



September 2019

Dealer Service Instructions for:

Safety Recall V34 / NHTSA 19V-293

Transmission Shift Cable Bushing

Remedy Available

2013-2016 (PF) Dodge Dart

NOTE: This recall applies only to the above vehicles equipped with a 6-speed automatic transmission.

NOTE: Some vehicles above may have been identified as not involved in this recall and therefore have been excluded from this recall.

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 transmission shift cable bushing on about 298,400 of the above vehicles on the transmission end of the shifter cable could deteriorate and become detached from the transmission which could result in the inability of the driver to shift the transmission. The PRNDL in the Dodge Dart is based on transmission gear position, not shifter handle position. So the PRNDL display will show the actual vehicle gear on the shifter display and gauge cluster. There will not be any prior warning of shifter cable detachment from the transmission. However, after cable detachment and prior to a driver attempting to exit a vehicle, the driver may notice significantly reduced effort required to move the shift lever, the gear position indicators in the vehicle will all show the gear of the transmission regardless of shift lever position, and the door ajar warning will also function which alerts the driver via instrument cluster message and audible chime if the driver door is opened while the transmission is not in PARK. If the shifter cable becomes detached from the transmission, the vehicle may not perform the shifts intended by the driver. If the driver does not notice the gear position displayed or heed the door ajar warnings and exits the vehicle with the transmission in a gear other than PARK, unintended vehicle movement could result, increasing the risk of a vehicle crash without prior warning.

Repair

Replace the transmission shift cable bushing on the transmission end of the shifter cable.

Follow the appropriate Service Procedure:**Vehicles Equipped with 2.0L and 2.4L Engine: Page 4****Vehicles Equipped with 1.4L Turbo Engine: Page 10**

Alternate Transportation

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if the vehicle must be held overnight.

Parts Information

<u>Part Number</u>	<u>Description</u>
CSTGV341AA	Shift Cable Bushing Kit

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Shift Cable Bushing
1	Installation Aid

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

Vehicles Equipped with 2.0L and 2.4L Engine:

1. Place the transmission in PARK position and the ignition in the OFF position.
2. Open the hood and support it on the prop-rod.

NOTE: The battery tray does NOT require removal. Transmission gear shift cable bushing requiring replacement is accessible by reaching under the battery tray (Figure 1).

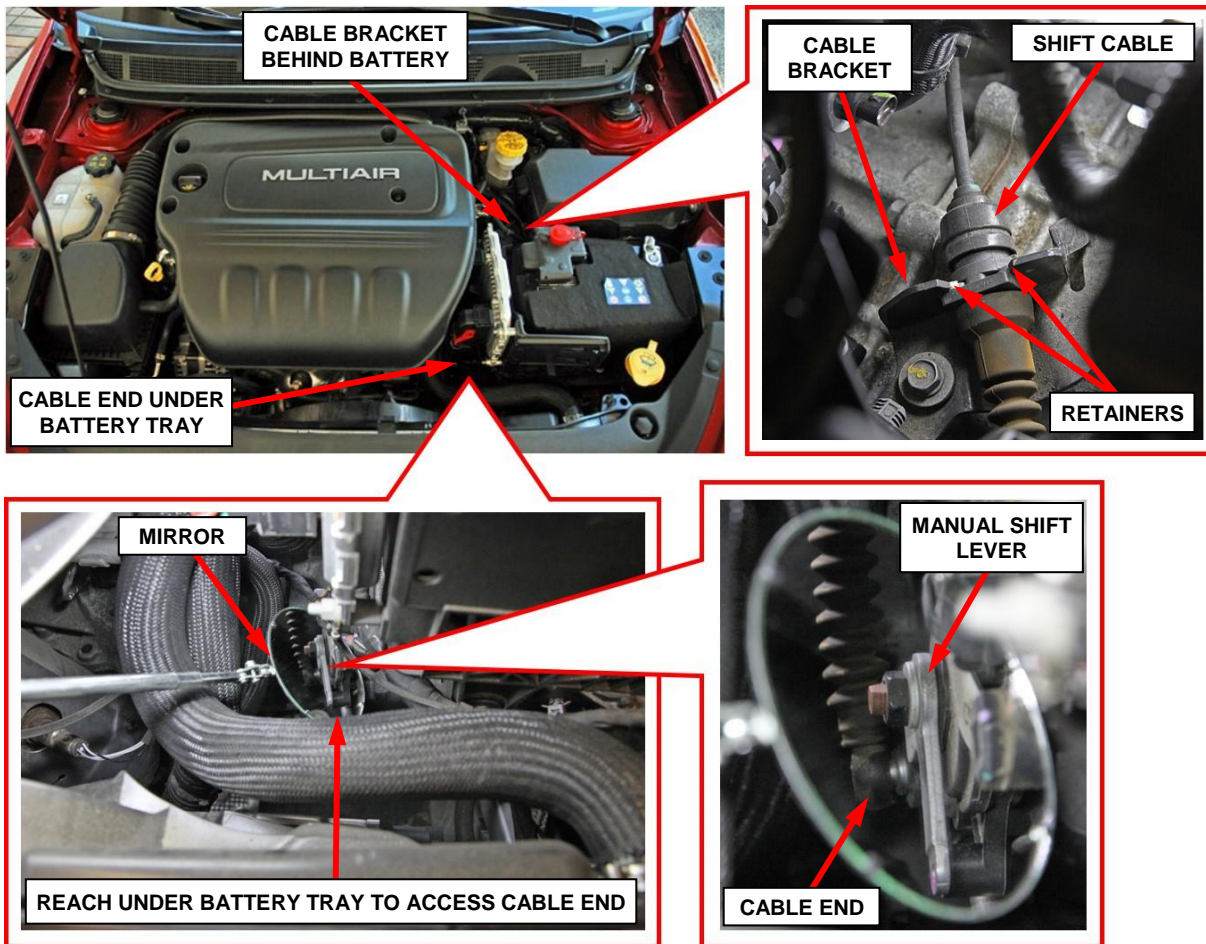


Figure 1 – Shift Cable Location on Transmission – Reach Under Battery Tray

Service Procedure [Continued]

3. Release the transmission gear shift cable end from the transmission manual shift lever (Figure 1).

4. Release the retainers securing the transmission gear shift cable to the cable bracket (Figures 1 and 2).

NOTE: A hook style tool may help release the cable to bracket retainers.

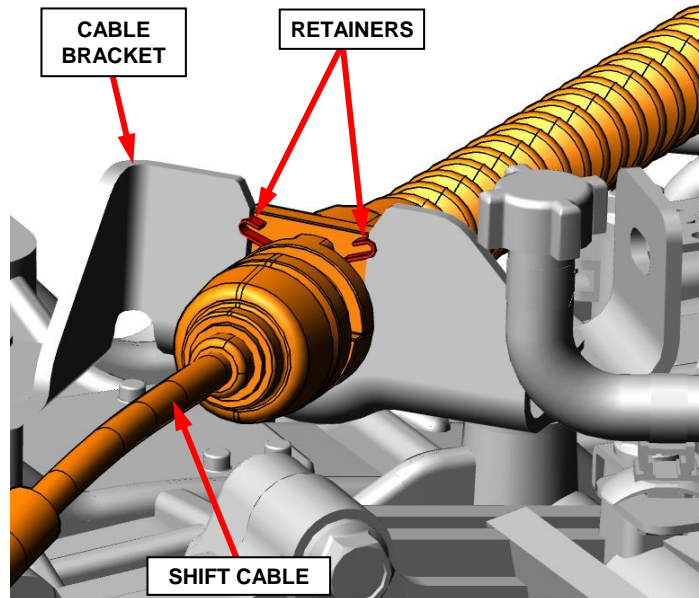


Figure 2 – Shift Cable Retainers

5. Reposition the transmission gear shift cable for access to the cable end bushing (Figure 3).

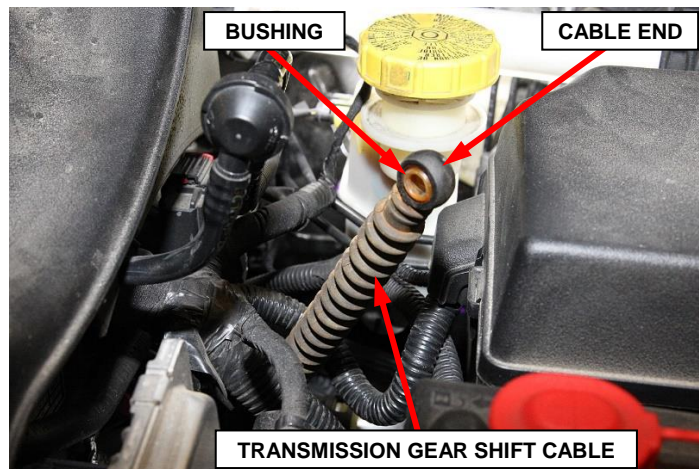


Figure 3 – Reposition Cable for Bushing Replacement

Service Procedure [Continued]

- Remove the old bushing from the cable end using long nose pliers, pick or other appropriate tool that will not cause damage to the cable end (Figure 4).

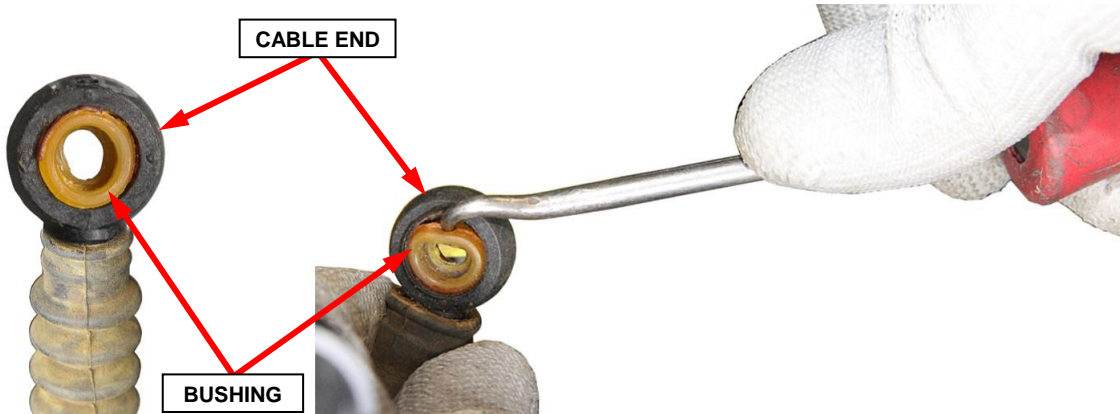


Figure 4 – Remove Old Bushing

- Use a brush approximately 13 mm (1/2 in) diameter to clean the cable end removing any remaining bushing fragments and debris (Figure 5).
- Ensure the cable end is free of bushing fragments and debris as shown in (Figure 5).

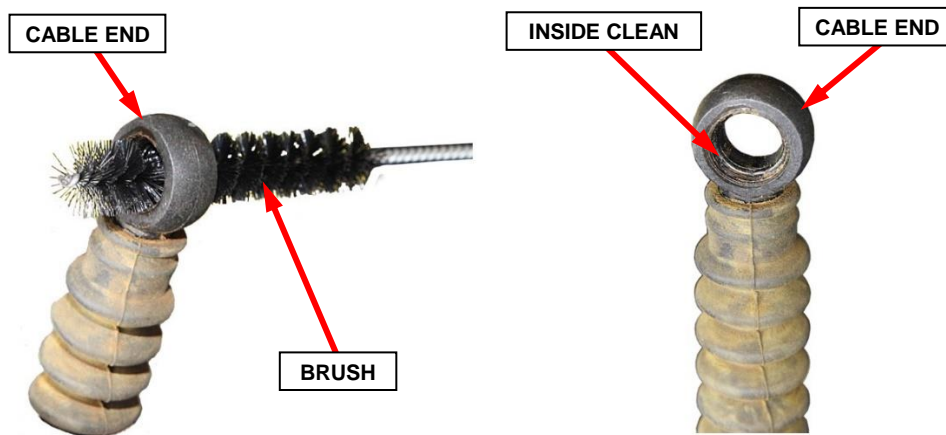


Figure 5 – Clean Cable End

Service Procedure [Continued]

9. Install the NEW bushing onto the center pin of the installation aid (Figure 6).

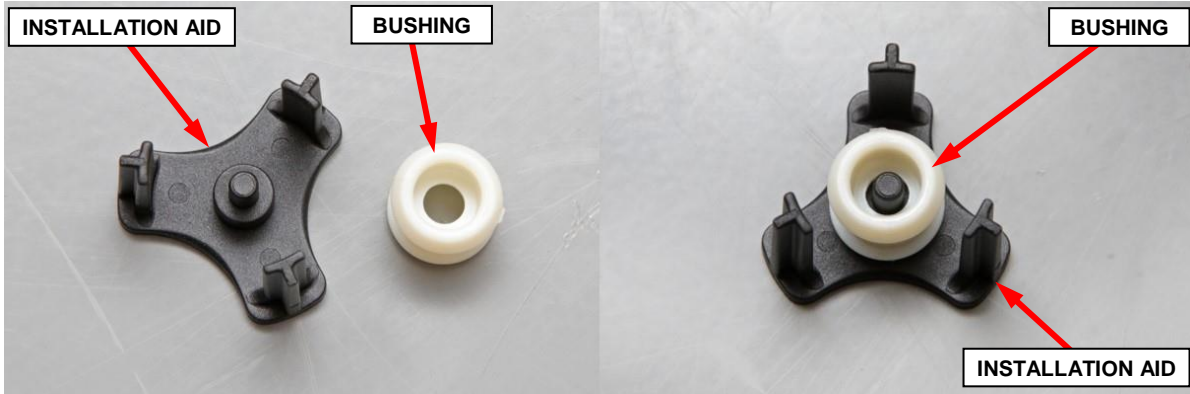


Figure 6 – New Bushing and Installation Aid

10. Position the NEW bushing and installation aid to the cable end (Figure 7).

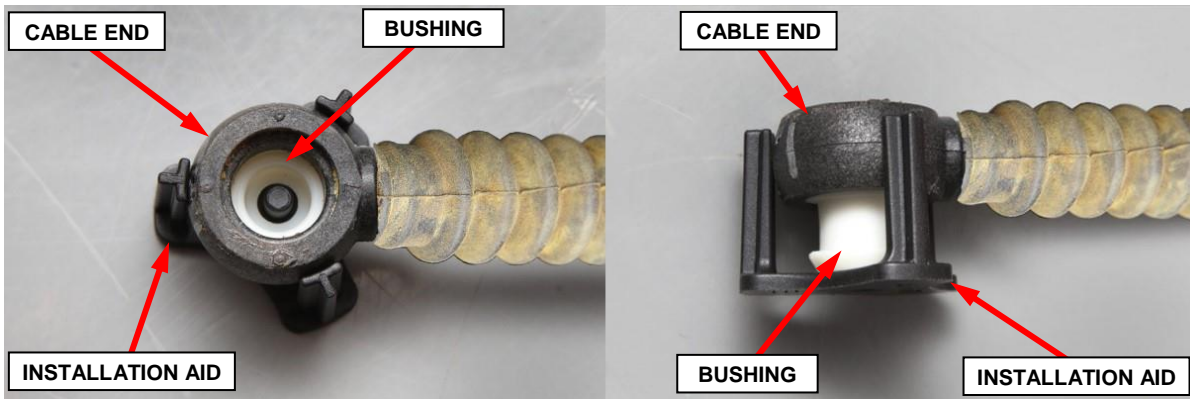


Figure 7 – New Bushing and Installation Aid Positioned on Cable End

Service Procedure [Continued]

11. Using pliers, squeeze the installation aid with new bushing into the cable end until fully seated (Figure 8).

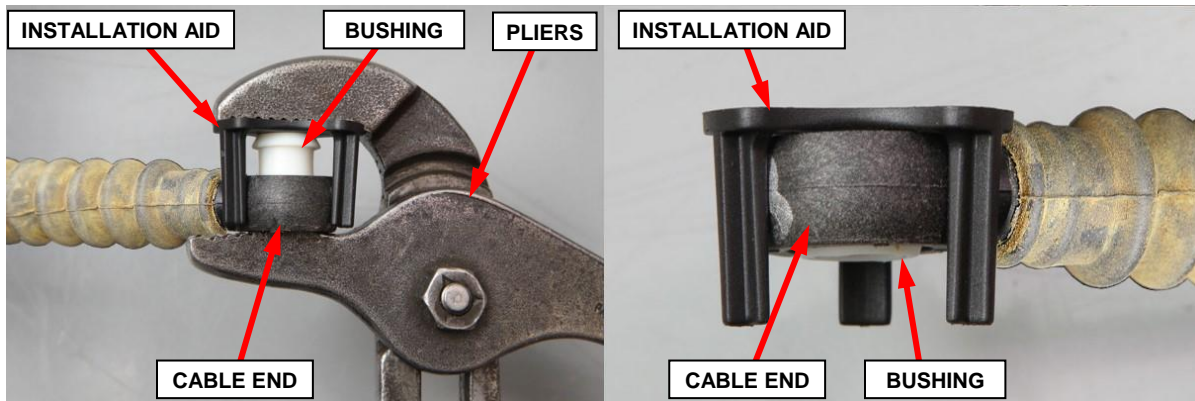


Figure 8 – Squeeze Installation Aid with New Bushing into Cable End

12. Ensure that the new bushing is fully installed into the cable end (Figure 9).
13. Position the transmission gear shift cable to the transmission.
14. Engage the retainers securing the transmission gear shift cable to the cable bracket (Figures 1 and 2).

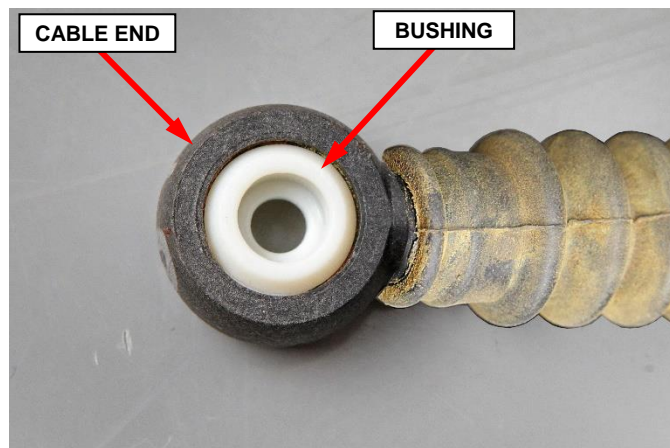


Figure 9 – New Bushing Installed

15. Install the transmission gear shift cable end to the transmission manual shift lever. Ensure the cable end bushing is securely engaged onto the manual shift lever (Figure 1).

Service Procedure [Continued]

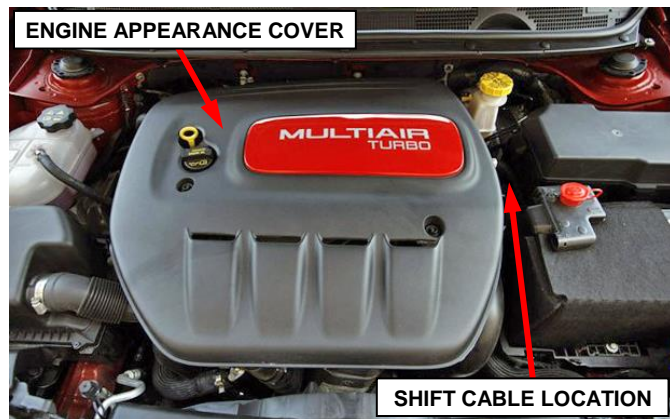
16. Lower the prop-rod and close the hood.

17. Place the ignition switch in the run position and apply the brake. Move the shift lever through the range of gear positions then back to park to verify that the transmission gear shift cable and bushing are installed properly.

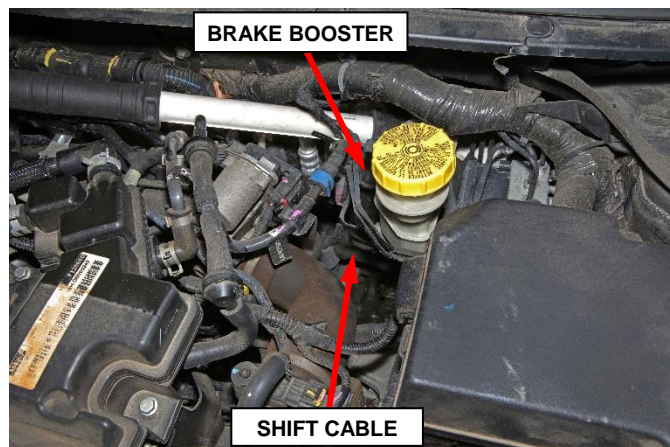
18. Return the vehicle to the customer.

Service Procedure [Continued]**Vehicles Equipped with 1.4L Turbo Engine:**

1. Place the transmission in PARK position and the ignition in the OFF position.
2. Open the hood and support it on the prop-rod (Figure 10).
3. Remove the engine appearance cover if equipped (Figure 10).

**Figure 10 – Engine Appearance Cover**

NOTE: The transmission gear shift cable bushing requiring replacement is located below the brake booster (Figure 11).

**Figure 11 – Shift Cable Location**

Service Procedure [Continued]

4. Release the transmission gear shift cable end from the transmission manual shift lever (Figure 12).
5. Release the retainers securing the transmission gear shift cable to the cable bracket (Figure 12).

NOTE: A hook style tool may help release the cable to bracket retainers.

6. Position the transmission gear shift cable for access to the cable end bushing.

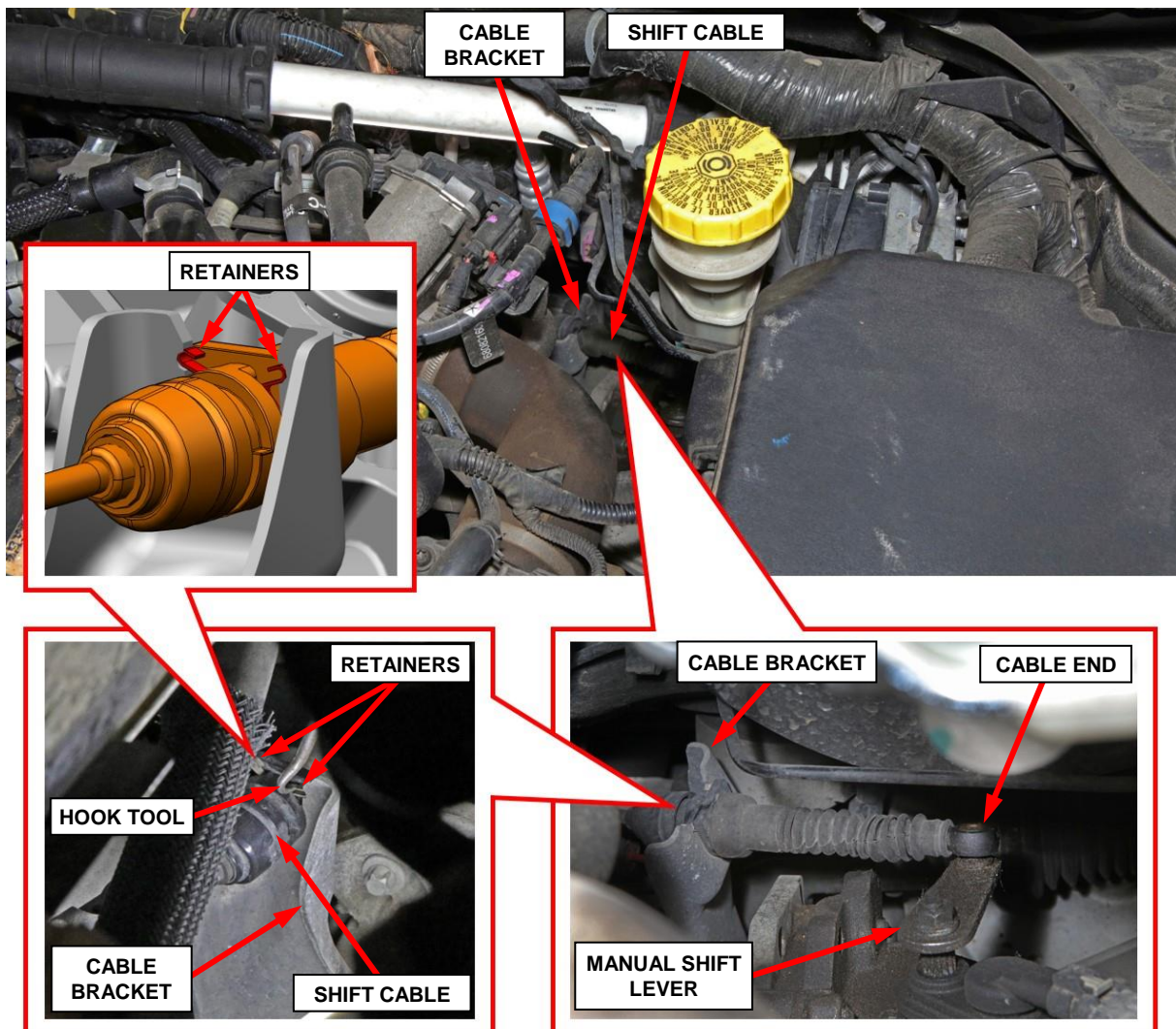


Figure 12 – Shift Cable at Transmission

Service Procedure [Continued]

7. Remove the old bushing from the cable end using long nose pliers, pick or other appropriate tool that will not cause damage to the cable end (Figure 13).

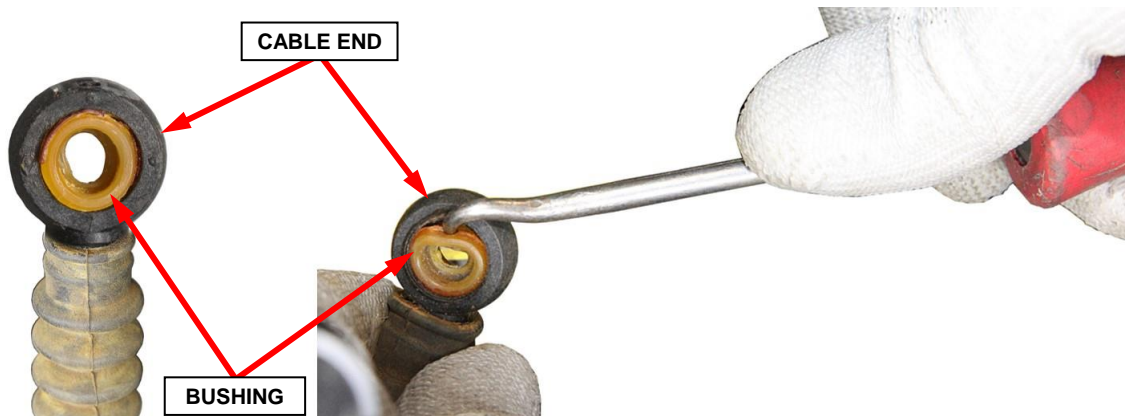


Figure 13 – Remove Old Bushing

8. Use a brush approximately 13 mm (1/2 in) diameter to clean the cable end removing any remaining bushing fragments and debris (Figure 14).
9. Ensure the cable end is free of bushing fragments and debris as shown in (Figure 14).

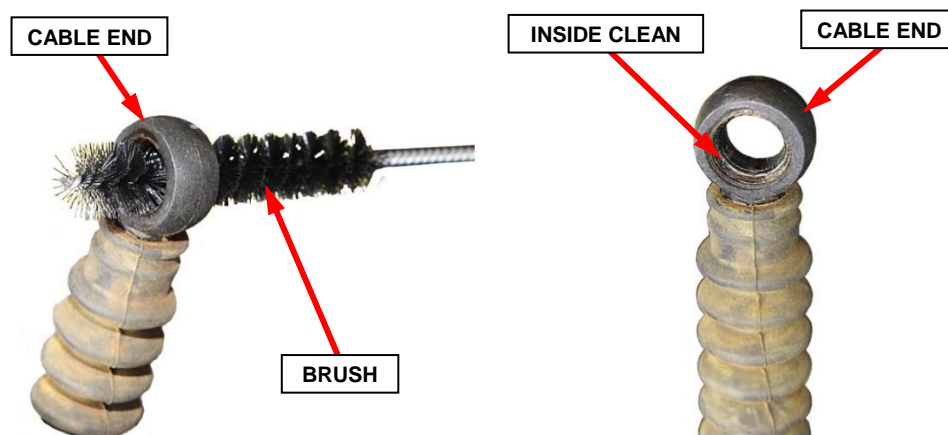


Figure 14 – Clean Cable End

Service Procedure [Continued]

10. Install the NEW bushing onto the center pin of the installation aid (Figure 15).

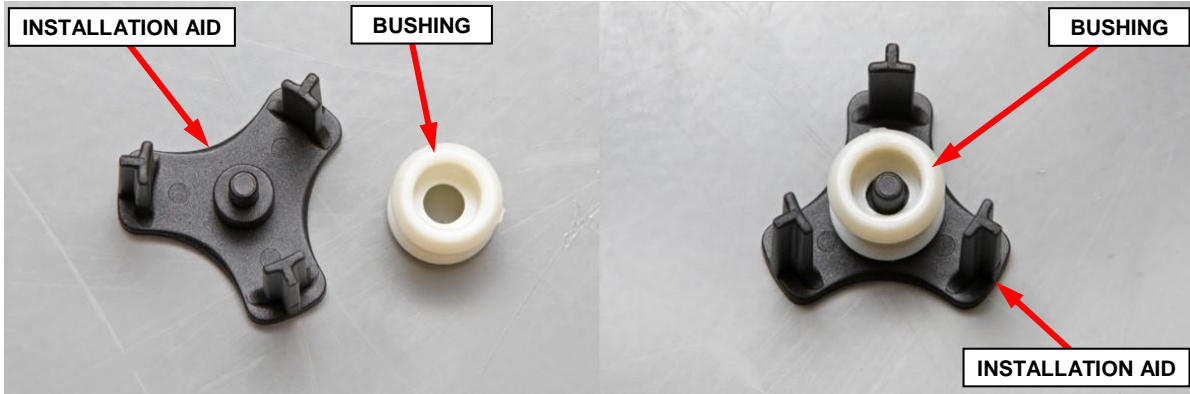


Figure 15 – New Bushing and Installation Aid

11. Position the NEW bushing and installation aid to the cable end (Figure 16).

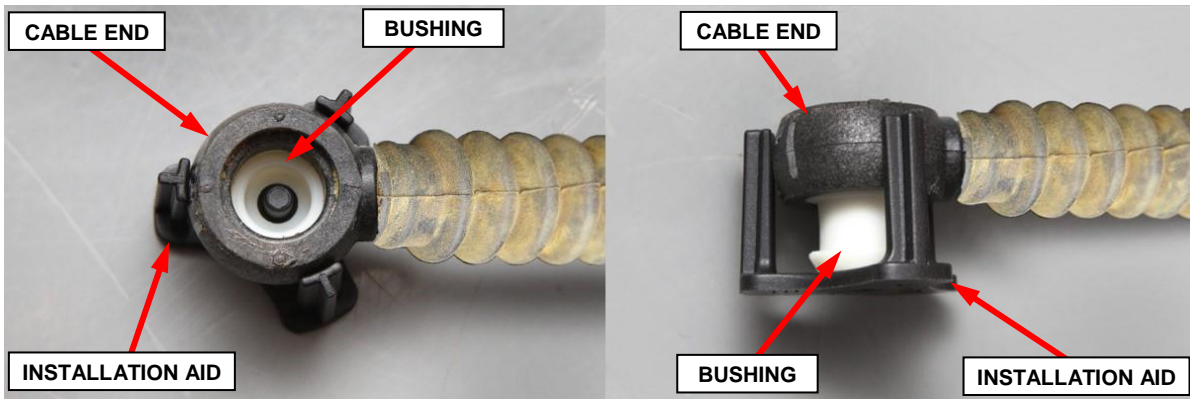


Figure 16 – New Bushing and Installation Aid Positioned on Cable End

Service Procedure [Continued]

- Using pliers, squeeze the installation aid with new bushing into the cable end until fully seated (Figure 17).

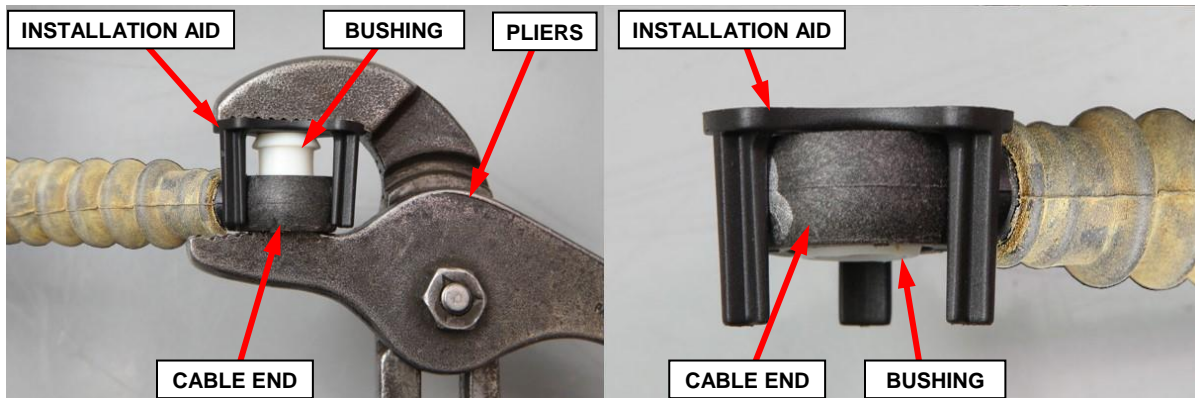


Figure 17 – Squeeze Installation Aid with New Bushing into Cable End

- Ensure that the new bushing is fully installed into the cable end (Figure 18).
- Position the transmission gear shift cable to the transmission (Figure 12).
- Engage the retainers securing the transmission gear shift cable to the cable bracket (Figure 12).

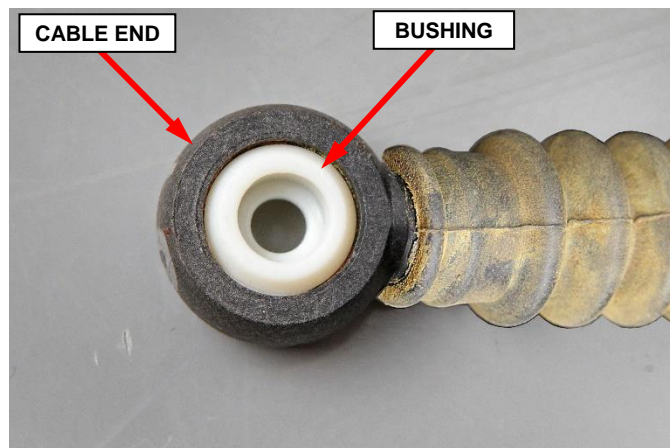


Figure 18 – New Bushing Installed

- Install the transmission gear shift cable end to the transmission manual shift lever. Ensure the cable end bushing is securely engaged onto the manual shift lever (Figure 12).

Service Procedure [Continued]

17. Install the engine appearance cover if equipped (Figure 10).

18. Lower the prop-rod and close the hood.

19. Place the ignition switch in the run position and apply the brake. Move the shift lever through the range of gear positions then back to park to verify that the transmission gear shift cable and bushing are installed properly.

20. 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:

	Labor Operation Number	Time Allowance
Replace Transmission Shift Cable Bushing	21-V3-41-82	0.3 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.

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 XXXXXXXXXXXXXXXXXXXX

V34/NHTSA 19V-293

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 recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App.**

QR Code

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. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall V34.

IMPORTANT SAFETY RECALL

Transmission Shift Cable Bushing

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 [2013 - 2016 Model Year (PF) Dodge Dart] vehicles equipped with a 6-speed automatic transmission.

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 transmission shift cable on your vehicle ^[1] may have been built with a shifter cable bushing on the transmission end of the shifter which can deteriorate and become detached from the transmission. This condition can result in the inability of the driver to actually shift the transmission, even though the driver may move the shifter handle. The true transmission gear position will be displayed on the instrument cluster and on the display next to the shifter. If the driver's door is opened while the transmission is not in "PARK", the vehicle not in "PARK" and door ajar messages will display on the instrument cluster and audible chimes will sound. **If these warnings are not heeded, unintended vehicle movement and vehicle crash can occur.**

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 transmission side shifter cable bushing. The estimated repair time is twenty minutes. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which require more time. Your time is important to us, so 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 YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

**VISIT RECALLS.MOPAR.COM/HELP FOR MORE INFORMATION AND
ANSWERS TO FREQUENTLY ASKED QUESTIONS**

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



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.