



September 2019

Dealer Service Instructions for:

Equipment Safety Recall VA4 / NHTSA 19E-062 Passenger Airbag Module

Subject

FCA US has decided that a defect, which relates to motor vehicle safety, exists in certain Passenger Airbags (PABs). Some PABs, part number 68335088AA, intended for 2019 Model Year (LD) Dodge Charger vehicles, were shipped to dealers prior to development testing completion. Suspect PABs without developmental testing completed may not perform as expected when commanded to deploy in a vehicle crash. A PAB that does not perform as expected may increase the risk of injury to a front seat passenger when commanded to deploy in a vehicle crash.

Repair

Replace suspect PAB with the correct PAB.

Service Procedure

A. Replace Passenger Airbag Module

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 IBS sensor, if equipped, then 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 1).

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.

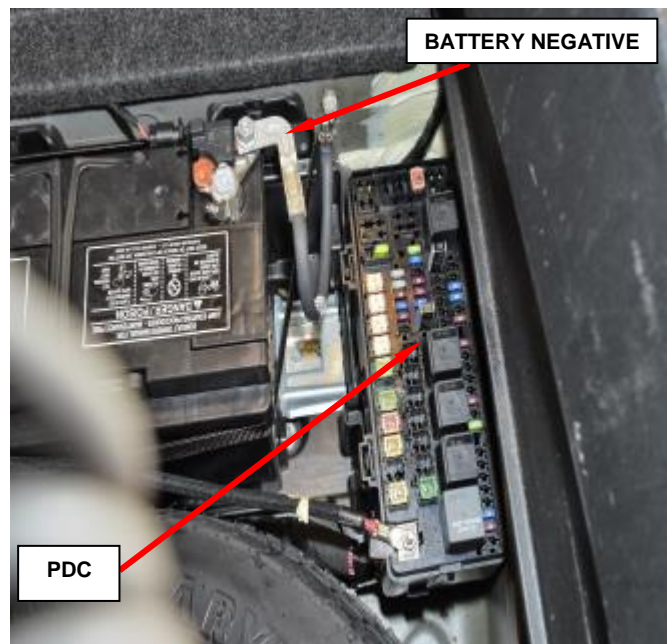


Figure 1 - Battery Negative

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 right side sill plate (Figure 2).
 - c. Remove the three pushpins that secure the instrument panel silencer to the instrument panel (Figure 2).
 - d. Disconnect the harness connector(s) and remove the right side instrument panel silencer (Figure 2).
 - e. Open the glove box door.
 - f. Remove the two side screws from the glove box compartment (Figure 3).
 - g. Remove the six screws from the glove box compartment (Figure 3).
 - h. Disconnect the wiring harness connectors and remove the glove box compartment.

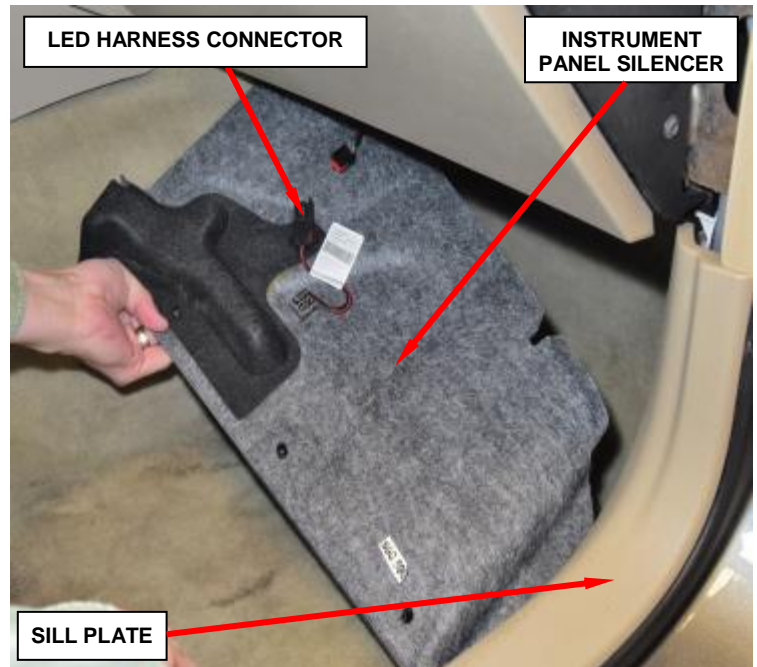


Figure 2 – Instrument Panel Silencer

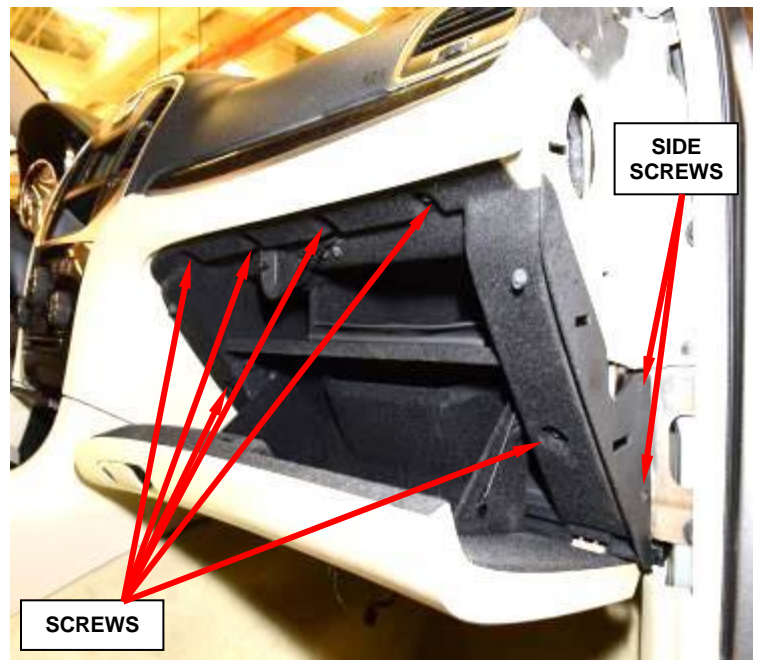


Figure 3 – Glove Box Compartment

Service Procedure (Continued)

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 4).
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 4).
6. Pull the module away from the side bulk head and down and remove and save the module.

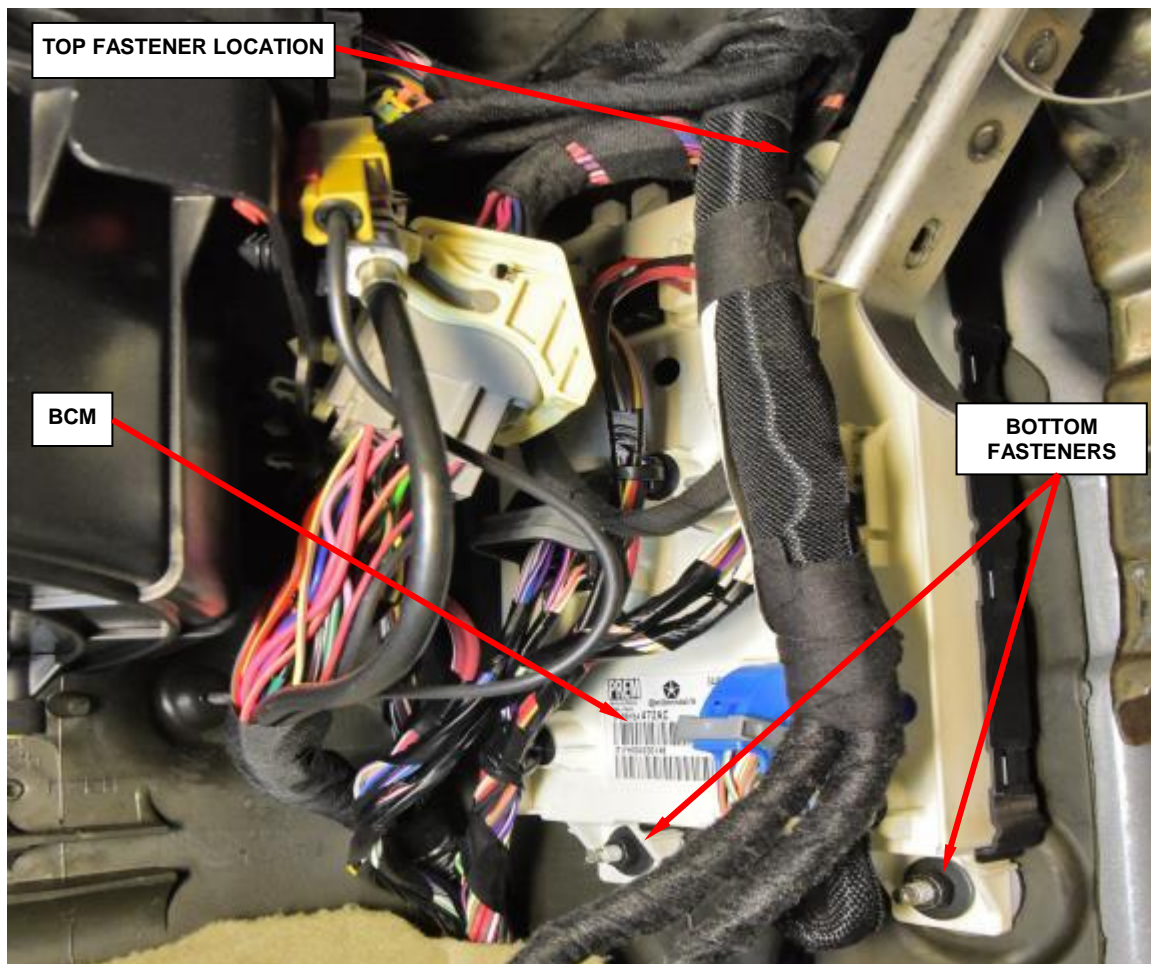


Figure 4 – Body Control Module

Service Procedure (Continued)

7. Disconnect the electrical connector from the HVAC module, located on the air inlet housing (Figure 5).

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 5).
9. Loosen the two screws that secure the front of the HVAC module to the air inlet housing (Figure 5).
10. Remove the one screw that secures the rear of the HVAC module to the air inlet housing (Figure 5).
11. Slide the HVAC module rearward to disengage the module from the two front retaining screws and remove the module.

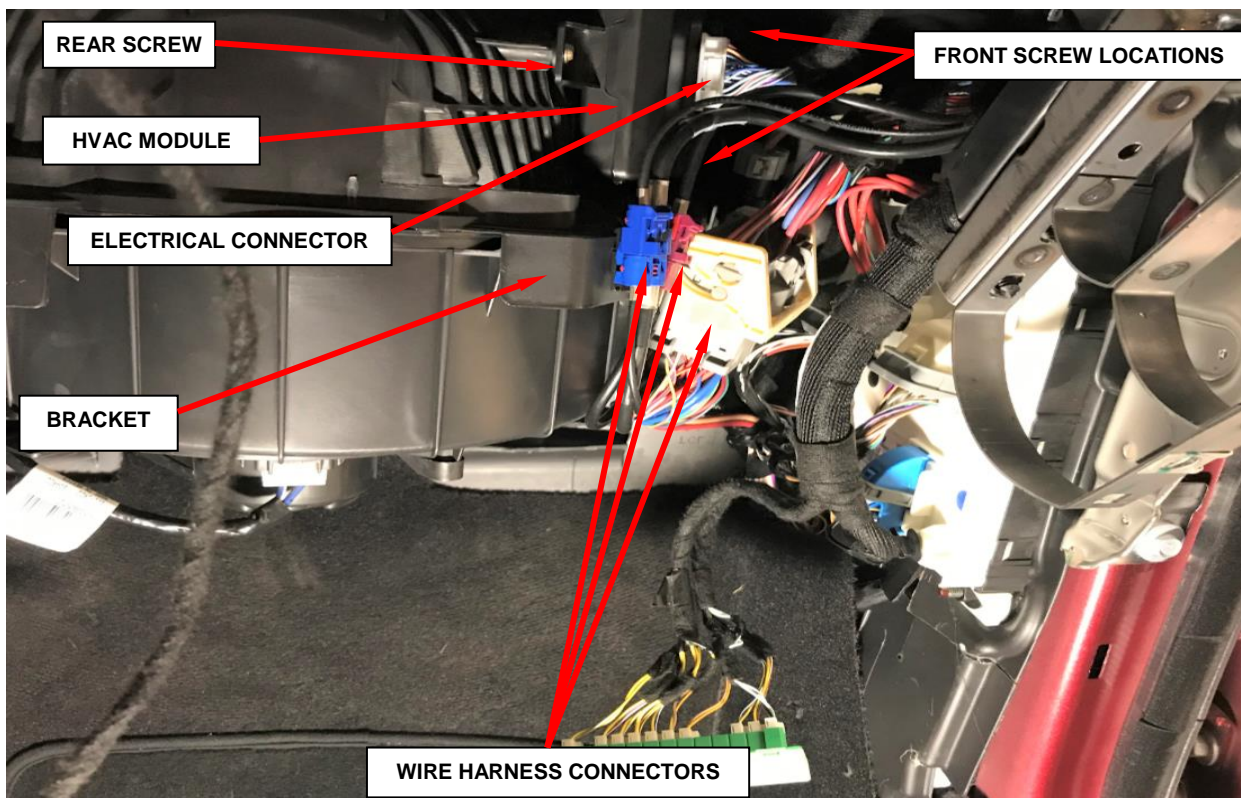


Figure 5 – HVAC Module

Service Procedure (Continued)

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 (Figure 6).
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 6).
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 6).
15. Remove the PAB module from the instrument panel cover.

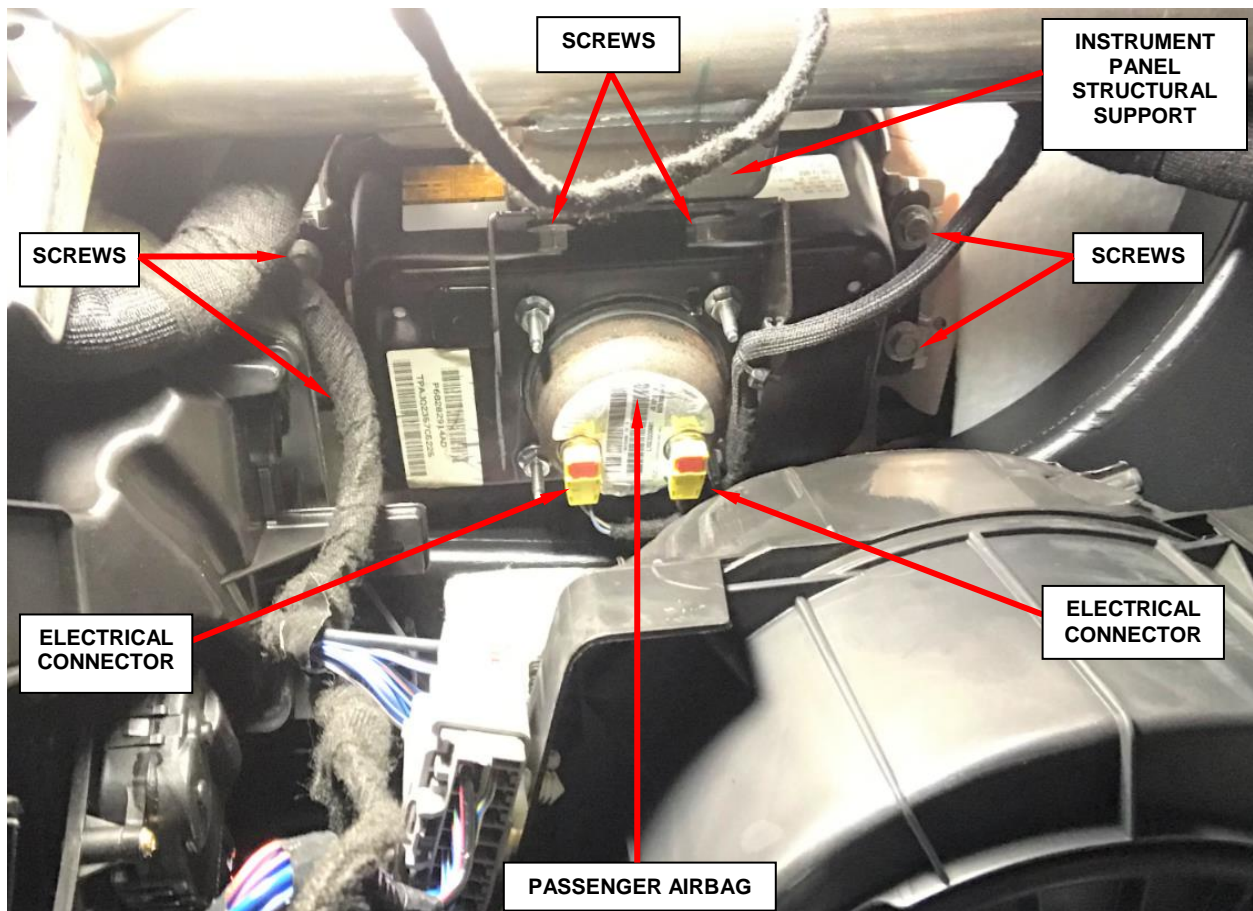


Figure 6 – Passenger Airbag

Service Procedure (Continued)

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.

16. Carefully position the **NEW** PAB module into the PAB retainer receptacle.
17. 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).
18. 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 106 in. lbs. (12 N·m).
19. 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.
20. Position the HVAC module to the air inlet housing and engage the module to the two front retaining screws.
21. Loosely install the screw that secures the rear of the HVAC module to the air inlet housing.
22. Tighten all the screws that secure the HVAC module to the air inlet housing to 2 N·m (17 in. lbs.).

Service Procedure (Continued)

23. Connect the wire harness connector to the HVAC module.
24. Secure the wire harness connectors to the bracket.
25. 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.
26. Install the two lower fasteners, and tighten securely.
27. Tighten the upper fastener securely.
28. Connect the electrical connectors to the BCM receptacles.
29. Connect the electrical connectors to the glove box.
30. Install the glove box into the instrument panel. Tighten all eight fasteners securely.
31. Connect the electrical connectors to the instrument panel silencer.
32. Secure the instrument panel silencer to the instrument panel.
33. Install the right side sill plate.
34. Install the right side instrument panel end cap.
35. **Do not connect the battery negative cable at this time.** 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. 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 connect the IBS connector 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, connect the IBS connector 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.

Service Procedure (Continued)

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. 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 the following labor operation number and time allowance:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Replace Passenger Airbag Module	08-VA-41-82	0.8 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.

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 Module

VA4/NHTSA 19E-062

Dear [Name],

This notice is 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 **Mopar Passenger Airbag modules**.

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?

FCA records indicate that you may have purchased a Passenger Airbag (PAB) for your vehicle ^[1]. Some PABs, part number 68335088AA, were shipped to dealers prior to development testing completion. Suspect PABs without developmental testing completed may not perform as expected when commanded to deploy in a vehicle crash. **A PAB that does not perform as expected may increase the risk of injury to a front seat passenger when commanded to deploy in a vehicle crash.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA will repair your PAB ^[2] free of charge (parts and labor). To do this, your dealer will replace suspect PABs with the correct PABs. We recommend that you schedule a service appointment to minimize your inconvenience. The estimated repair time is two hours. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR,
CALL 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
FCA US LLC

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 recalls.mopar.com or download the Mopar Owner's Companion App.

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall **VA4**.



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.