



August 2022

Dealer Service Instructions for:

Customer Satisfaction Notification Z66 Highway Assistance Option

Remedy Available

2022 (MP) Jeep® Compass

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 new vehicle inventory. Dealers should complete this campaign service on these vehicles before retail delivery. Dealers should also perform this repair on vehicles in used vehicle inventory and those vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The highway assistance option on about 691 of the above vehicles may not function as expected. Additionally, the adaptive cruise control will not function. The cruise control may be activated by the right-side steering wheel control switch instead of the highway assistance option.

Repair

Replace the right-side steering wheel control switch.

Parts Information

Part Number

7CZ92SCSAB

Description

Switch, Speed Control

Parts Return

No parts return required for this campaign.

Render the switch unusable and discard.

Special Tools

The following special tools is required to perform this repair:

- 2050200100 Remover, Driver Air Bag

Service Procedure

1. Disconnect and isolate the negative battery cable. If equipped with an Intelligent Battery Sensor (IBS), disconnect the IBS connector first before disconnecting the negative battery cable. Wait 2 minutes for the system capacitor to discharge before continuing service (Figure 1).

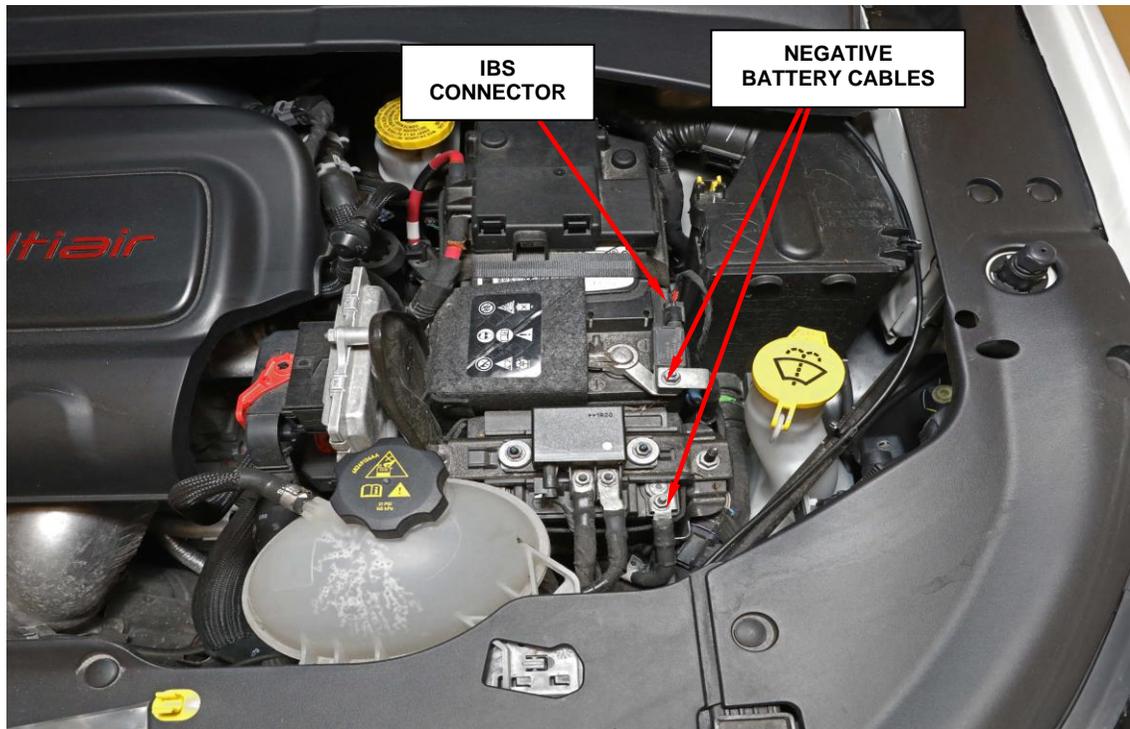


Figure 1 - Batteries

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.

Service Procedure [Continued]

WARNING: To avoid serious or fatal injury, the driver airbag trim cover must never be painted. Replacement airbags 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 airbag deployment. Failure to observe this warning could result in occupant injuries upon airbag deployment.

2. Locate the access hole dimples in the lower surface of the steering wheel hub rear trim cover near each of the two horizontal spokes.
3. Using the Remover, Driver Air Bag 2050200100 , pierce the trim cover at the dimple and insert it through one of the steering wheel access holes. A guide and notch integral to each side of the steering wheel hub rear trim cover and the mounting/horn switch plate will assist in directing the tool to the ends of the retainer spring (Figure 2).
4. When the tool makes contact with the retainer spring, push inward (toward the steering column) on the tool far enough to disengage the retainer spring from under the hook of the steering wheel armature.
5. Pull the released side of the DAB away from the steering wheel far enough to insert a trim stick or another long and thin obstacle between the released spoke of the DAB trim cover and the steering wheel spoke hub cavity. This will help to prevent the released end of the retainer spring from becoming accidentally engaged again while the opposite end of the retainer spring is being released.

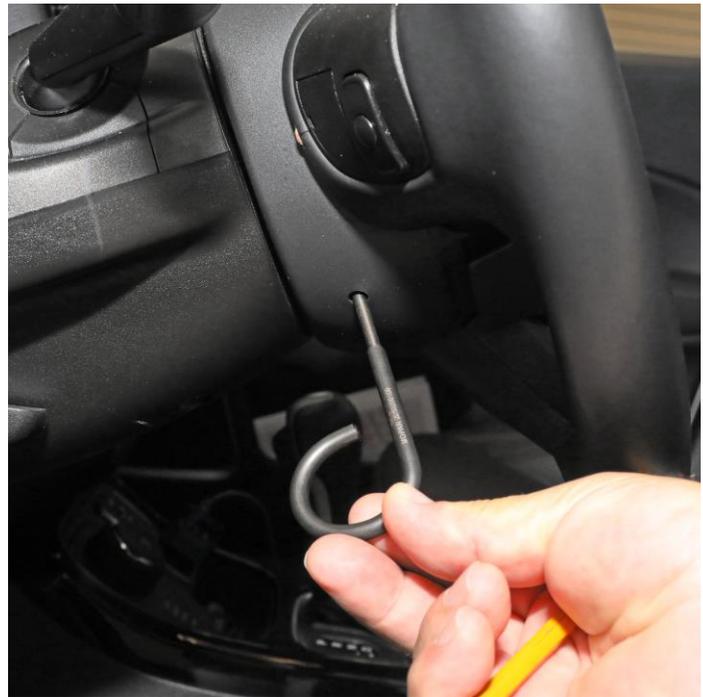


Figure 2 – Air Bag Removal

6. Repeat **Steps 3 and 4** for the opposite end of the retainer spring.
7. Pull the DAB away from the steering wheel far enough to access the steering wheel wire harness connector to the DAB inflator initiators.

Service Procedure [Continued]

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.

8. The clockspring DAB pigtail wire connector insulators are secured by integral latches and a Connector Position Assurance (CPA) lock to the airbag tether cutter and inflator connector receptacles, which are located on the back of the floating horn switch plate and the DAB housing. Pull the lock straight away from the connector insulator, then pull the insulators straight away from the connector receptacles to disengage and disconnect them.

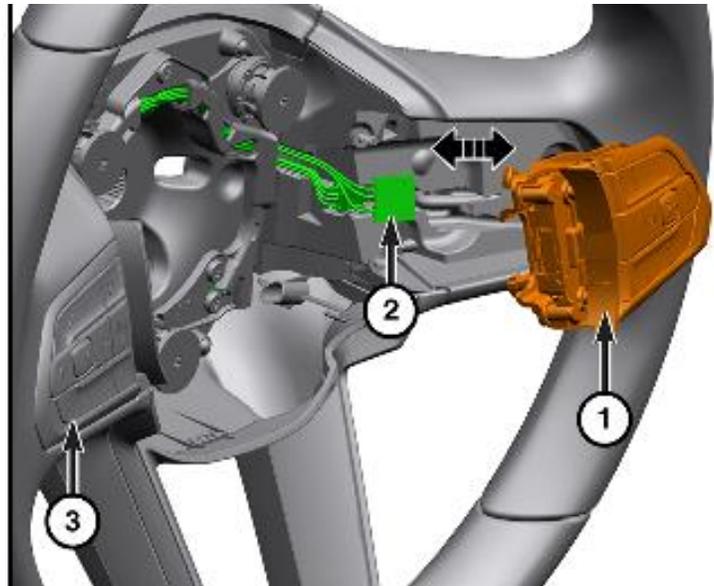


Figure 3 – Electrical Connector

9. Remove the DAB and floating horn switch plate from the steering wheel as a unit.
10. Using a trim stick or equivalent, release the retainers on the back of the speed control switch from the steering wheel (3).
11. Disconnect the wire harness connector (2) from the speed control switch (1) (Figure 3).

Service Procedure [Continued]

12. Remove the fasteners (2) and separate the speed control switches (1) from the switch bracket (3) (Figure 4).

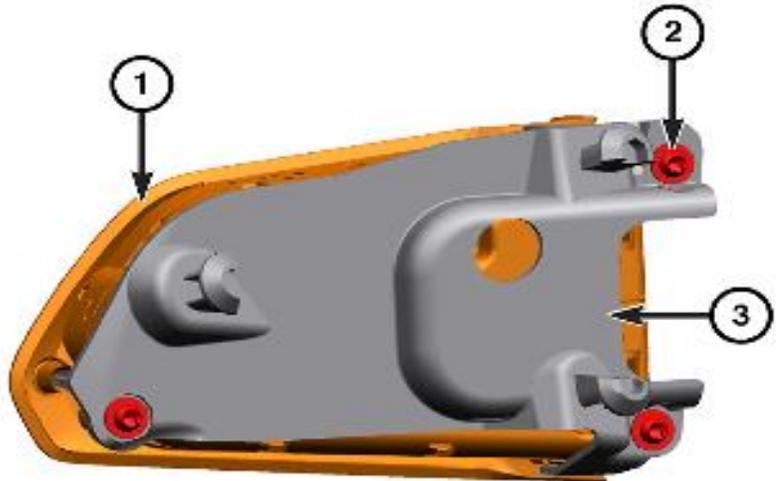


Figure 4 – Speed Control Switch Bracket

13. Position the **NEW** speed control switches (1) to the bracket (3). Install the fasteners (2) and tighten securely.

14. Connect the wire harness connector to the speed control switches.

15. Install the **NEW** speed control switch into the steering wheel, pressing firmly to verify the cleats are fully engaged.

16. Position the DAB close enough to the steering wheel to connect the steering wheel wire harness connectors to the DAB inflator initiators.

17. Connect the clockspring pigtail wire connectors to the airbag inflator initiator 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, then push the connector lock straight into the connector to lock it in place.

18. Carefully position the DAB to the steering wheel hub cavity while tugging lightly upward on the clockspring pigtail wires for the airbag and tucking the wires in the upper hub cavity of the steering wheel. Be certain that none of the steering wheel wiring is pinched between the airbag housing or the horn switch and the steering wheel armature.

19. Using both hands, push firmly and evenly on both sides of the DAB trim cover until both ends of the spring retainer have snapped in place under the hooks within the hub cavity of the steering wheel.

Service Procedure [Continued]

20. **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, proceed to step 21.
21. Be certain that the diagnostic scan tool contains the latest version of the proper diagnostic software. Connect the diagnostic scan tool 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.
22. Check to be certain that there are no occupants in the vehicle, then connect the negative battery cable. If equipped with an Intelligent Battery Sensor (IBS), connect the IBS connector.
23. If the vehicle is equipped with Keyless Go, follow the warning below.

WARNING: After disconnecting the 12-Volt battery wait two minutes before proceeding. Remove the ORC fuses, connect the 12-Volt battery, wait two minutes before proceeding. Cycle the ignition to the on position, then reconnect the orc fuses. Failure to follow these instructions may result in possible serious or fatal in jury.

24. For vehicles with a standard ignition follow the warning below.

WARNING: Turn the ignition on, then reconnect the 12-Volt battery. Failure to follow these instructions may result in possible serious or fatal injury.

25. Exit the vehicle with the diagnostic scan tool.
26. Using the diagnostic scan tool, read and record the active (current) Diagnostic Trouble Code (DTC) data.
27. Next, use the diagnostic scan tool to read and record any stored (historical) DTC data.
28. If any DTC is found in **Step 25** or **Step 26**, refer to the appropriate diagnostic information.

Service Procedure [Continued]

29. Use the diagnostic 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 29**.
30. Turn the ignition switch OFF for about 15 seconds, and then back to ON. Observe the airbag indicator in the instrument cluster. It should light 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 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.
31. 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:

	Labor Operation Number	Time Allowance
Replace steering wheel switch	08-Z6-61-82	0.5 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 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 campaign 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]

VIN XXXXXXXXXXXXXXXXXXXX

Z66

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 Z66.

CUSTOMER SATISFACTION NOTIFICATION

Highway Assistance Option

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 [2022 Model Year (MP) Jeep Compass] vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?

The highway assistance option on your vehicle may not function as expected. Additionally, the adaptive cruise control will not function. The cruise control may be activated by the right-side steering wheel control switch instead of the highway assistance option.

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 right-side steering wheel control switch. The estimated repair time is about 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 to submit your reimbursement request online. ^[2] 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.