

August 2017

Dealer Service Instructions for:

Customer Satisfaction Notification T09 Interior Trim Level

Models

2017 (JK) Jeep® Wrangler Rubicon

NOTE: This campaign applies only to the above vehicles equipped with Rubicon Hard Rock Package (Sales Code AA7) and, Accent Stitching (Sales Code CEB) built from, September 18, 2016 through January 20, 2017 (MDH 091802 through 012010).

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this campaign on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

About 2,900 of the above vehicles may not have had the correct interior trim feature installed during the manufacturing process. The components such as the front door panels arm rest, center console arm rest, and steering wheel may not have the accent stitching, also the steering wheel spoke bezel may not be satin chrome which is unique to the Rubicon Hard Rock Package edition.

Repair

Replace the interior trim components that do not have the accent stitching, also the steering wheel spoke bezel that may not be satin chrome.

Parts Information

<u>Part Number</u>	<u>Description</u>
5LT421X9AB-Black Interior	Panel, Right Door
5LT431X9AB-Black Interior	Panel, Left Door
5ME18DX9AB	Arm Rest, Center Console
1TT662X9AE	Wheel, Steering
1TE64SZ6AB	Bezel Satin Chrome, Steering Wheel
06505656 AA	Bolt, Wheel

Dealers should determine which interior part is required for each vehicle at the time appointments are scheduled to assure that the correct part is available when the customer arrives. The part for the vehicle to be serviced may be determined by visually inspecting if the accent stitching is missing on the front door panels arm rest, steering wheel and center console arm rest, also if the steering wheel spoke bezel is not satin chrome.

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
- L-4407A Puller, Steering Wheel
- OTC® 7929A Jaws, Steering Wheel

Service Procedure**Door Trim Panel Removal:**

1. Use a trim stick C-4755 or equivalent to separate the inside handle bezel cap from the bezel (Figure 1).



Figure 1 – Door Handle

➤ **If equipped** with manually operated windows, use a standard window handle tool to release the handle clip and then remove the handle from the window lift mechanism.

2. Remove the door trim panel bezel screw (Figure 2).
3. Use a trim stick C-4755 or equivalent to remove the inside handle bezel (Figure 2).



Figure 2 – Bezel

Service Procedure (Continued)

4. Use a trim stick C-4755 or equivalent to remove the grab handle bezel (Figure 3).



Figure 3 – Grab Handle

5. Remove the two grab handle screws and save (Figure 4).

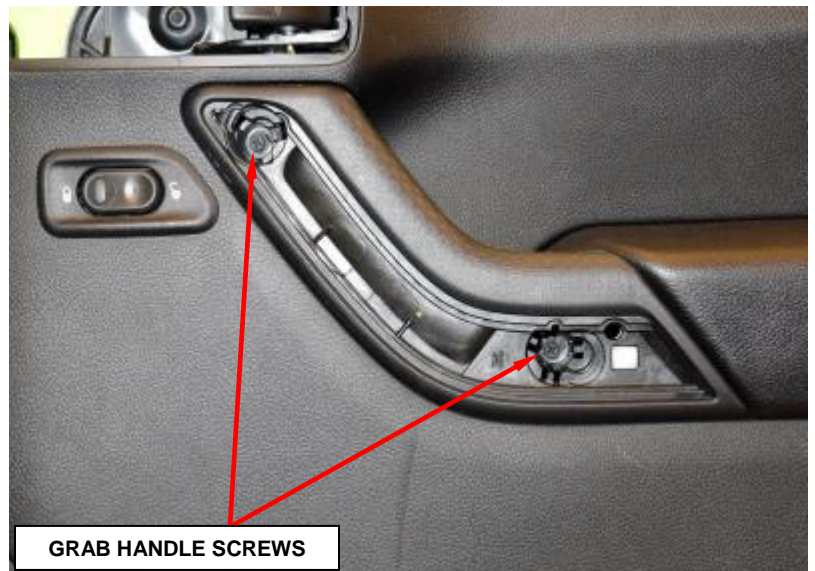


Figure 4 – Grab Handle Bezel Removed

Service Procedure (Continued)

6. Remove the two door trim panel screws (Figure 5).

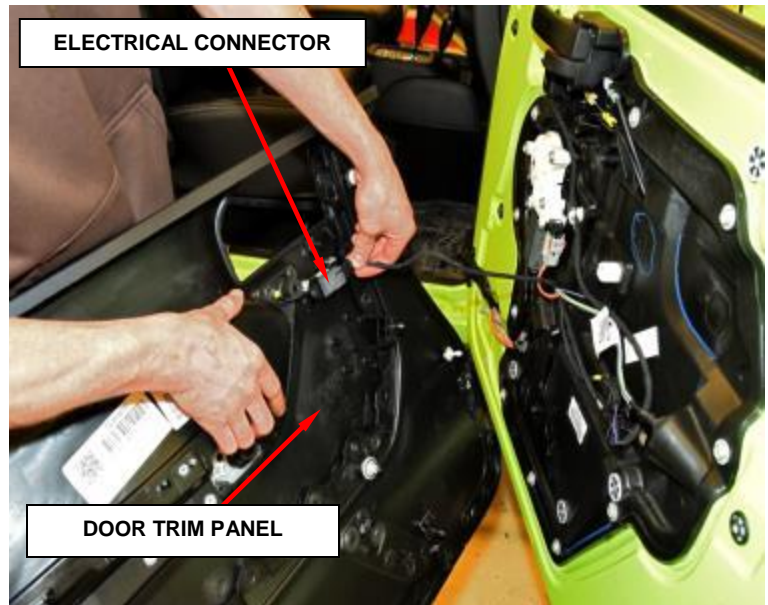
**Figure 5 – Door Trim Panel**

7. Using a trim tool C-4829A or equivalent, start at the bottom by the check strap to separate the push pin fasteners on the door trim panel to remove the door trim panel (Figure 6).

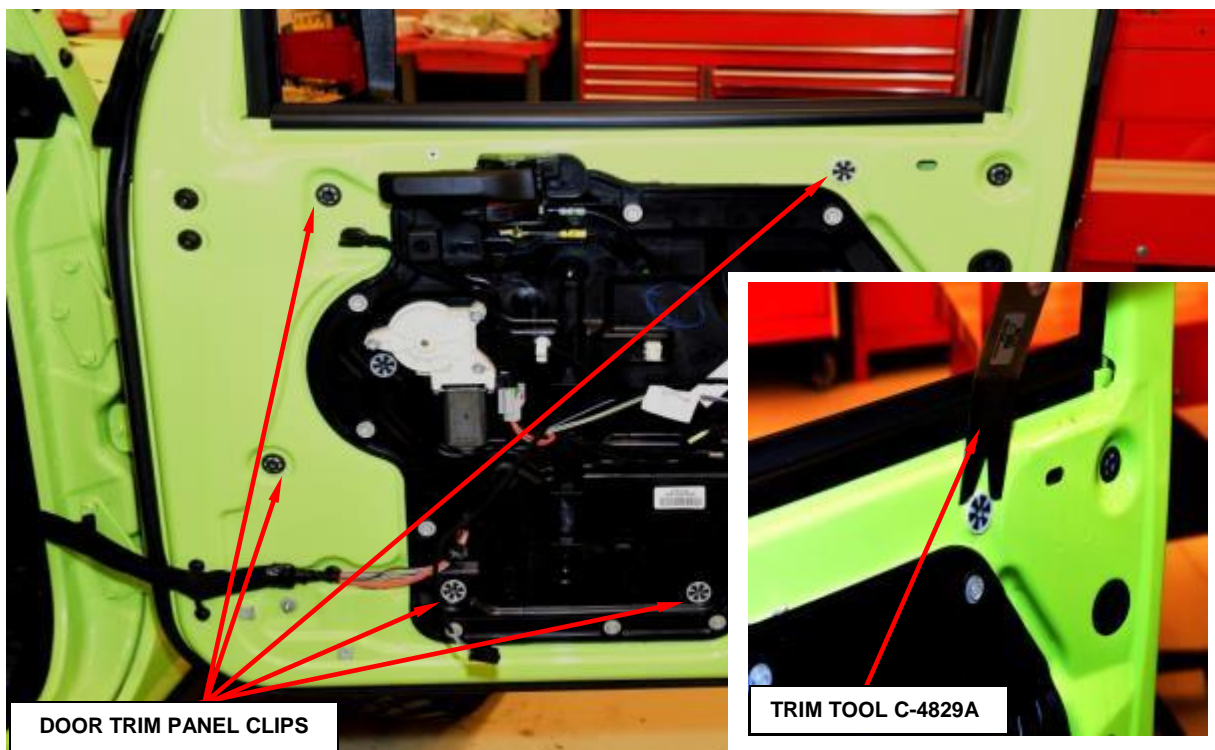
**Figure 6 – Door Trim Panel**

Service Procedure (Continued)

8. Disconnect the door lock switch electrical connector and **discard** the door trim panel (Figure 7).

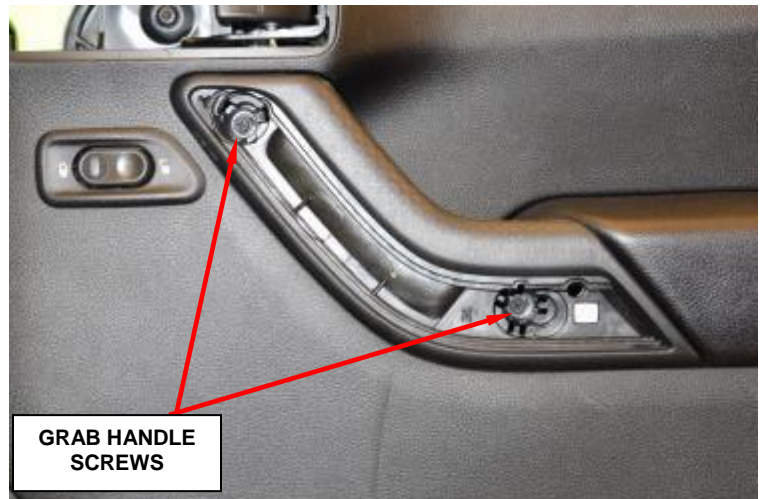
**Figure 7 – Door Trim Panel Removed**

9. Remove and **discard** the door trim panel clips that did not remain on the removed door trim panel (Figure 8).

**Figure 8 – Door Trim Panel Clips**

Service Procedure (Continued)**Door Trim Panel Installation:**

10. Position the **NEW** door trim panel close to the door and reconnect the electrical door lock switch connector.
11. Place the **NEW** door trim panel on the top door belt line and align the locating pins to existing holes on the door sheet metal.
12. Using moderate hand force, push on the **NEW** door trim panel to seat the door trim panel retaining clips around the perimeter of the door.
13. Install the grab handle screws (Figure 9).

**Figure 9 – Grab Handle**

14. Position the grab handle bezel back into place on the grab handle and seat fully (Figure 10).

**Figure 10 – Grab Handle Bezel**

Service Procedure (Continued)

15. Install the door trim panel screws.
16. Position the inside handle bezel cap back into place onto the bezel and seat fully.
 - **If equipped** with a manual window regulator, position the window crank handle retaining clip back into place and install the window crank handle onto the lift mechanism shaft.

Center Console Arm Rest Removal:

17. Use a trim stick or equivalent to remove the console cover from the rear of the floor console (Figure 11).
18. Lift the arm rest to expose the console bin (Figure 12).



Figure 11 - Console

19. Use a trim stick or equivalent to remove the screw cover to gain access to the armrest screws (Figure 12).



Figure 12 – Console Bin

Service Procedure (Continued)

20. Remove and save the four screws, then remove the armrest (Figure 13).



Figure 13 – Arm Rest

21. Remove the center console lock cylinder from the removed arm rest by following the steps below.
22. Use a trim stick or equivalent, to remove the cover panel (Figure 14).



Figure 14 – Arm Rest Cover Panel

Service Procedure (Continued)

23. Use an appropriate screw driver to remove the two screws that fasten the latch assembly (Figure 15).

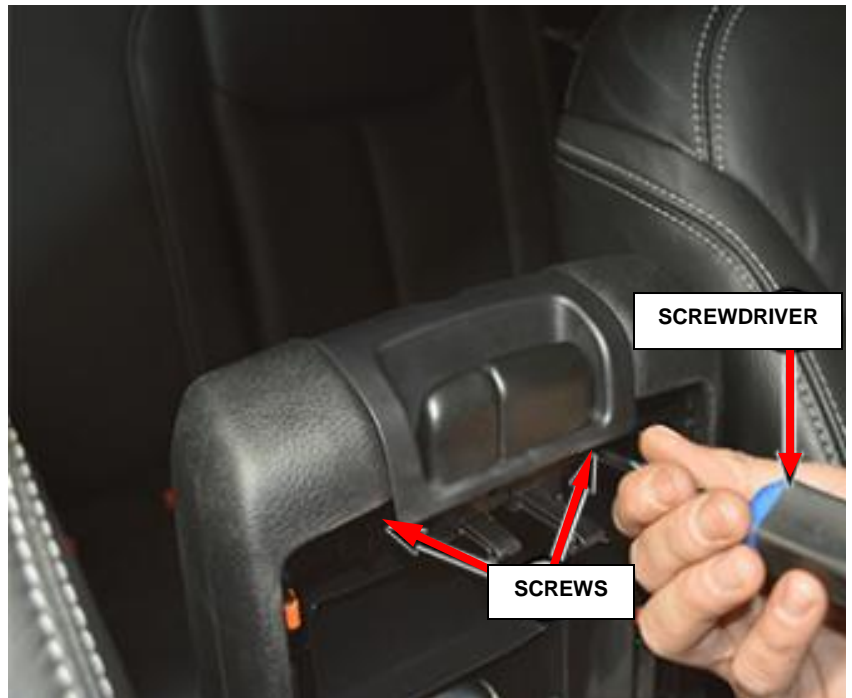


Figure 15 – Remove Screws

24. Grasp the latch assembly and pull upward to remove the latch assembly (Figure 16).



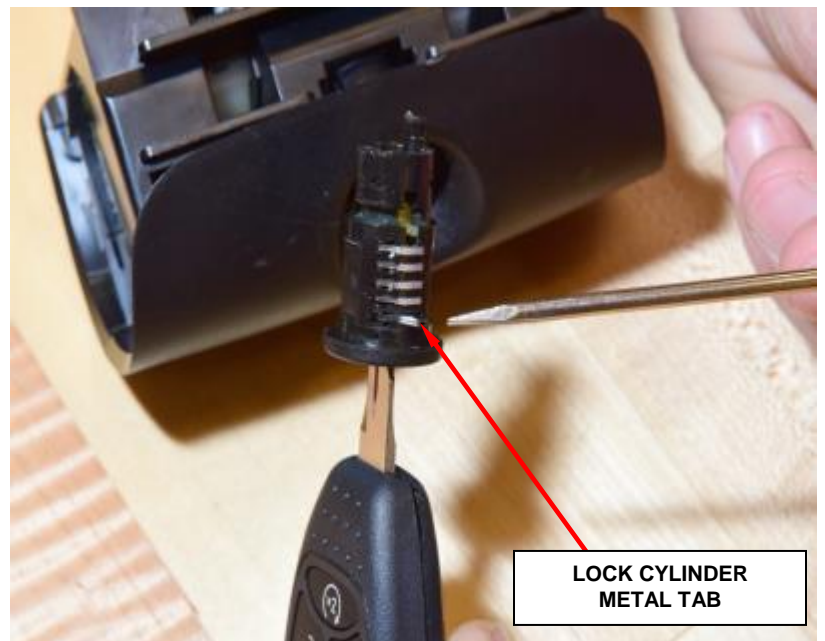
Figure 16 – Latch Assembly Removal

Service Procedure (Continued)

25. Install the ignition key into lock cylinder and turn clockwise until it stops.
26. Using a small flat bladed tool, press the metal tab at the base of the lock cylinder, then rotate the key clockwise again until it stops (Figure 17).

**Figure 17 – Latch Assembly**

27. Pull on the key to remove the lock cylinder from the latch (Figure 18).

**Figure 18 – Lock Cylinder**

Service Procedure (Continued)

28. Install the lock cylinder into the **NEW** arm rest latch assembly then turn counter-clockwise till the key can be removed (Figure 19).

NOTE: The lock cylinder needs to be in the proper position before inserted into the latch. This graphic shows the position (Figure 19).



Figure 19 – Lock Cylinder Installation

29. Insert the key and verify the lock function.
30. Position the armrest onto the floor console and install the four screws (Figure 13).
31. Install the screw cover (Figure 12).
32. Install the console cover at the rear of the floor console (Figure 11).

Service Procedure (Continued)**Steering Wheel Removal:**

33. Disconnect and isolate the battery negative cable.

WARNING: To avoid serious or fatal injury on vehicles equipped with airbags, disable the Supplemental Restraint System (SRS) before attempting any steering wheel service. Disconnect the negative battery cable assembly from the negative battery post, and then wait two minutes for the system capacitor to discharge before performing further service. This is the only sure way to disable the SRS. Failure to take the proper precautions could result in accidental airbag deployment.

34. Wait two minutes before proceeding.

35. Working through the access holes in each side of the steering wheel trim cover; remove the two screws that secure the Driver AirBag (DAB) unit to the steering wheel armature (Figure 21).



Figure 21 - AirBag

Service Procedure (Continued)

36. Pull the airbag and floating horn switch unit away from the steering wheel far enough to access the electrical connections at the back of the airbag housing and switch unit (Figure 22).

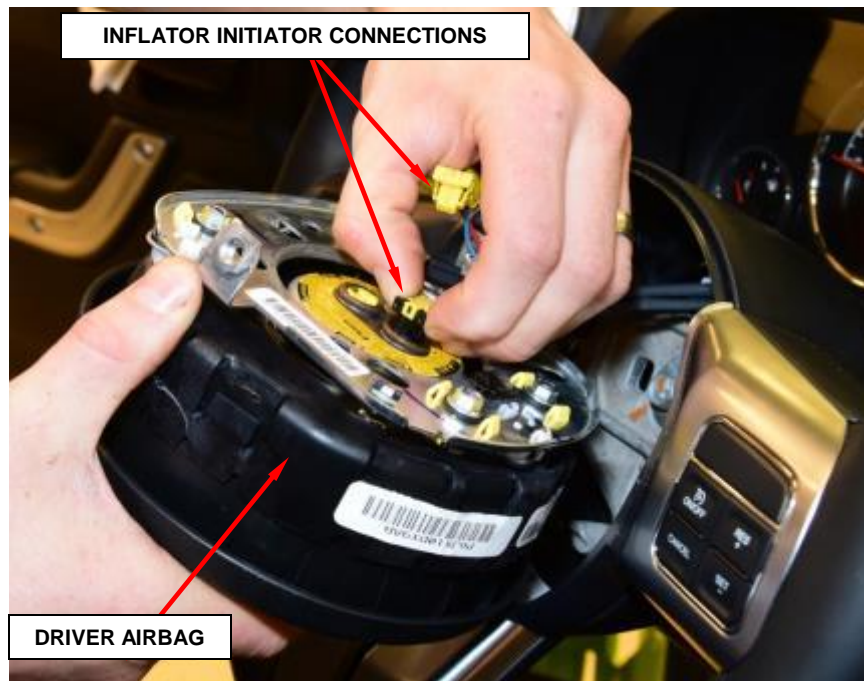


Figure 22 – Electrical Connectors

CAUTION: Do not pull on the clockspring pigtail wires or pry on the connector insulators to disengage them from the Driver AirBag (DAB) inflator initiator connector receptacles. Improper removal of these pigtail wires and their connector insulators can result in damage to the airbag circuits or the connector insulators.

NOTE: The clockspring Driver AirBag (DAB) pigtail wire connector insulators are secured by integral latches and a Connector Position Assurance (CPA) lock to the airbag inflator connector receptacles, which are located on the back of the DAB housing. Pull the lock straight out from the connector insulator, then pull the insulators straight out from the airbag inflator to disengage the latches and disconnect them from the connector receptacles.

Service Procedure (Continued)

37. Remove the DAB from the steering wheel.

38. Place the DAB on a clean surface with the airbag Jeep® logo facing in the upright position.

39. Disconnect the steering wheel wire harness connector (Figure 23).

40. Partially remove the steering wheel bolt and leave the bolt on the column (Figure 23).

41. Install steering wheel puller L-4407A puller with OTC® 7929A jaws or equivalent using the top of the bolt to push on (Figure 24).

NOTE: Ensure the puller jaws are seated in the pockets of the steering wheel armature.

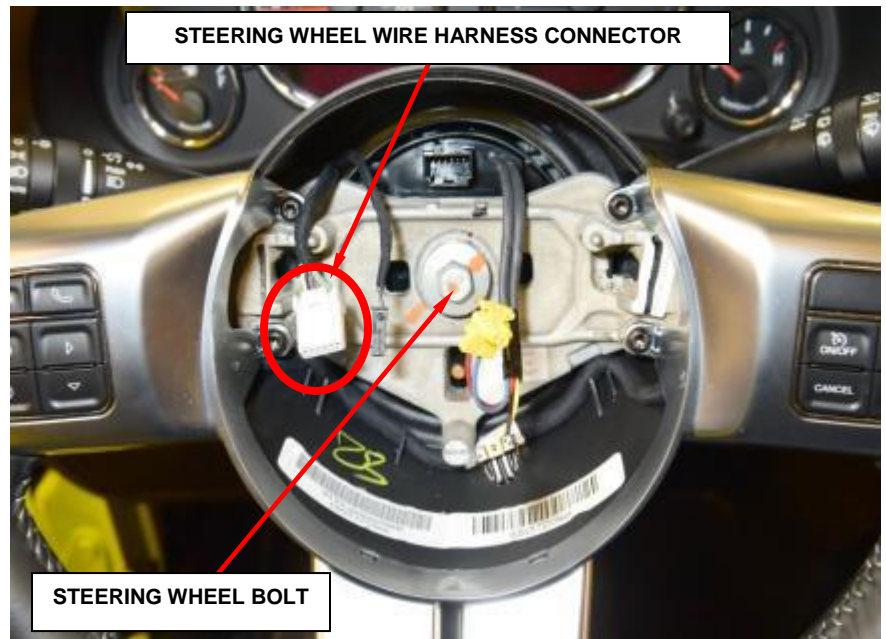


Figure 23 – Steering Wheel Electrical Connectors



Figure 24 – Steering Wheel Puller

Service Procedure (Continued)

42. Remove the steering wheel from the vehicle and place it on a clean working surface.

43. Remove the four steering wheel screws that secure the front spoke cover to the steering wheel armature within the steering hub cavity (Figure 25).



Figure 25 – Steering Wheel

44. Remove the four screws from the back of the steering wheel (Figure 26).

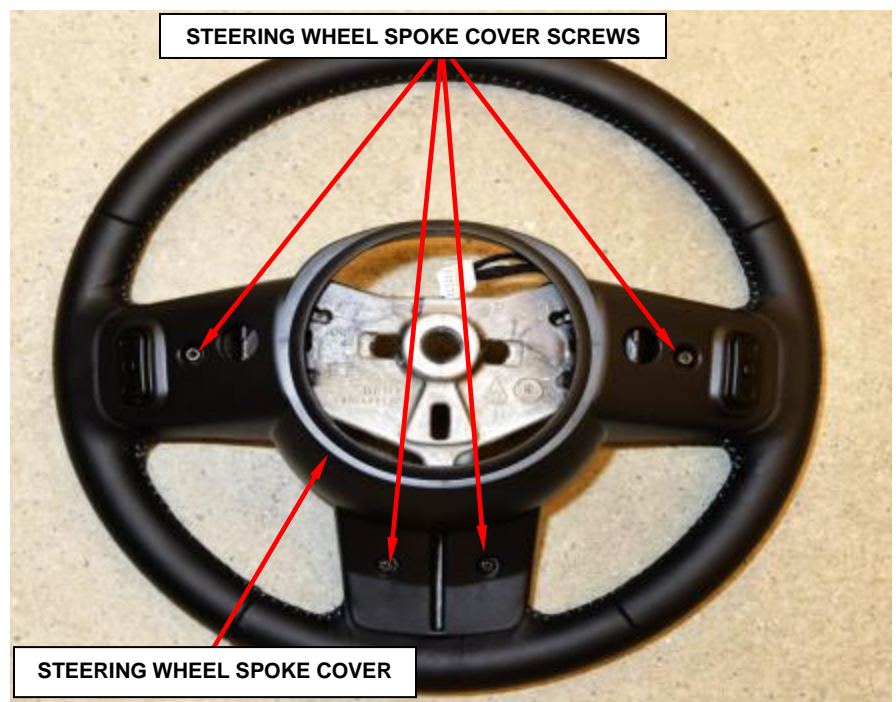


Figure 26 – Back Of Steering Wheel

Service Procedure (Continued)

45. Using a trim stick or equivalent tool, carefully pry the parting line between the front bezel and the steering wheel spoke cover enough to release the two horizontal electrical connectors from the steering wheel control switches (Figure 27).

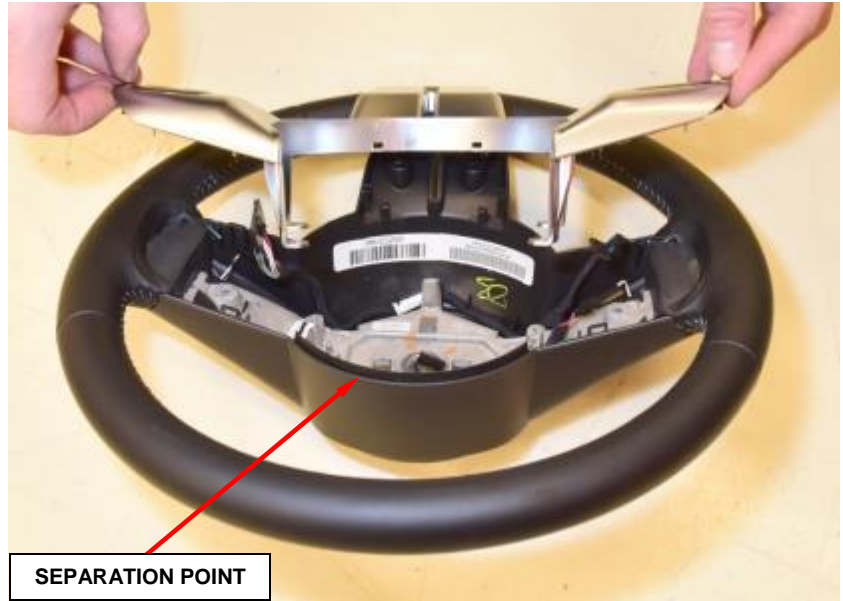


Figure 27 – Steering Wheel Front Bezel

46. Remove the steering wheel spoke cover from the steering wheel (Figure 28).

Note: The wiring harness stays intact to the lower steering wheel cover (Figure 28).

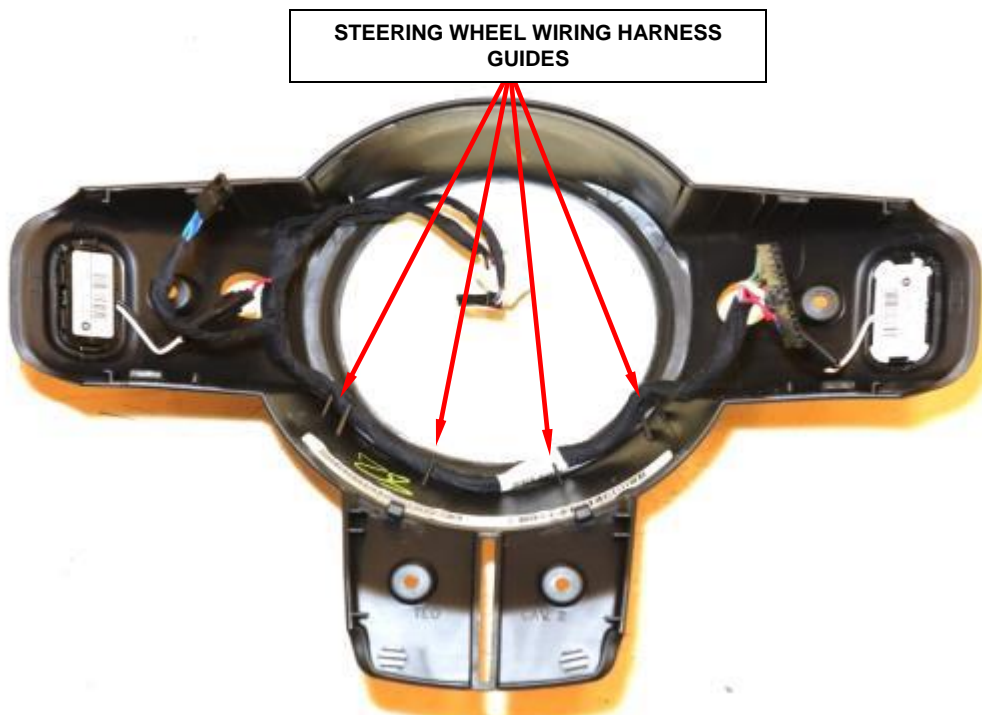


Figure 28 – Rear Steering Wheel Cover

Service Procedure (Continued)

47. Transfer the front steering wheel bezel or replace if not satin chrome and install the rear steering wheel cover onto the **NEW** steering wheel.

CAUTION: Be sure the steering wheel wiring harness does not get pinched on the steering wheel spoke during the rear cover installation.

48. Install the four rear cover screws and tighten the screws securely.
49. Install the four front bezel screws and tighten the screws securely.

Steering Wheel Installation:

50. Install the **NEW** steering wheel on to the column.
51. Install the **NEW** steering wheel bolt. Tighten the bolt to 43 N·m (32 ft. lbs.).

NOTE: Do not reuse the old steering wheel bolt.

52. Reconnect the electrical wiring connectors to the steering wheel controls.
53. Connect the wire connectors to the airbag inflator connector receptacles by pressing straight in on the connector insulator. Be certain to engage each keyed and color-coded connector to the matching connector receptacle. Be certain that each connector is fully engaged in its receptacle by listening carefully for a distinct, audible click as the connector latches snap into place.
54. Carefully set the DAB into the steering wheel.
55. Install the DAB bolts and tighten to 13 N·m (10 ft. lbs.).

NOTE: 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.

Service Procedure (Continued)

56. Perform Supplemental Restraint System Verification Test.
57. Connect wiTECH to vehicle data link connector.
58. Turn the ignition switch to the run position and exit the vehicle with the scan tool.
59. Verify that nobody is in the vehicle, and then connect the negative cable to the battery.
60. Using the scan tool, read and record the active (current) Diagnostic Trouble Code (DTC) data.
61. Next, use the scan tool to read and record any stored (historical) DTC data.
62. If any DTC is found in Step 61 or Step 62, refer to the appropriate diagnostic information.
63. Use the scan tool to erase the stored DTC data. If any problems remain, the stored DTC data will not erase. Refer to the appropriate diagnostic information to diagnose any stored DTC that will not erase. If the stored DTC information is successfully erased, go to Step 65.
64. Turn the ignition switch to the OFF position for about 15 seconds, and then back to ON. Observe the airbag indicator in the instrument cluster. It should light 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 lights and stays ON, there is still an active SRS fault or malfunction. Refer to the appropriate diagnostic information to diagnose the problem.
65. 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 Customer Satisfaction Notification service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Replace One Front Door Panel	23-T0-91-81	0.3 hours
Replace Both Front Door Panels	23-T0-91-82	0.5 hours
Replace Center Console Door	23-T0-91-83	0.2 hours
Replace Steering Wheel	23-T0-91-84	0.5 hours

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

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete 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 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 campaign launch, those with a phone number, city, zip code, or VIN sequence.

Dealers should 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.

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 notification 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 Service / Field Operations
FCA US LLC

This notice applies to your vehicle,

[Model Year and Model]
XXXXXXXXXXXXXXXXXXXX

T09

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 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.

DEALERSHIP INSTRUCTIONS

Please reference CSN T09.

CUSTOMER SATISFACTION NOTIFICATION

Interior Trim Level

Dear [Name],

At FCA US LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle ^[1]. This will be done at no charge to you.

We are recommending the following improvements be performed on certain [2017 Jeep® Wrangler Rubicon] vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?

Your vehicle ^[1] may not have had the correct interior trim features installed during the manufacturing process. The components such as the front door panel arm rests, center console arm rest, and steering wheel, may not have the accent stitching, also the steering wheel spoke bezel may not be satin chrome which is unique to the Rubicon Hard Rock Package edition.

HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION

FCA will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will replace the interior trim components that do not have the accent stitching or the satin chrome steering wheel bezel. 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.