



October 2020

Dealer Service Instructions for:

## **Customer Satisfaction Notification W50 Driver Air Bag**

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### **Remedy Available**

**2011-2012 (LX) Chrysler 300**

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

**IMPORTANT: Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this campaign service on these vehicles before retail delivery.** Dealers should also perform this campaign on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

### **Subject**

Although not currently under recall, FCA is requesting that certain customers allow dealers to replace their Driver Air Bag (DAB). The manufacturer of the air bag has requested the assistance of various automakers to obtain a large number of air bag inflators from around the country for testing.

### **Repair**

The DAB will be replaced and the original DAB will be returned to the manufacturer for testing.

## **Parts Information**

**NOTE:** All involved vehicle owners known to FCA are being notified of the service requirement by phone. An appointment will be scheduled by a three-way phone call between the third-party, customer and dealer. Once the appointment is scheduled, the dealer will order the part on the customer's behalf.

**SPECIAL NOTE:** The dealer will order the driver air bag with the part number supplied by the third party agent. The part will be shipped from the PDC. Dealer should confirm part has arrived before customer comes in for service visit.

## **Parts Return**

**Parts Manager:** Please follow these instructions. Print a copy of the yellow colored page and tape it over two sides of the box so it can be easily identified by the return facility.

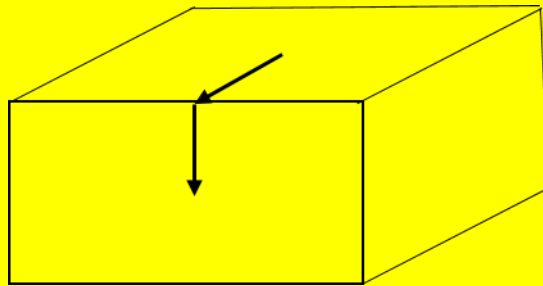
Air bag must be picked up once removed, do not hold with standard recall parts.

Parts: Manager

## HEALTHY INFLATOR RETURN

Please print a copy of this page and tape it over two sides of the box so it can be easily identified by the return facility.

*This will get returned with other Takata Airbag returns.*



HEALTHY INFLATOR RETURN



**Service Procedure**

**WARNING:** To avoid serious or fatal injury on vehicles equipped with air bags, disable the Supplemental Restraint System (SRS) before attempting any steering wheel, steering column, air bag, 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 air bag deployment.

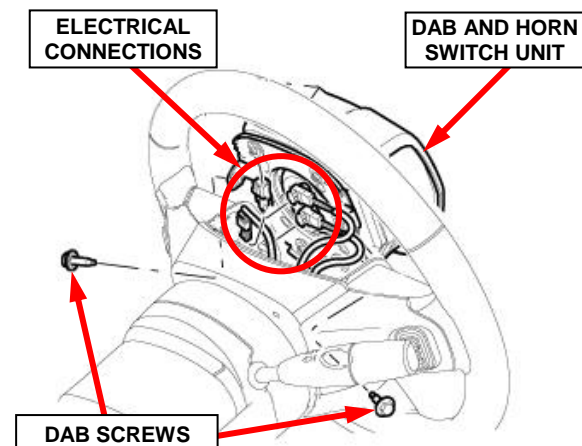
At no time should any source of electricity be permitted near the inflator on the back of a non-deployed air bag. When carrying a non-deployed air bag, the trim cover or air bag cushion side of the unit should be pointed away from the body to minimize injury in the event of an accidental deployment. If the air bag unit is placed on a bench or any other surface, the trim cover or air bag cushion side of the unit should face upward to minimize movement in the event of an accidental deployment.

**WARNING:** To avoid serious or fatal injury, use extreme care to prevent any foreign material from entering the Driver Air bag (DAB), or becoming entrapped between the DAB cushion and the DAB trim cover. Failure to observe this warning could result in occupant injuries upon air bag deployment.

**WARNING:** To avoid serious or fatal injury, the driver air bag trim cover must never be painted. Replacement air bags are serviced with trim covers in the original colors. Paint may change the way in which the material of the trim cover responds to an air bag deployment. Failure to observe this warning could result in occupant injuries upon air bag deployment.

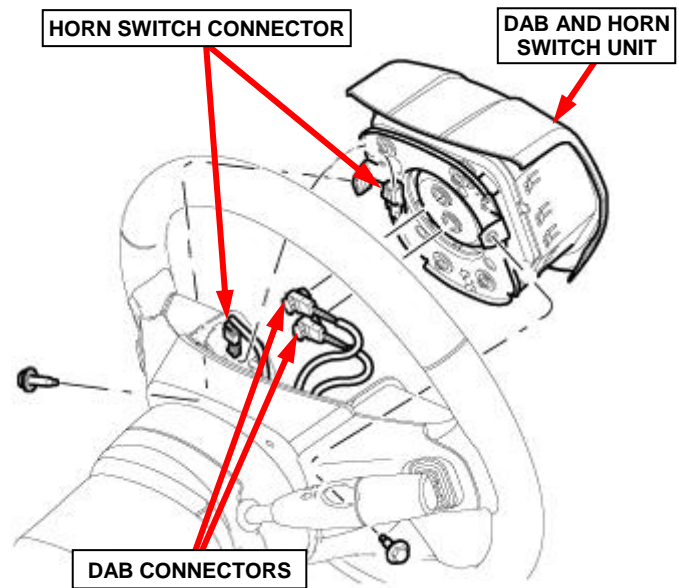
**Service Procedure [Continued]****A. Removal**

1. Disconnect the Intelligent Battery Sensor (IBS) then disconnect and isolate the negative cable from the battery. Wait two minutes for the system capacitor to discharge before further service.
2. Remove the screw access covers from each side of the steering wheel rear trim cover (Figure 1).
3. Working through the access holes in each side of the steering wheel rear trim cover, remove the two screws that secure the DAB and floating horn switch unit to the steering wheel armature (Figure 2).
4. Pull the DAB and floating horn switch unit away from the steering wheel far enough to access the electrical connections on the back side of the unit (Figure 3).

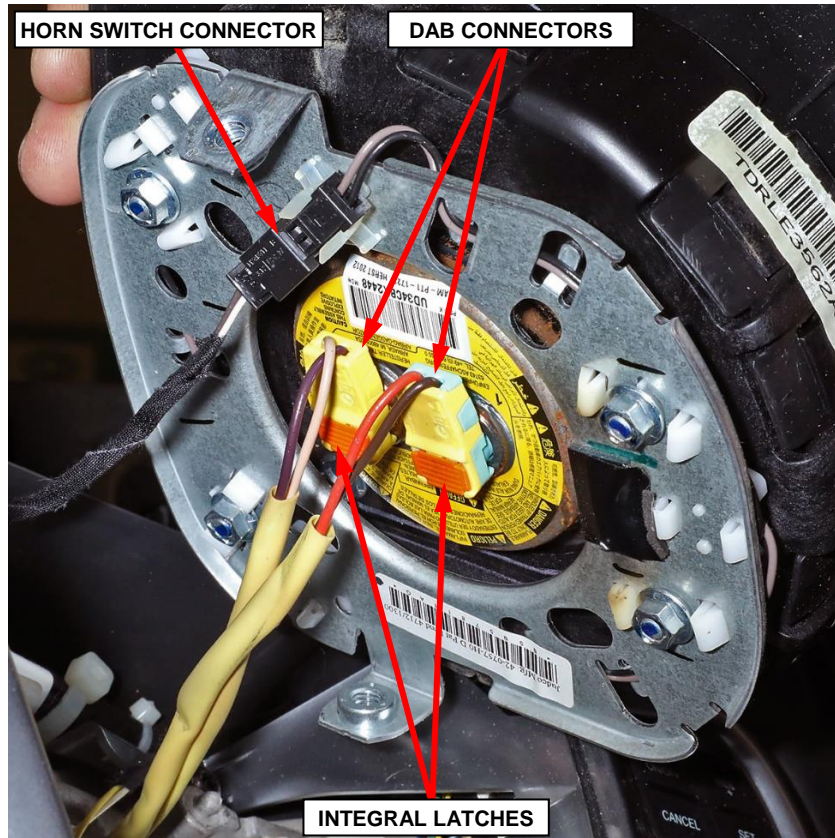
**Figure 1 – Screw Access Cover****Figure 2 – DAB and Floating Horn Switch Unit Screw****Figure 3 – Electrical Connections**

**Service Procedure [Continued]**

5. Disconnect the steering wheel wire harness connector from the floating horn switch connector on the back of the DAB unit (Figures 4 and 5).



**Figure 4 – Horn Switch Connector**

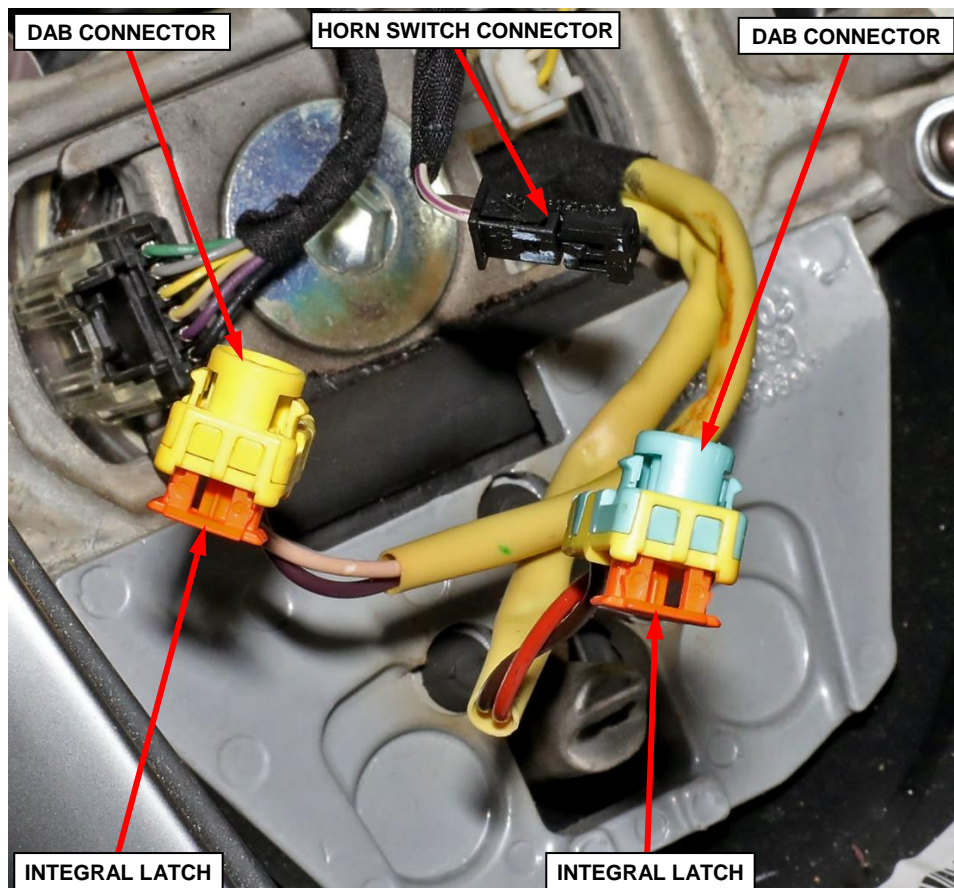


**Figure 5 – Driver Air Bag**

**Service Procedure [Continued]**

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

6. The clockspring DAB pigtail wire connector insulators are secured by integral latches to the air bag inflator connector receptacles, which are located on the back of the DAB housing. Pinch both latches firmly, then pull the insulators straight out from the air bag inflator to disconnect them from the connector receptacles (Figures 5 and 6).
7. Remove the DAB from the steering wheel. Do not discard, the DAB must be returned to the manufacturer for testing. Place the removed DAB in the same box the new DAB was received in.



**Figure 6 – Driver Air Bag**



<b>Service Procedure [Continued]</b>
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**B. Installation**

1. Position the **NEW** DAB and floating horn switch unit close enough to the steering wheel to reconnect the electrical connections to the back of the air bag housing (Figure 4).
2. Reconnect the steering wheel wire harness connector to the floating horn switch connector on the back of the DAB unit (Figures 4 and 5).
3. Reconnect the wire connectors to the air bag 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. You can 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 (Figures 5 and 6).
4. Carefully position the DAB and floating horn switch unit into the steering wheel hub. Be certain that none of the steering wheel wiring is pinched between the air bag housing or the horn switch and the steering wheel armature (Figure 3).
5. Working through the access holes in each side of the steering wheel rear trim cover, install and tighten the two screws that secure the floating horn switch and DAB unit to the steering wheel armature. Tighten the screws to 13 N·m (10 ft. lbs.) (Figure 2).
6. Install the screw access covers on each side of the steering wheel rear trim cover (Figure 1).
7. Do not reconnect 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.

**NOTE: The following procedure should be performed using the wiTECH scan tool to verify proper SRS operation following the service or replacement of any SRS component. Be certain that the wiTECH scan tool contains the latest version of the proper diagnostic software.**

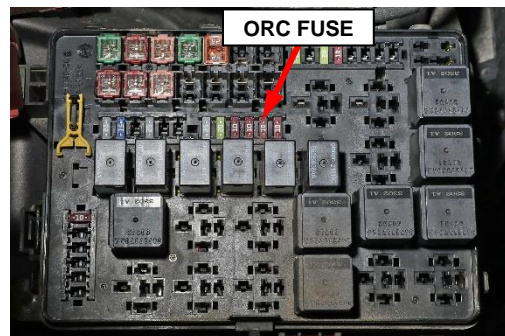
**Service Procedure [Continued]**

**NOTE: During the following SRS test, the battery negative cable remains disconnected and isolated as it was during the component removal and installation procedures.**

8. Connect the wiTECH micro pod II to the 16-way Data Link Connector (DLC). The DLC is located on the driver side lower edge of the instrument panel, near the steering column opening cover and outboard of the steering column.

**NOTE: Follow the appropriate SRS verification test procedure either Step 8 or Step 9 depending on ignition type.**

9. If the vehicle is equipped with Standard Key Ignition. Failure to follow these instructions may result in possible serious or fatal injury.
  - a. Turn the ignition switch to the “**RUN**” position then exit the vehicle with the scan tool and close the doors.
  - b. Check to be certain that nobody is in the vehicle, then connect the battery negative cable to the battery post and tighten the clamp nut to 5 N·m (44 in. lbs.). Connect the IBS.
10. If the vehicle is equipped with Keyless Go. Failure to follow these instructions may result in possible serious or fatal injury.
  - a. Remove the Occupant Restraint Controller (ORC) fuse (Figure 7).
  - b. Connect the battery negative cable to the battery post and tighten the clamp nut to 5 N·m (44 in. lbs.). Connect the IBS.
  - c. Wait two minutes before proceeding.
  - d. Cycle the ignition to the on position.
  - e. Reconnect the ORC fuse (Figure 7).



**Figure 7 – ORC Fuse**

**Service Procedure [Continued]**

11. Open the wiTECH 2.0 website.
12. Enter your “**User id**” and “**Password**” and your “**Dealer Code**”, then select “**Sign In**” at the bottom of the screen. Click “**Accept**”.
13. Starting at the “**Vehicle Selection**” screen, select the appropriate vehicle and Device Name.
14. From the “**Action Items**” screen, click “**All DTCs**”, select “**Clear All DTCs**”, click “**Continue**” and then click “**Close**”.
15. If DTCs are still stored, cycle the ignition OFF/ON to change DTC status from “**active**” to “**stored**” then clear DTCs again.
16. Turn the ignition switch to the “**OFF**” position for about 15 seconds, and then back to the “**RUN**” position. Observe the air bag indicator in the instrument cluster.
  - The air bag indicator should illuminate from four to six seconds, and then go out. This indicates that the SRS is functioning normally and that the repairs are complete.
  - If the air bag indicator fails to light or the light remains ON, there is still an active SRS fault or malfunction. Refer to the appropriate diagnostic information to diagnose the problem.
17. Turn the ignition to the “**OFF**” position.
18. Close the hood and remove the wiTECH micro pod II from the DLC.
19. 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 Customer Satisfaction Notification service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Replace Air Bag Module	19-W5-01-82	0.4 hours

**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 phone.

**Vehicle Lists, Global Recall System, VIP and Dealer Follow Up**

*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]

VIN XXXXXXXXXXXXXXXXXXXX

W50

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.

#### DEALERSHIP INSTRUCTIONS

Please reference CSN W50.

# CUSTOMER SATISFACTION NOTIFICATION

## Driver Air Bag

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 <sup>[1]</sup>. This will be done at no charge to you.

We are recommending the following improvements be performed on certain [2011 and 2012 model year (LX) Chrysler 300] vehicles.

#### WHY DOES MY VEHICLE NEED REPAIRS?

Although not currently under recall, FCA is requesting that certain customers allow dealers to replace their Driver Air Bag (DAB). The manufacturer of the air bag has requested the assistance of various automakers to obtain a large number of air bag inflators from around the country for testing.

#### HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION?

FCA US will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the DAB. The estimated repair time is one 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>[2]</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 repair performed.

We apologize for any inconvenience, but are sincerely concerned about your satisfaction. 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] 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.