

**DODGE** Remedy available for  
 2023 Dodge (WD) Durango Pursuit

Template Version 1.0

Revision	Edition	Detail
0	November 2023	Initial Version.

**SYMPTOM DESCRIPTION**

The shifter assemblies on about 125 of the above vehicles may experience an interference with the shifter boot when placed in the drive position.

A shifter with shifter boot interference may not be able to maintain the drive position. A shifter that is not fully seated in the drive position may unexpectedly lose motive power, which can cause a vehicle crash without prior warning.

**SCOPE**

This recall applies only to the above vehicles equipped with IP Mounted Electric Shifter (sales code XE2).

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 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.

**REPAIR TO BE PERFORMED**

Replace the instrument panel bracket (with shifter boot).

**COMPLETION REPORTING / 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 numbers and time allowances:

Labor Description	Number	Hrs
Replace Instrument Panel Bracket w/ Shifter Boot	23-94-A1-82	1.0

Labor Description	Number	Allowance
Floor Plan Reimbursement	95-95-95-97	Calculate See Below

Floor Plan Reimbursement represents the vehicle's average daily allowance (see table below) multiplied by the number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale to the date that the remedy was made available. Note: If the vehicle was received by your dealership (KZX date) AFTER the stop sale date, you will use the KZX date instead of the stop sale date. For this Recall, the stop sale was initiated on **09/26/2023** and the remedy was made available on **11/02/2023**, therefore, the number of days cannot exceed **37** days.

Vehicle	Average Daily Allowance
2023 Dodge Durango Pursuit	██████

**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.**

# SAFETY RECALL

NORTH AMERICA

## IP Shifter Boot



Reference: 94A / NHTSA 23V-640

FCA US LLC

### PARTS INFORMATION

Part No.	Qty.	Part Name
CSAP94A1AA		IP Shifter Boot Kit
	1	Bracket, Instrument Panel (includes shifter boot)
	1	Bolt, Hex Flange Head (with LocTite patch)

### PARTS RETURN

No parts return required for this campaign.

Render the recalled parts unusable and discard.

### SPECIAL TOOLS

Number	Description	Picture
C-4755	Trim Stick (Originally Shipped In Kit Number(s) 9299, 9299CC, 9299CC, 9300A-CAN)	
NPN	wiTECH MDP	
NPN	Laptop Computer	
NPN	wiTECH Software	

### 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 / 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.

## SERVICE PROCEDURE

### A. Instrument Panel Bracket (with Shifter Boot) Removal

**NOTE:** To enhance customer satisfaction, remember to reset the clock when you have completed the service procedure.

1. Apply the parking brake.
2. Move the passenger seat forward and remove the battery cover.
3. Disconnect and isolate the negative cable(s) from the battery/batteries. If equipped with an Intelligent Battery Sensor (IBS), disconnect the IBS connector before disconnecting the negative cable from the battery.
4. Adjust the steering column to the full up position.

**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 when removing a deployed airbag, rubber gloves, eye protection, and a long-sleeved shirt should be worn. There may be deposits on the airbag cushion and other interior surfaces. In large doses, these deposits may cause irritation to the skin and eyes.

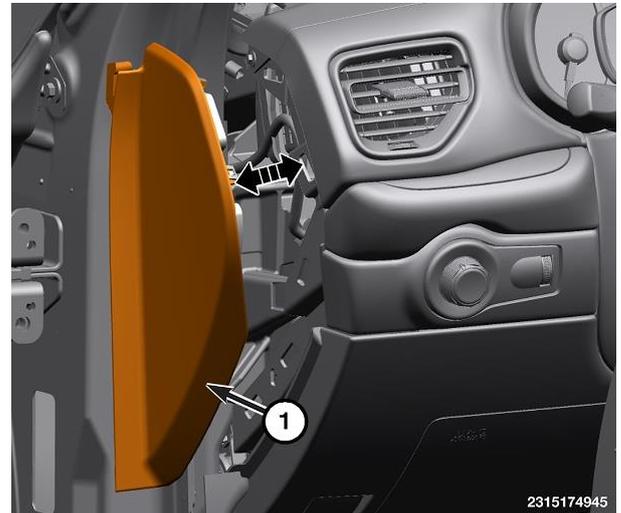
**NOTE:** Review the recommended procedures for Handling Non-Deployed Supplemental Restraints (Refer to 10 - Restraints - Standard Procedure). If the Knee AirBag (KAB) (also known as the Inflatable Knee Blocker/IKB) has been deployed, review the recommended procedures for Service After A Supplemental Restraint Deployment before removing the airbag from the vehicle (Refer to 10 - Restraints - Standard Procedure).

5. Using a trim stick or equivalent, release the gap hider (1) from the instrument panel (Figure 1).



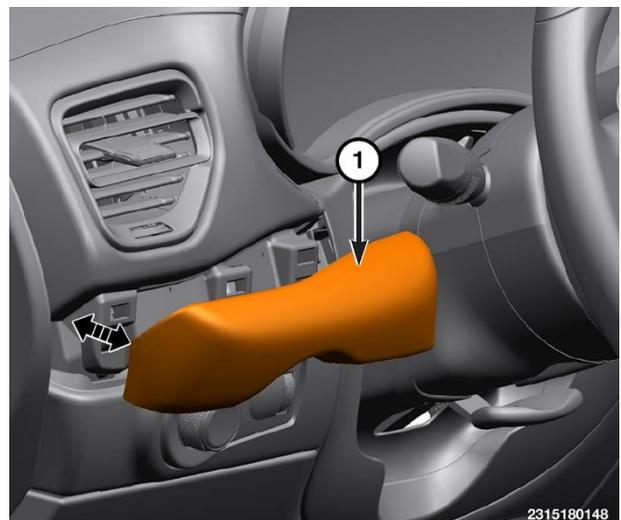
**Figure 1 – Gap Hider Panel**

- Using a trim stick or equivalent, remove both end caps (1) from the instrument panel (Figure 2).



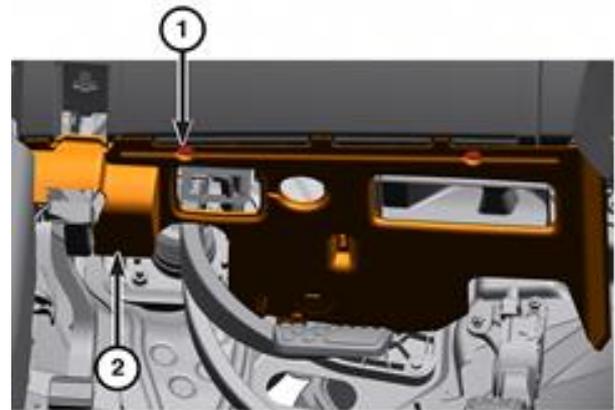
**Figure 2 – Instrument Panel End Cap**

- Using a trim stick or equivalent, release the retaining clips securing the left center trim panel (1) from the instrument panel (Figure 3).
- Using a trim stick or equivalent, remove the headlamp switch from the trim.
- Disconnect the headlamp switch electrical connector.
- Remove the headlamp switch trim screw.
- Remove the headlamp switch trim.



**Figure 3 – Left Center Trim Panel**

12. Remove the left silencer panel push pins (1) (Figure 4).
13. If equipped, disconnect the wire harness connector.
14. Remove the left silencer panel (2) (Figure 4).



**Figure 4 – Left Silencer Pad**

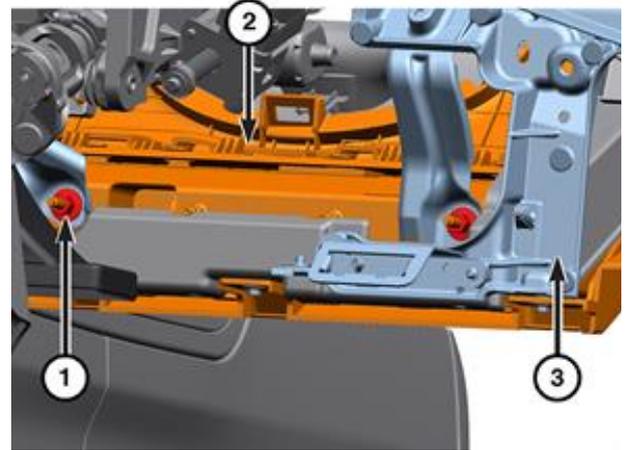
15. Using a trim stick or equivalent, release the retaining clips securing the right center trim panel (1) from the instrument panel and disconnect the wire harness connector for the Keyless Ignition Node (KIN). Let the right center trim panel (1) hang from the shifter lever (Figure 5).



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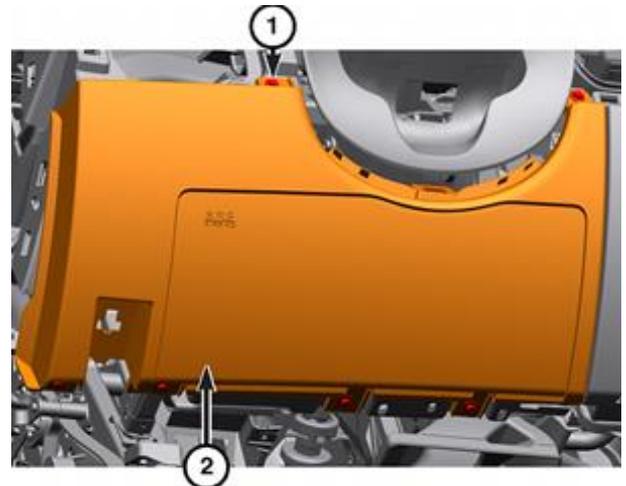
**Figure 5 – Right Center Trim Panel**

16. Working under the left side of the instrument panel, remove the two nuts (1) that secure the airbag housing (2) to the instrument panel support structure (3) (Figure 6).



**Figure 6 – Air Bag Housing Fasteners**

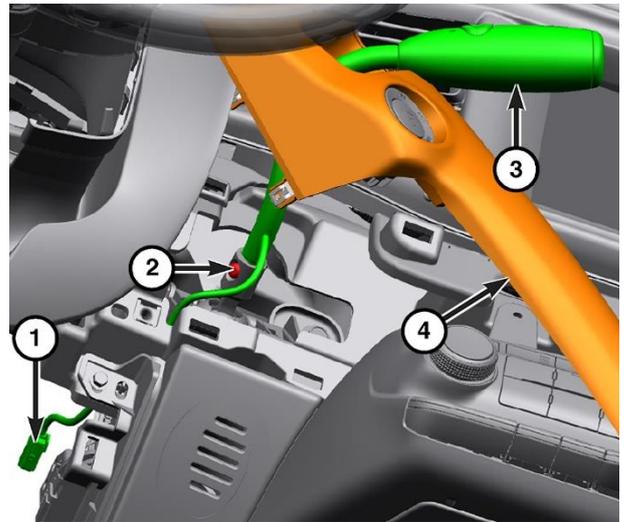
17. Remove the top and bottom fasteners (1) that secure the steering column opening cover (2) to the instrument panel (Figure 7).
18. Lower the cover enough to provide access to the shifter lever electrical connector (1) and disconnect it (Figure 8).



**Figure 7 – Steering Column Opening Cover**

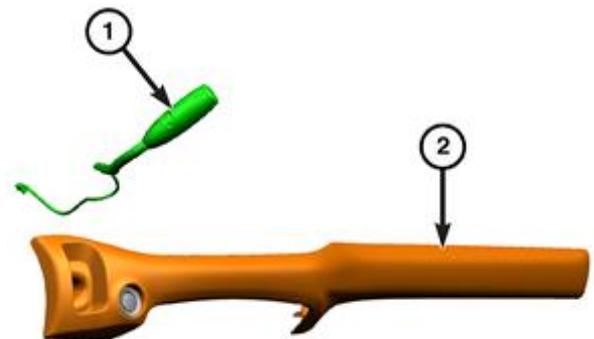
**NOTE: The use of a little rosewater (soapy water) will help the boot slide on the shifter lever.**

19. Position the right center trim panel (4) toward the end of the shifter lever (3) (Figure 8).
20. Loosen the fastener (2) and remove the shifter lever (3) and right center trim panel (4) from the vehicle. Discard the fastener (Figure 8).



**Figure 8 – Move Right Center Trim Panel**

21. Remove the shifter lever (1) from the right center trim panel (2) (Figure 9).



**Figure 9 – Remove Right Center Trim Panel from Shifter**

# SAFETY RECALL

NORTH AMERICA

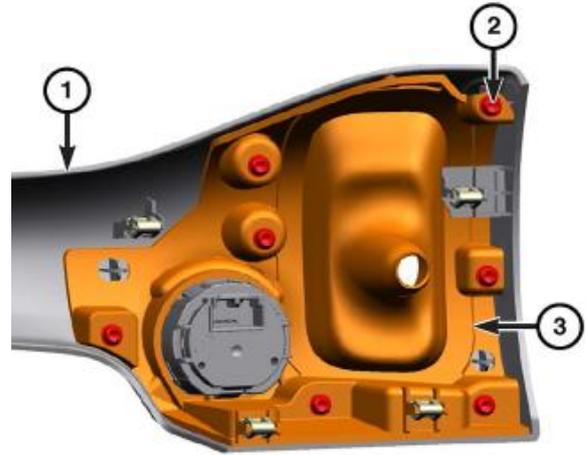
## IP Shifter Boot



Reference: 94A / NHTSA 23V-640

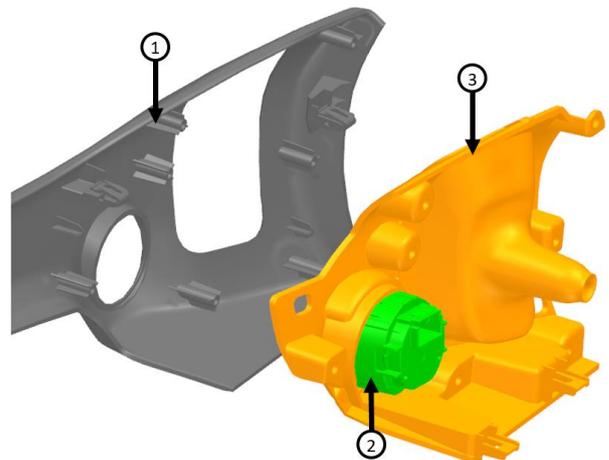
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22. Remove the 7 screws (2) that retain the instrument panel bracket (with shifter boot) (3) to the right center trim panel (1) (Figure 10).



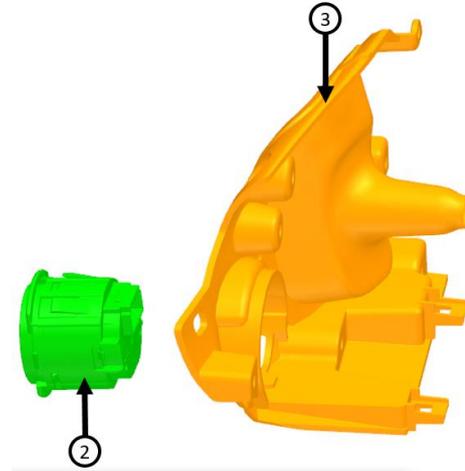
**Figure 10 – Instrument Panel Bracket (with Shifter Boot)**

23. Remove the instrument panel bracket (with shifter boot) (3) and Keyless Ignition Node (KIN) (2) from the right center trim panel (1) (Figure 11).



**Figure 11 – Instrument Panel Bracket (with Shifter Boot) from Right Center Trim Panel**

24. Remove the KIN from the instrument panel bracket (with shifter boot) and save the KIN for reuse (Figure 12).



**Figure 12 – Instrument Panel Bracket (with Shifter Boot) from Right Center Trim Panel**

### **B. Instrument Panel Bracket (with Shifter Boot) Installation**

1. Snap the KIN into place on the new instrument panel bracket (with shifter boot) (Figure 12).
2. Install the instrument panel bracket (with shifter boot) (3) and KIN (2) to the right center trim panel (1) (Figure 11).
3. Install and securely tighten the 7 screws (2) that retain the instrument panel bracket (with shifter boot) (3) to the right center trim panel (1) (Figure 10).
4. Using rosewater as needed, install the shifter lever (1) to the right center trim panel (2) (Figure 9).

# SAFETY RECALL

NORTH AMERICA

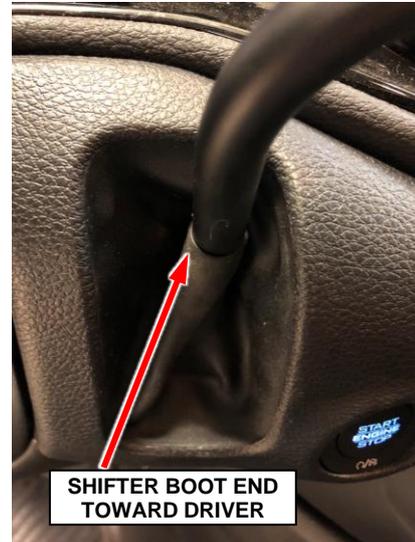
## IP Shifter Boot



Reference: 94A / NHTSA 23V-640

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5. When properly installed, the end of the shifter boot on the shifter lever should point toward the driver (Figure 13).
6. Position the shifter lever (3) and right center trim panel (4) in the vehicle. Connect the wire harness connector for the Keyless Ignition Node (KIN). Install and tighten the **NEW** shift lever fastener (2) to 15 N·m (11 ft. lbs.) (Figure 8).
7. Connect the shift lever electrical connector (1) (Figure 8).
8. Raise the steering column opening cover. Install and securely tighten the top and bottom fasteners (1) that secure the steering column opening cover (2) to the instrument panel (Figure 7).
9. Working under the left side of the instrument panel, install the two nuts (1) that secure the airbag housing (2) to the instrument panel support structure (3) and tighten to 9 N·m (80 in. lbs.) (Figure 6).
10. Align the mounting tabs and press the right center trim panel (1) into place on the instrument panel (Figure 5).
11. Place the left silencer panel (2) into position (Figure 4).
12. If equipped, connect the wire harness connector.
13. Install the left silencer panel fasteners (1) and securely tighten them (Figure 4).
14. Install the headlamp switch trim.
15. Install the headlamp switch trim screw and securely tighten.
16. Connect the headlamp switch electrical connector.
17. Snap the headlamp switch to the trim.
18. Align the retaining clips securing the left center trim panel (1) from the instrument panel and press into place (Figure 3).
19. Install the end caps (1) to the instrument panel (Figure 2).
20. Install the gap hider (1) to the instrument panel (Figure 1).
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 C. Supplemental Restraint System (SRS) Verification Test.



**Figure 13 – End of Shifter Boot Facing Driver**

**NOTE: The following procedure should be performed using a diagnostic scan tool to verify proper Supplemental Restraint System (SRS) operation following the service or replacement of any SRS component. Refer to the appropriate diagnostic procedures.**

### **C. Supplemental Restraint System (SRS) Verification Test**

**NOTE: During the following test, the negative battery cable remains disconnected and isolated during steps 1, 2 and 3 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 MDP 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 remove the airbag module fuses 85 and 86 in the PDC. Check to be certain that nobody is in the vehicle then connect the battery negative cable(s) and turn the ignition switch to the “ON” position and **continue with Step 5**.
4. Check to be certain that nobody is in the vehicle then connect the battery negative cable(s).
5. Install the airbag module fuses, if applicable.
6. Open the wiTECH 2 website.
7. Enter your “**User id**”, “**Password**” and “**Dealer Code**” then select “**Sign in**”.
8. Starting at the “**Vehicle Selection**” screen, select the appropriate vehicle and Device Name.
9. From the “**Action Items**” screen select the “**All DTCs**” tab.
10. Clear all DTCs in all modules.

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

11. 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.
12. From the “**Action Items**” screen select the “**All DTCs**” tab.

- 
13. Check for active DTCs.
    - If there are **no active DTCs present**, continue with **Step 14**.
    - If there are **active DTCs present**, refer to all current, normal diagnostics published in DealerCONNECT/TechCONNECT and repair as necessary following normal warranty repair guidelines then continue with **Step 14**.
  14. Remove the wiTECH MDP.
  15. Install the battery cover and return the passenger seat to its previous position.
  16. Verify proper shifter operation.
  17. Release the park brake and return the vehicle to the customer.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

94A/NHTSA 23V-640

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 94A.

# IMPORTANT SAFETY RECALL

## IP Shifter Boot

Dear [Name],

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

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain [2023 (WD) Dodge Durango Pursuit] vehicles.

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 shifter assembly on your vehicle <sup>[1]</sup> may experience an interference with the shifter boot when placed in the drive position.

A shifter with shifter boot interference may not be able to maintain the drive position. **A shifter that is not fully seated in the drive position may unexpectedly lose motive power, which can cause a vehicle crash without prior warning.**

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will replace the IP mounted shifter boot. The estimated repair time is 1 hour. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may 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**

#### 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](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[3]</sup> 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](http://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.