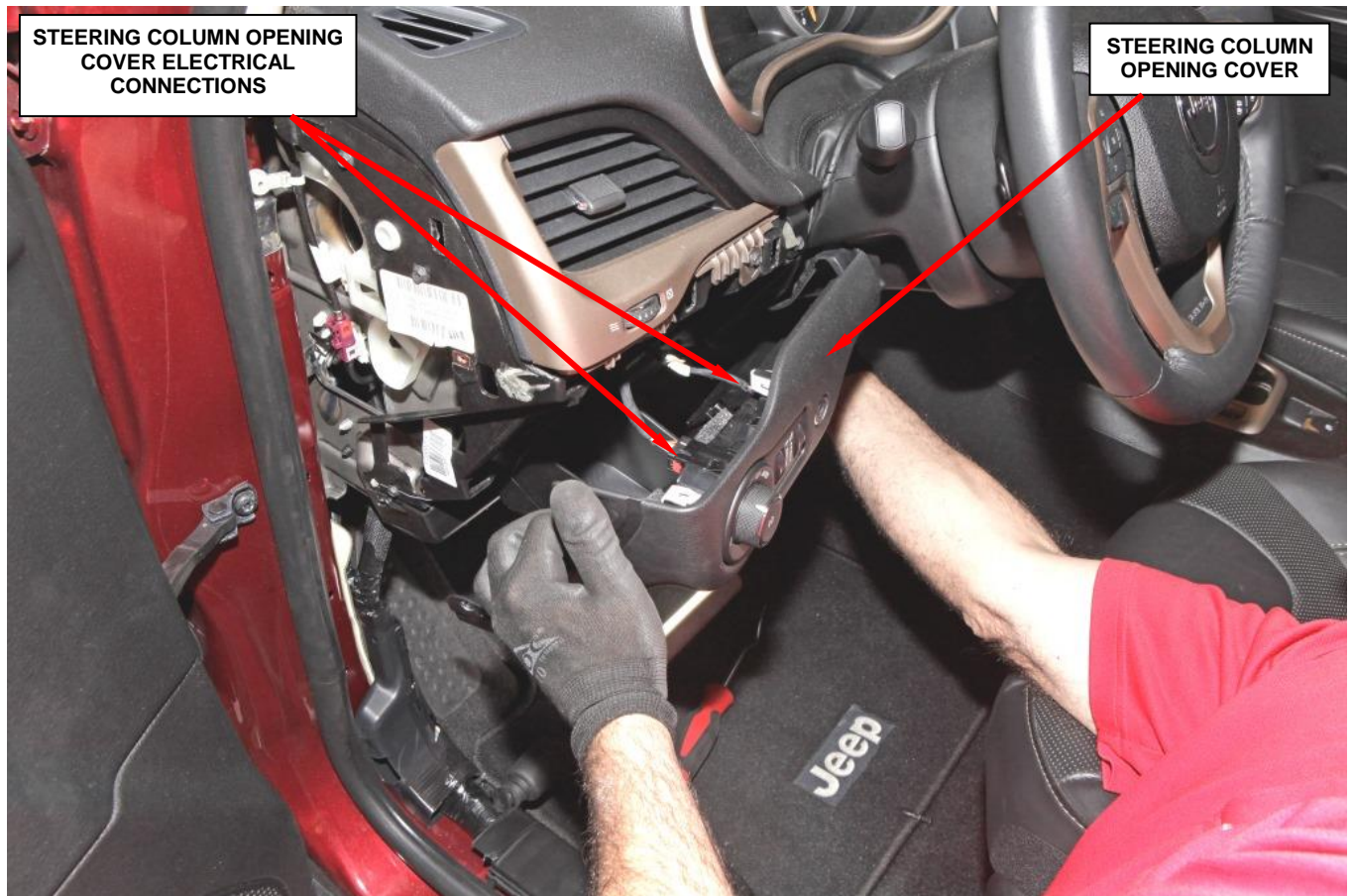


Figure 2 – Disconnect Electrical Connectors and Remove Steering Column Opening Cover

6. Pull the steering column opening cover back and disconnect all electrical connectors (Figure 2).
7. Remove and save the steering column opening cover (Figure 2).

Service Procedure (Continued)

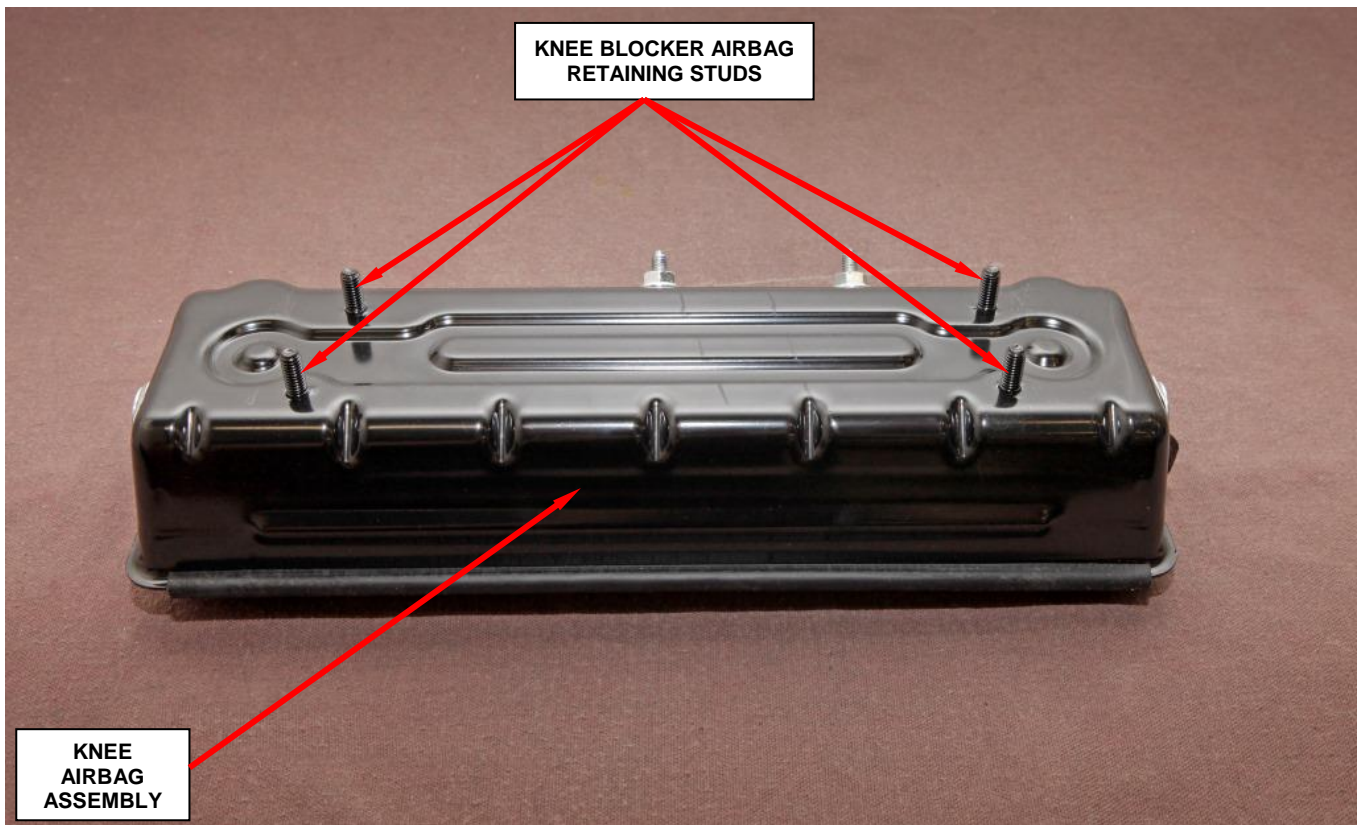


Figure 3 – Knee Airbag Retaining Studs (Located on the Top of the Airbag Housing)

8. Remove and discard the four nuts that secure the knee airbag to the lower reinforcement of the instrument panel structural support.

9. Rotate the outboard end of the knee airbag downward so that the knee airbag is vertical and the instrument panel wire harness connection to the knee airbag faces upward.

Service Procedure (Continued)

10. The knee airbag connector insulator is secured by integral latches and a Connector Position Assurance (CPA) lock to the airbag inflator connector receptacle (Figure 4). Pull the lock straight out from the connector insulator, then pull the insulator straight out from the connector receptacle to disengage and disconnect it.
11. Remove the knee airbag from the vehicle.
12. Position the new knee airbag unit below the steering column opening of the instrument panel in a vertical orientation with the knee airbag inflator initiator connector receptacle facing upward.

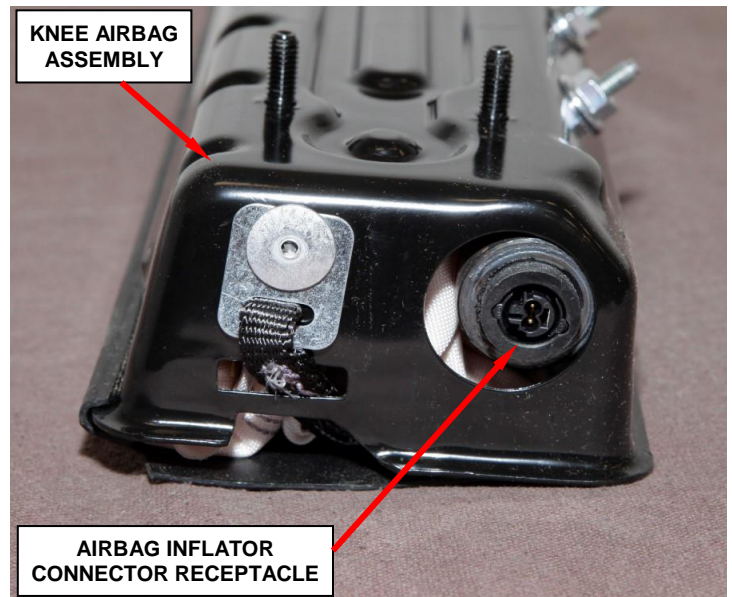


Figure 4 – Airbag Inflator Connector Receptacle

WARNING: To avoid serious or fatal injury, use extreme care to prevent any foreign material from entering the knee airbag, or becoming entrapped between the knee airbag cushion and the knee airbag trim cover. Failure to observe this warning could result in vehicle occupant injuries upon airbag deployment.

13. Connect the connector insulator of the instrument panel wire harness take out for the knee airbag to the inflator initiator connector receptacle by pressing straight in on the connector (Figure 4). Be certain that the connector is fully engaged in its receptacle, then push the Connector Position Assurance (CPA) lock straight into the connector to lock it into place.
14. Carefully position the new knee airbag unit to the lower reinforcement of the instrument panel structural support. **Be certain the instrument panel wire harness take out for the knee airbag is routed behind the knee airbag and is not pinched between the knee airbag housing and the lower reinforcement of the instrument panel structural support.**

Service Procedure (Continued)

15. Install and tighten the four new nuts that secure the mounting studs of the knee airbag unit to the lower reinforcement of the instrument panel structural support (Figure 3). Tighten the retaining nuts to 80 in. lbs. (9 N·m).

16. Install the steering column opening cover into position on the instrument panel and connect all electrical connections (Figure 2).

17. Install steering column opening cover retaining screws.

18. Install the lower “A” pillar trim and scuff plate (Figure 1).

19. Install the instrument panel end cap (Figure 1).

20. Do not connect the negative battery cable at this time. The Supplemental Restraint System (SRS) Verification Test procedure must be performed following service of any SRS component. Continue with **Section B. Supplemental Restraint System Verification Test.**

Service Procedure (Continued)**B. 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 scan tool to the vehicle.
2. Turn the ignition switch to the “ON” position, exit the vehicle and close the doors.
3. **If equipped with an Intelligent Battery Sensor (IBS)**, connect the IBS connector and connect the battery negative cable.
4. Open the wiTECH Diagnostic application.
5. Starting at the “**Select Tool**” screen, select the row/tool for the wiPOD device you are using, then select “Next”.
6. Enter your “**User id**” and “**Password**”, then select “**Finish**”.
7. 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.
 - If the airbag indicator fails to light or the light and stays ON, there is still an active SRS DTC or malfunction.
8. Check and record all DTC’s and then clear all DTC’s
9. Continue with **Section C. Electronic Power Steering Verification Test**.

Service Procedure (Continued)

C. Electronic Power Steering Verification Test

1. Verify all accessories are turned off, the battery is fully charged and the charging system has a status of "charged".
2. Start the engine and allow it to run for two minutes.
3. Turn the steering wheel from stop-to-stop twice, holding at each stop position for one second. Then return the steering wheel to the straight ahead position.
4. Turn the ignition “OFF” and wait five minutes.
5. Turn the ignition “ON” and using the wiTECH scan tool, read DTCs from all modules.
6. If there are no DTC’s present after turning ignition “ON”, road test the vehicle for at least five minutes.
7. Again, with the wiTECH scan tool, read all DTCs. If there are no DTC’s present after the road test, the repair is complete.
8. Remove the wiTECH scan tool from the vehicle.
9. 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 Driver Side Knee Blocker Airbag Assembly	23-S8-41-82	0.7 hours

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

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



KNEE BLOCKER AIRBAG ASSEMBLY

IMPORTANT SAFETY RECALL

S84 / NHTSA 16V-799

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx).

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

Dear: (Name)

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain **2017 model year Jeep® Cherokee vehicles**.

The problem is... **The driver knee blocker airbag assembly on your vehicle may have improper welds.** This could cause inadequate inflation of the knee blocker airbag when required and increases the risk of injury to the driver during a crash.

What your dealer will do... **FCA will repair your vehicle free of charge.** To do this, your dealer will replace the driver knee blocker airbag assembly on all involved vehicles. The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply **contact your Chrysler, Jeep, Dodge or RAM dealer** right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either **fcarecalls.com** or 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. If you have further questions go to **fcarecalls.com**.

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 or you can mail 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**. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

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**.

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

Customer Services / Field Operations
FCA US LLC

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