

CUSTOMER SATISFACTION NOTIFICATION

NORTH AMERICA

Healthy Airbag Inflator Collection



Reference: 34D

FCA US LLC



Remedy available for

2011-2012 (LX) Chrysler 300, 300c

Template Version 1.0

Revision	Edition	Detail
1	May 2026	Revision to "Parts Return" section.

SYMPTOM DESCRIPTION

Although not currently under recall, FCA is requesting that certain customers allow dealers to replace their Driver Airbag (DAB) and Passenger Airbag (PAB). The manufacturer of the airbag has requested the assistance of various automakers to obtain airbag inflators from around the country for testing.

SCOPE

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 repair on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

REPAIR TO BE PERFORMED

Replace the Driver Side Airbag (DAB) and the Passenger Side Airbag (PAB) inflator. Then send the DAB and PAB inflator to Chrysler Technology Center. See **Parts Return** section for more information.

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 the Driver Airbag and Passenger Airbag Inflator and Perform Supplemental Restraint System Verification Test.	08-34-D1-82	1.1

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

PARTS INFORMATION

Passenger Side Airbag (PAB) inflator.

Part No.	Qty.	Part Name
CBXZS434AC	1	Inflator Kit, Passenger Side Airbag
Each kit contains the following components:		
	1	Inflator
	4	Nut, Mounting
	1	Fabric Gasket

Driver Side Airbag (DAB) Ordering Process:

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.

The appropriate DAB for each vehicle is VIN specific.

VIN specific parts application is available through the Global Recall System (GRS) and Vehicle Information Plus (VIP).

- To use GRS, enter DealerCONNECT, click on the "Service" tab, click on "Global Recall System," enter the recall number in the "Recall Code:" box, and select "VIN" in the "List By:" drop down menu.
- To use VIP, enter DealerCONNECT, click on the "Service" tab, click on "Single VIN Inquiry," enter the VIN and mileage, click "View," then click on the "Coverages" tab and view the "Recall" section.

Required DAB should be ordered through DealerConnect Parts Order.

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PARTS RETURN

NOTE: Parts **MUST** be RETURNED.

Ignore information in PRAS system.

These removed inflators should not be scrapped!

Print the RO with VIN and include it in the package.

Package the original inflator in the replacement kit box and return.

Airbag (inflators) are classified as UN3268 Safety devices. A class 9 dangerous goods. Therefore, specific shipping instructions are required to be followed. If you need shipping assistance, please refer to the link below for shipping Dangerous Goods via FEDEX.

<https://www.fedex.com/en-us/service-guide/dangerous-goods-hazardous-materials.html>

Approved Hazardous Shipping Dealers:

Return the airbag removed as part of the 34D campaign as soon as possible via FEDEX to:

Chrysler Technology Center
C/O EMD Lab N1000 5th Avenue
800 Chrysler Drive
Auburn Hills, MI 48326
Attn: Brad Coval & Melissa Richardson

Non-Approved Hazardous Shipping Dealers:

Follow the 34D instructions for returning the removed inflator. Please do not scrap these inflators.

Additional Shipping Information:

The actual shipping expense can be put on the claim using LOP 95-85-01-59 and filed with the repair. If the repair has already been completed, file another claim for the shipping expense. We are asking that this process be completed as soon as possible, as we need these airbags back for testing.

SPECIAL TOOLS

Number	Description
NPN	wiTECH MicroPod II / 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 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 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.

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.

Strictly respect STELLANTIS Group safety, cleanliness, and environmental instructions for any vehicle service.

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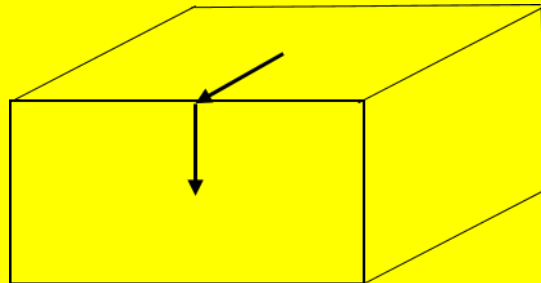
Parts Manager: Please follow these instructions. Print a copy of the yellow colored page and tape it over two sides of the box so it can be easily identified by the return facility.

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.



HEALTHY INFLATOR RETURN

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SERVICE PROCEDURE

A. Power Down Supplemental Restraint System (SRS)

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. At no time should any source of electricity be permitted near the inflator on the back of a non-deployed airbag or seat belt tensioner.

When carrying a non-deployed airbag, the trim cover or airbag cushion side of the unit should be pointed away from the body to minimize injury in the event of an accidental deployment.

1. Disconnect the Intelligent Battery Sensor (IBS) then disconnect and isolate the negative cable from the battery (Figure 1).
2. Remove the two Airbag Module fuses from the Power Distribution Center (PDC), see the PDC cover for the fuse locations (Figure 1).
3. Wait two minutes for the system capacitor to discharge before further service.

WARNING: Wait two minutes for the airbag system reserve capacitor to discharge before beginning any airbag system or component service. Failure to do so may result in accidental airbag deployment, personal injury or death.

4. Proceed to **Section B. Replace Driver Airbag (DAB).**

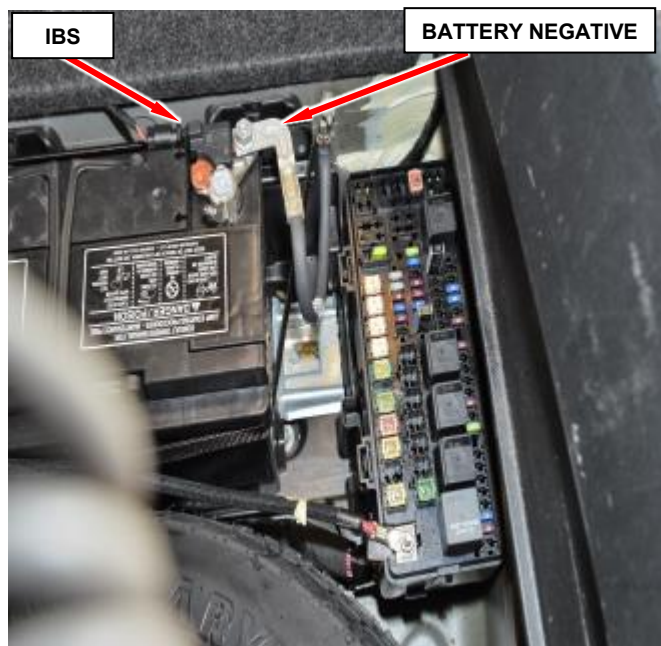


Figure 1 – Battery Negative

B. Replace Driver Airbag (DAB)

1. Remove the screw access covers from each side of the steering wheel rear trim cover (Figure 2).



Figure 2 - Screw Access Cover

2. 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 3).



Figure 3 – DAB and Floating Horn Switch Unit Screw

3. 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 4).

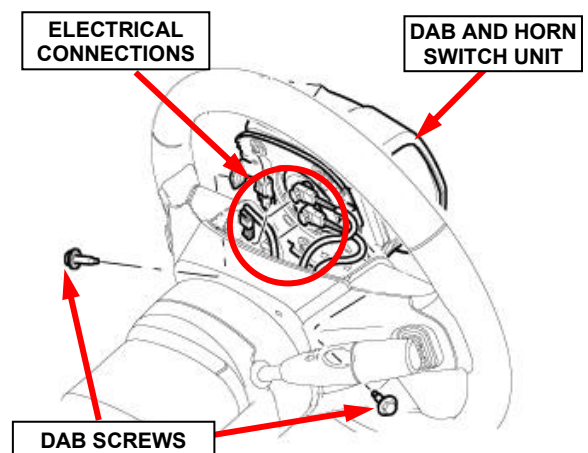


Figure 4 – Electrical Connections

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4. Disconnect the steering wheel wire harness connector from the floating horn switch connector on the back of the DAB unit (Figures 5 and 6).

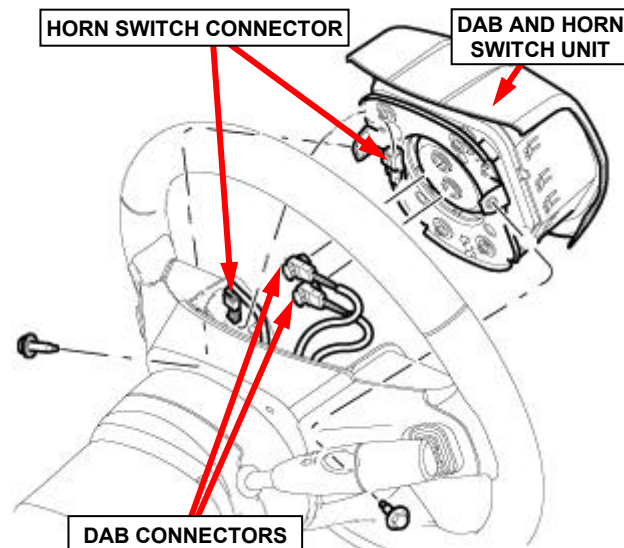


Figure 5 – Horn Switch Connector

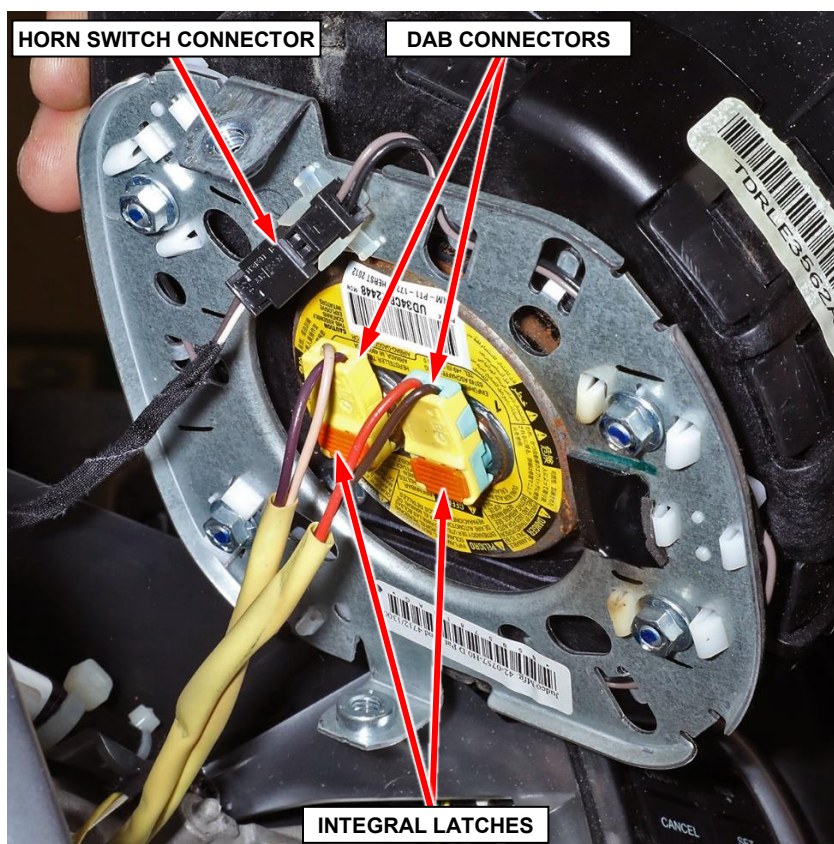


Figure 6 – Driver Air Bag

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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.

5. 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 6 and 7).
6. 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.

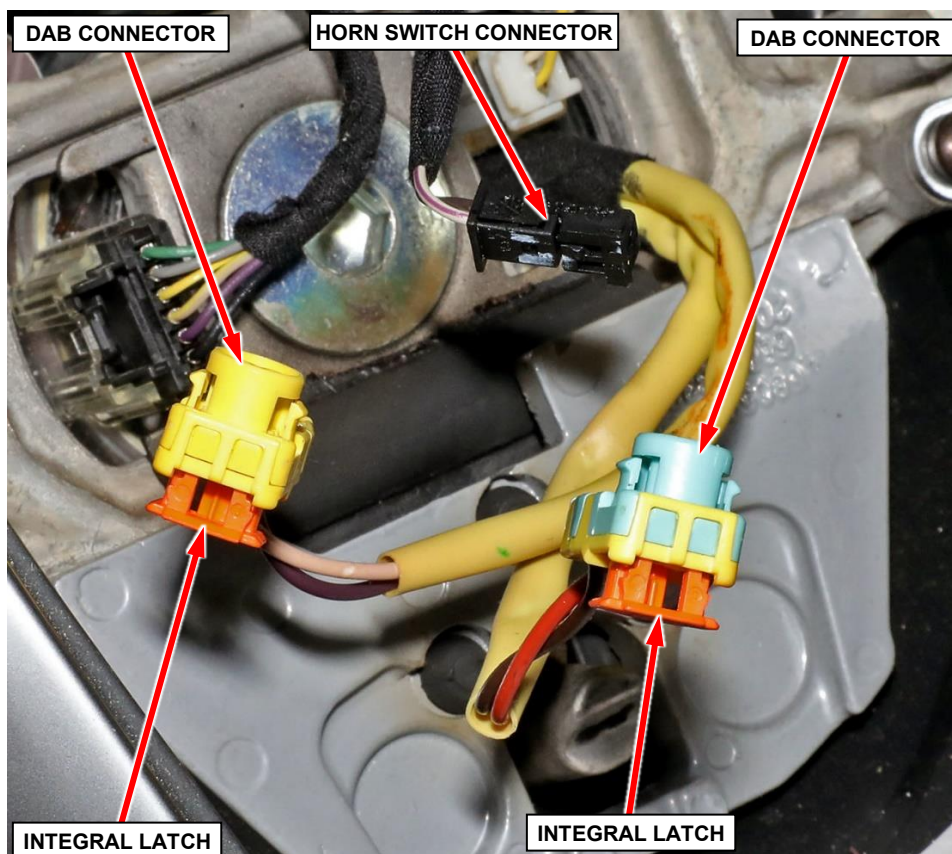


Figure 7 – Driver Air Bag

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7. 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).
8. Reconnect the steering wheel wire harness connector to the floating horn switch connector on the back of the DAB unit (Figures 4 and 5).
9. 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).
10. 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).
11. 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).
12. Install the screw access covers on each side of the steering wheel rear trim cover (Figure 1).
13. Do not reconnect the negative cable to the battery at this time.
14. Proceed to **Section C. Replace Passenger Airbag (PAB) Inflator.**

C. Replace Passenger Airbag (PAB) Inflator

1. Use the following steps to remove the glove box from the instrument panel.
 - a. Remove the right side instrument panel end cap.
 - b. Remove the right side sill plate (Figure 8).
 - c. Remove the three pushpins that secure the instrument panel silencer to the instrument panel (Figure 8).
 - d. Disconnect the harness connector(s) and remove the right side instrument panel silencer (Figure 8).
 - e. Open the glove box door.
 - f. Remove the two side screws from the glove box compartment (Figure 9).
 - g. Remove the six screws from the glove box compartment (Figure 9).
 - h. Disconnect the wiring harness connectors and remove the glove box compartment.

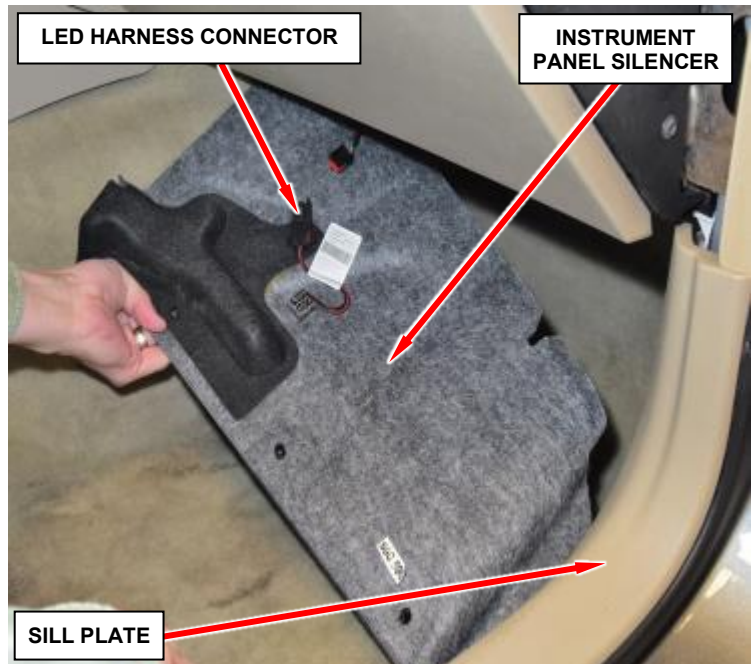


Figure 8 – Instrument Panel Silencer

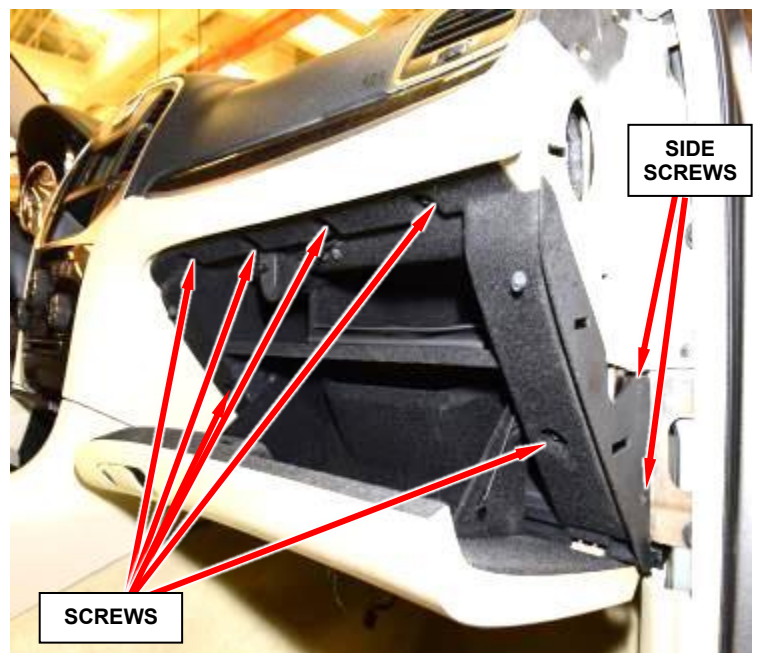


Figure 9 – Glove Box Compartment

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2. Disconnect all of the electrical connectors from the Body Control Module (BCM) receptacles.
3. Remove and save the two fasteners at the bottom of the BCM (Figure 10).
4. Loosen the top fastener. This fastener only has to be loosened to allow removal of the BCM. It does not need to be completely removed in order to remove the module (Figure 10).
5. Pull the module away from the side bulk head and down and remove and save the module.

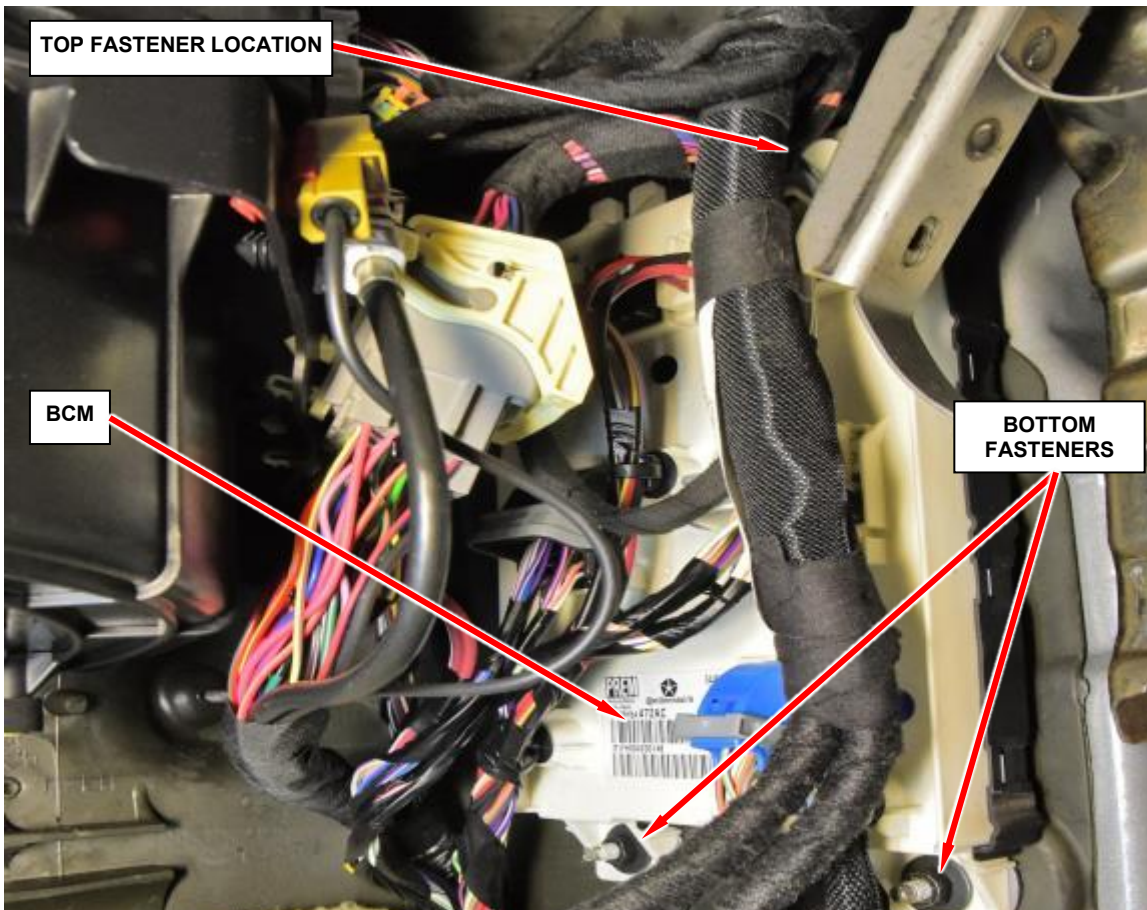


Figure 10 – Body Control Module

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6. Disconnect the electrical connector from the HVAC module, located on the air inlet housing (Figure 11).

NOTE: It is not necessary to fully remove the two front HVAC module retaining screws. The front HVAC module retaining tabs are slotted to aid in module service.

7. Release the wire harness connectors from the bracket (Figure 11).
8. Loosen the two screws that secure the front of the HVAC module to the air inlet housing (Figure 11).
9. Remove the one screw that secures the rear of the HVAC module to the air inlet housing (Figure 11).
10. Slide the HVAC module rearward to disengage the module from the two front retaining screws and remove the module.

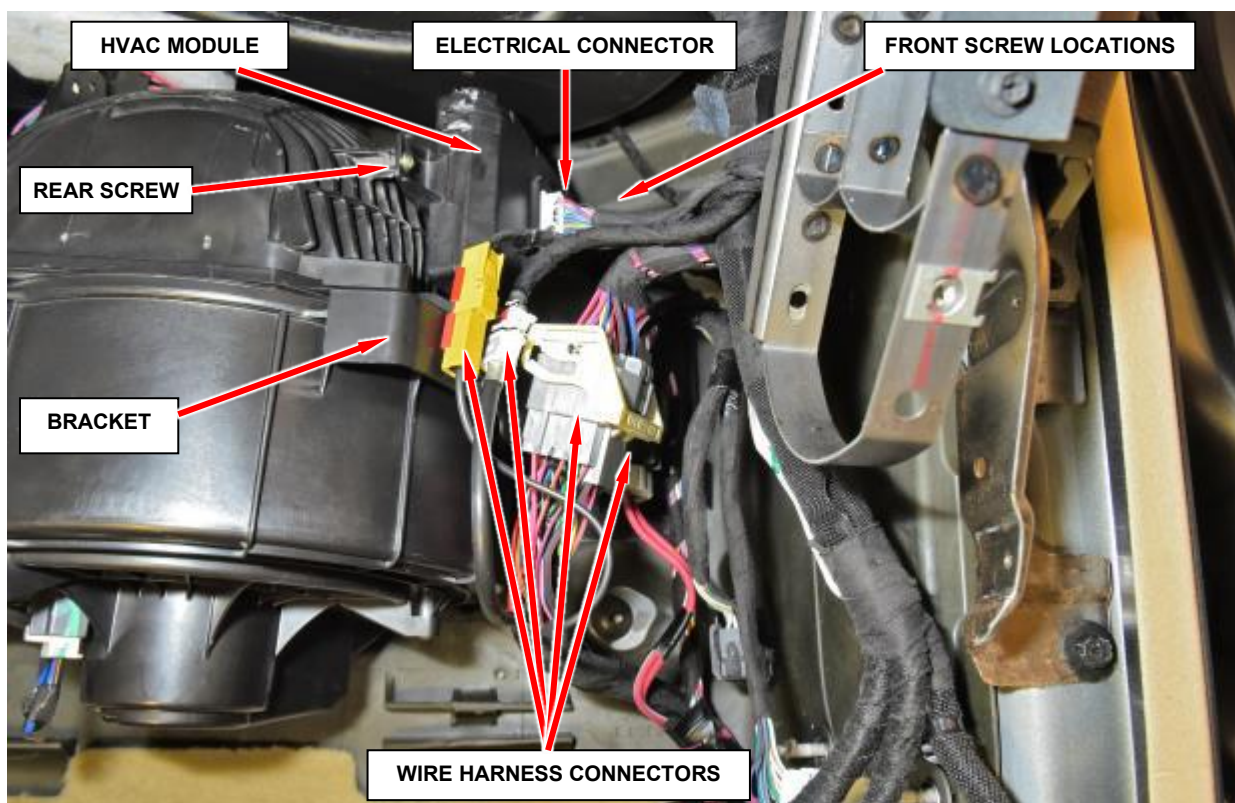


Figure 11 – HVAC Module

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11. Reach through the instrument panel glove box opening to access and disconnect the two instrument panel electrical connectors from the two Passenger Airbag (PAB) initiators, one at each side of the PAB inflator canister (Figure 12).
12. Reach through the instrument panel glove box opening to access and remove and save the two screws that secure the PAB lower bracket to the instrument panel structural support (Figure 12).
13. Remove and save the four screws that secure the two upper PAB mounting brackets to the U-nuts on each side of the PAB retainer or chute on the underside of the instrument panel cover (Figure 12).

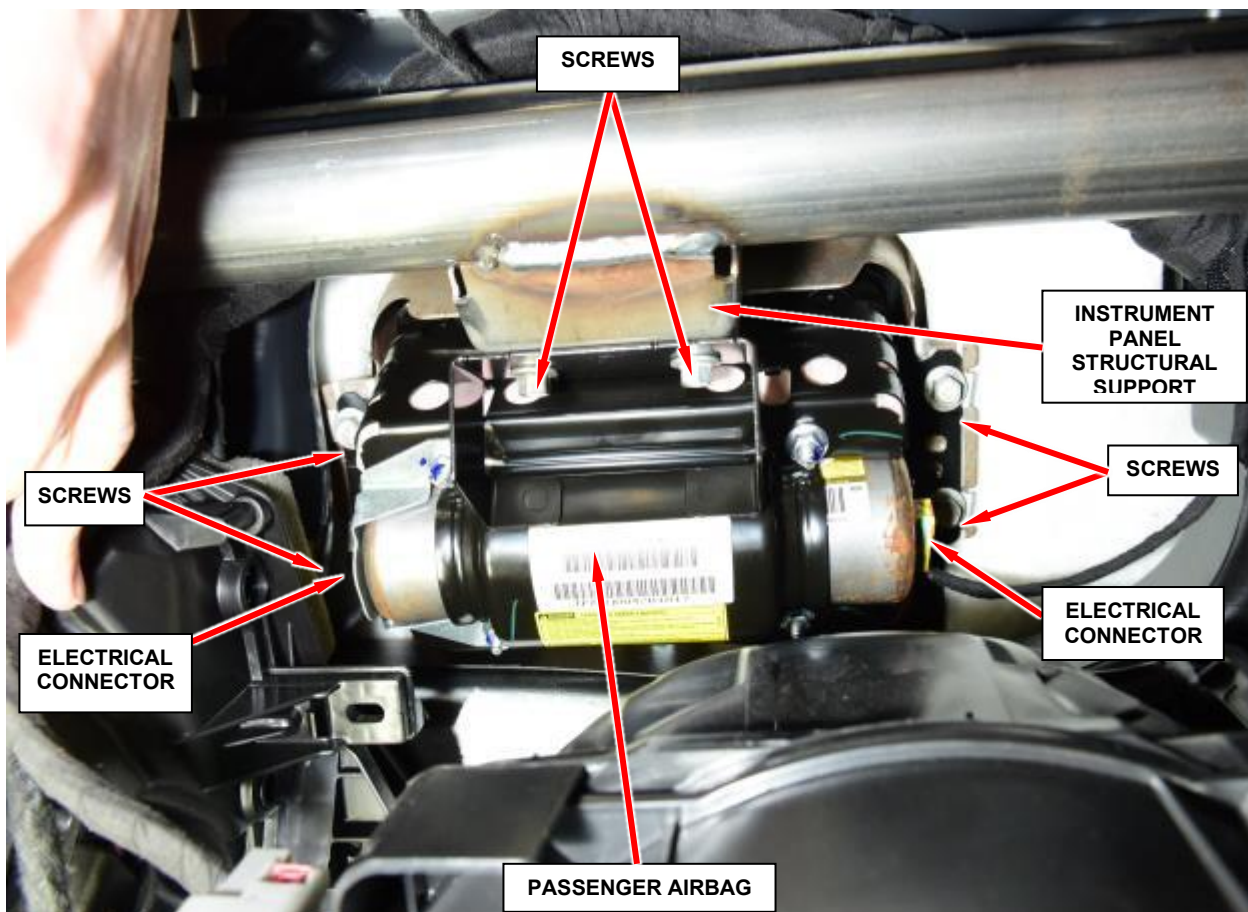


Figure 12 – Passenger Airbag

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14. Remove the PAB from the instrument panel cover.
15. Use the following procedure to retrofit the passenger side airbag assembly.
 - a. Place the passenger airbag assembly on a soft surface to prevent damage.
 - b. Remove and **discard** the four inflator mounting nuts (Figure 13).
 - c. Remove and save stopper plate from housing (Figure 14).

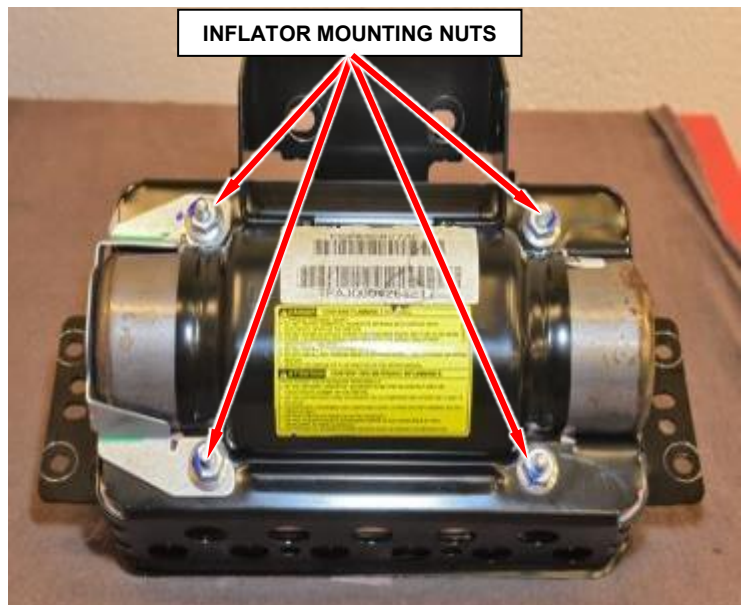


Figure 13 – Mounting Nuts

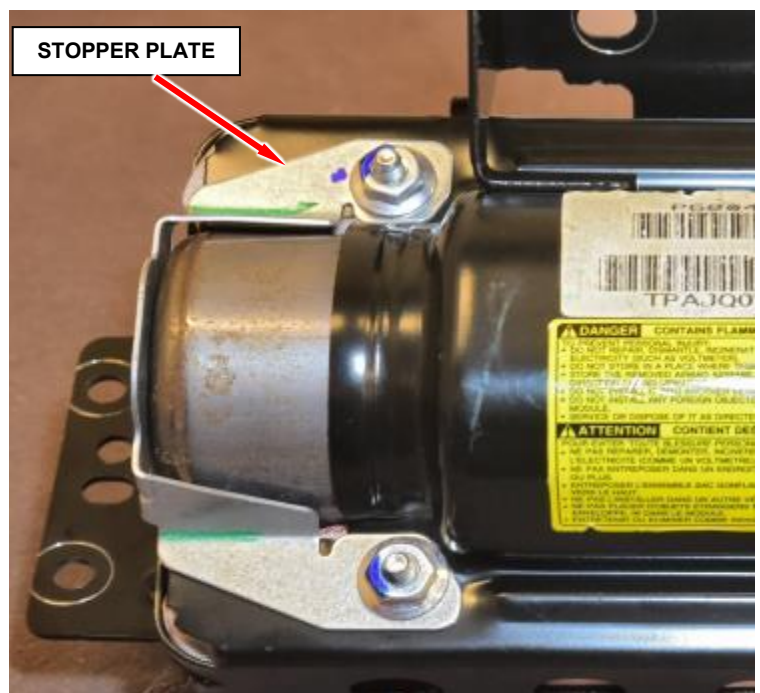


Figure 14 – Stopper Plate

- d. Slide inflator out of the housing.
- e. Remove airbag cushion from housing by applying pressure to the bolts, set cushion aside (Figure 15).

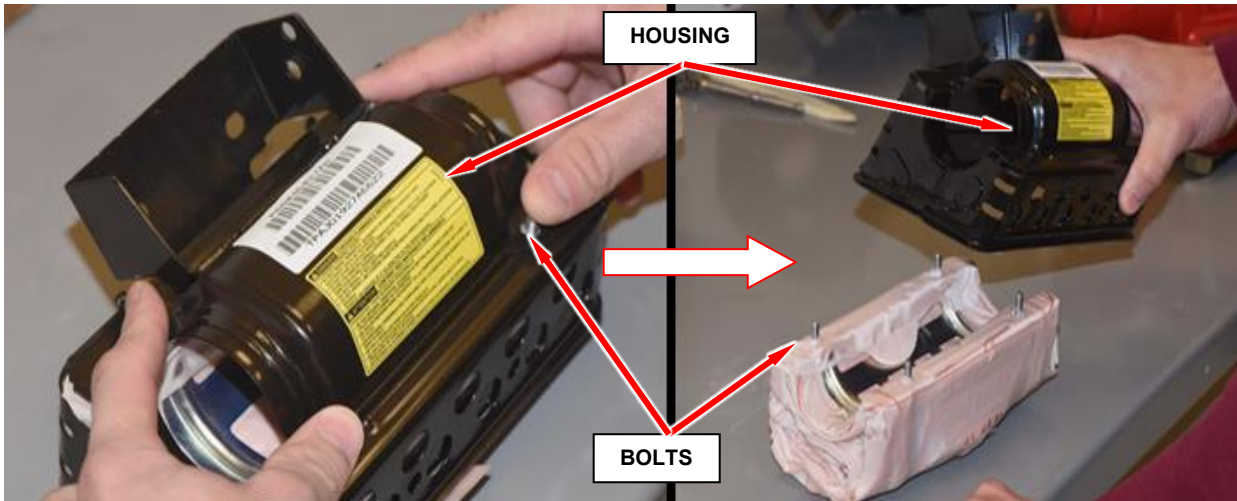


Figure 15 - Remove Airbag Cushion from Housing

- f. Place the fabric gasket, glossy side up, onto cushion. Mistake-proof tab should be aligned to the tab on the cushion (Figure 16).

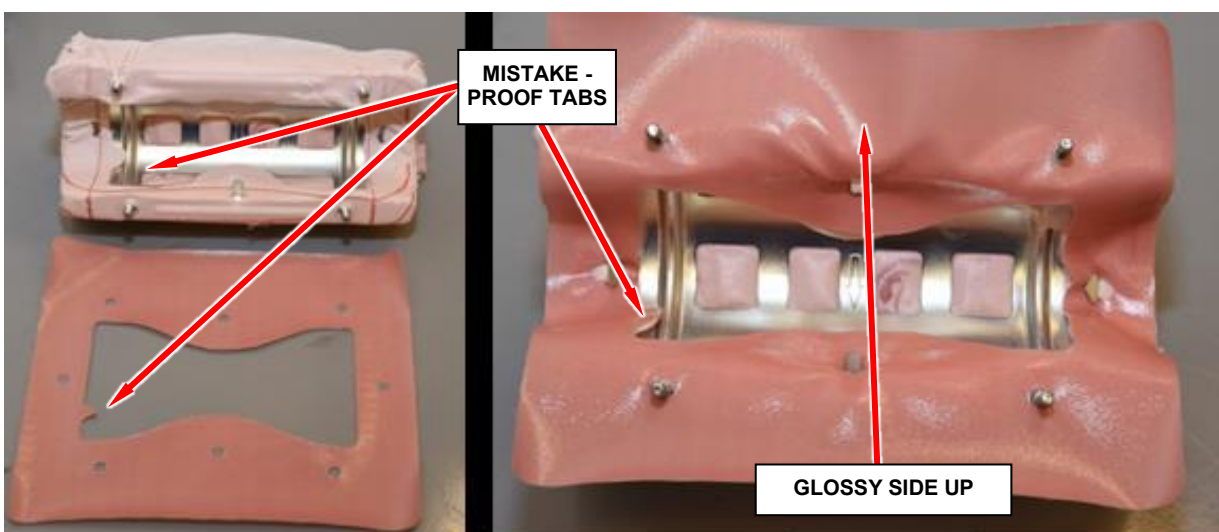


Figure 16 – Fabric Gasket to Cushion

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- g. With the help of a trim tool insert the holes of fabric gasket, four places (Figure 17).

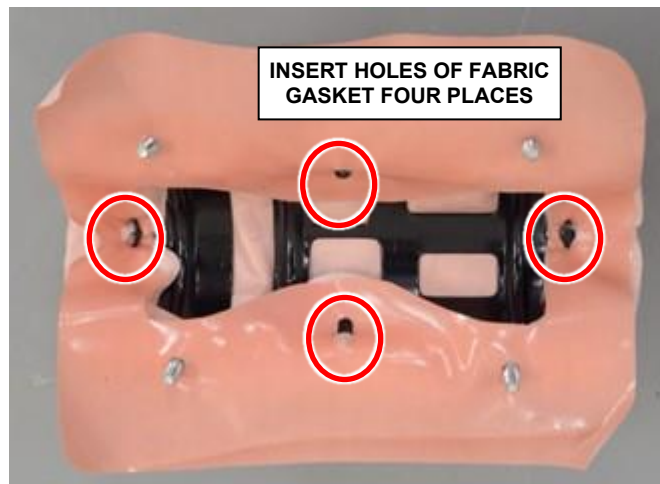


Figure 17 – Fabric Gasket

- h. Slide **new** inflator into housing. The keyed end is inserted first, therefore the blue stripe on the inflator will be located at the open end, as shown (Figure 18).

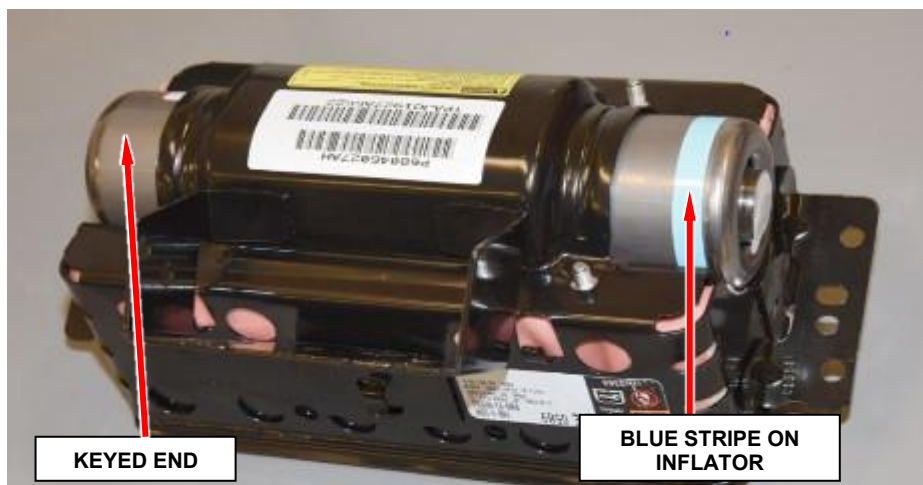


Figure 18 – Insert Inflator (Shown with Cushion Installed)

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NOTE: The inflator's key **MUST** line up with the housing's key (Figure 19).

- i. Insert the cushion, pulling out both side flaps (Figure 19).

NOTE: The spacing between the bolts is different on both sides, thus mistake-proof.

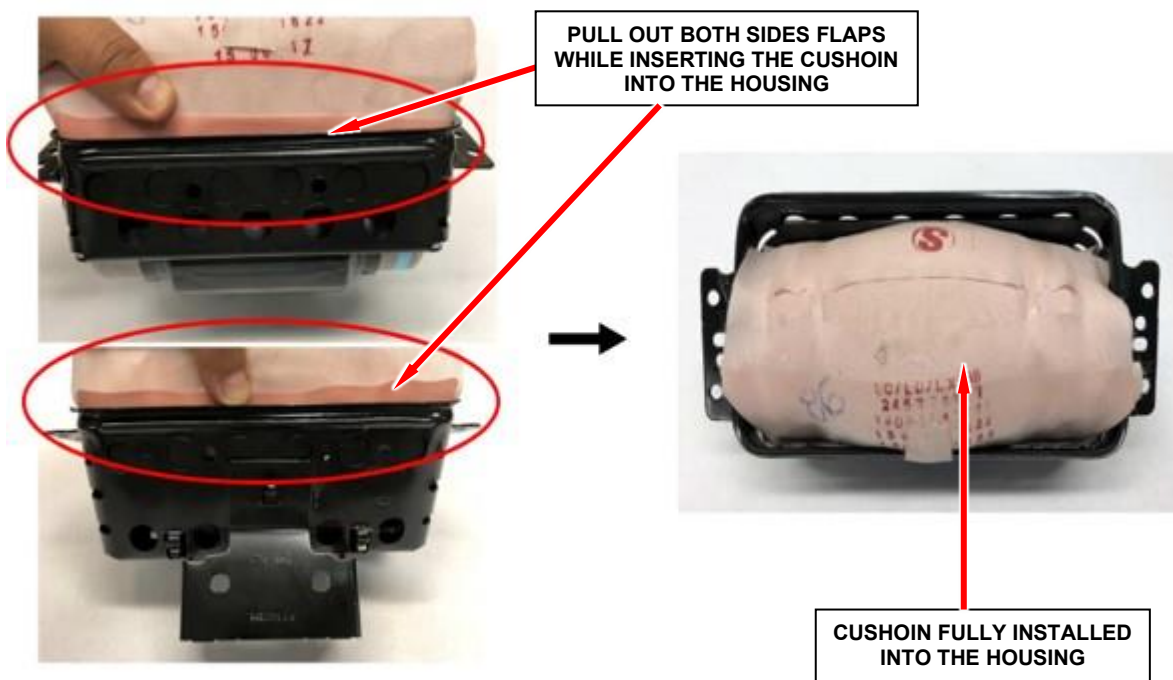


Figure 19 – Side Flaps Must Be Held Out

- j. Continue with Step m to complete retrofit.

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- k. Slide the inflator out of the passenger airbag module housing (Figure 20).

IMPORTANT: Do NOT discard old inflator. Follow the parts return policy and instructions at the beginning of this document.

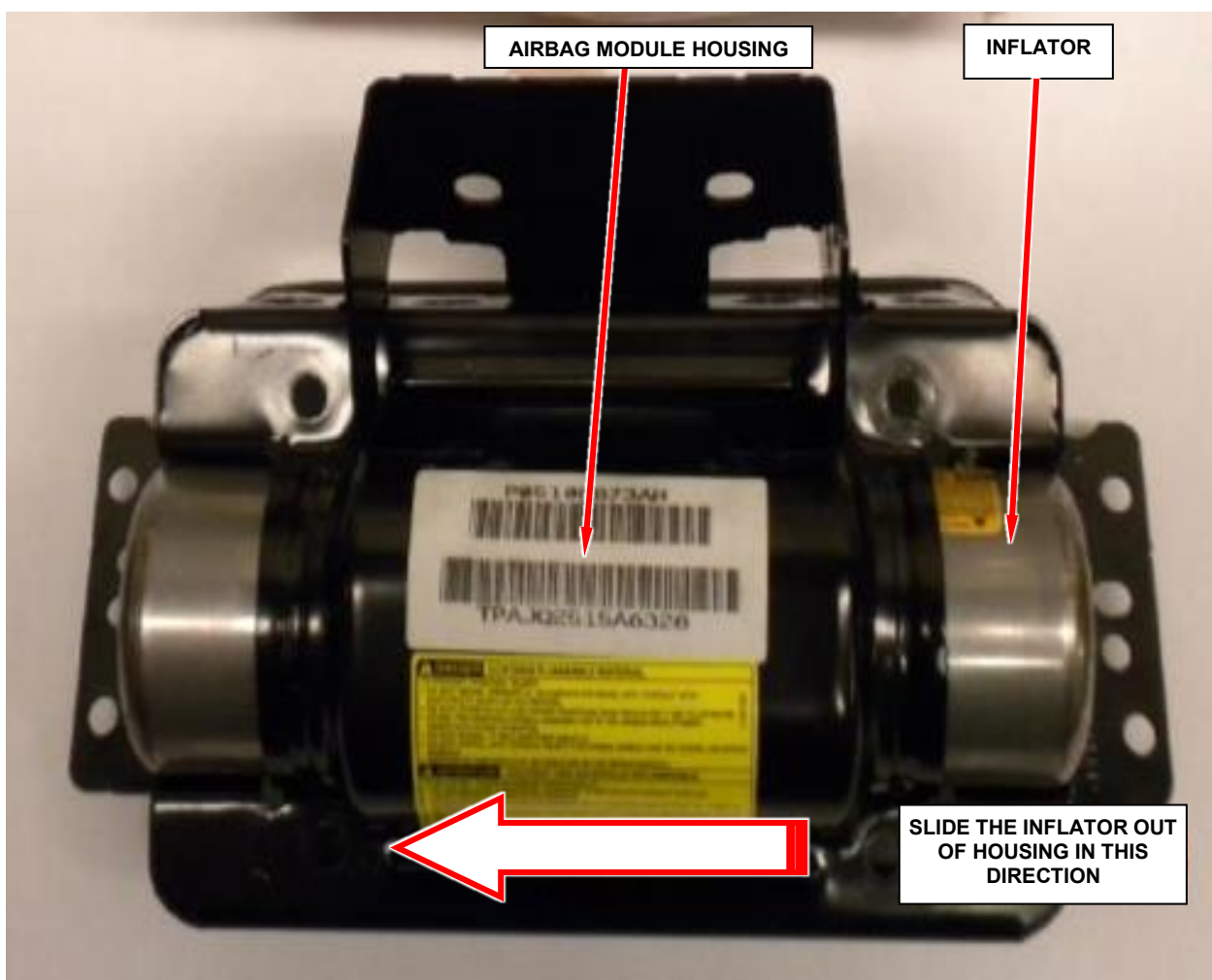


Figure 20 – Remove Airbag Inflator

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- I. Slide the **NEW** inflator into the passenger airbag module housing. The keyed end is inserted first; therefore, the white stripe on the **NEW** inflator will be located at the open end (Figure 21).

NOTE: The inflator's key **MUST** line up with the housing's key.

- m. Position the stopper plate to the airbag housing (Figure 14).
- n. Install the four **NEW** mounting nuts to the airbag housing and tighten to 53 in. lbs. (6 N·m) (Figure 13).
- o. Passenger airbag retrofit is complete (Figure 22).

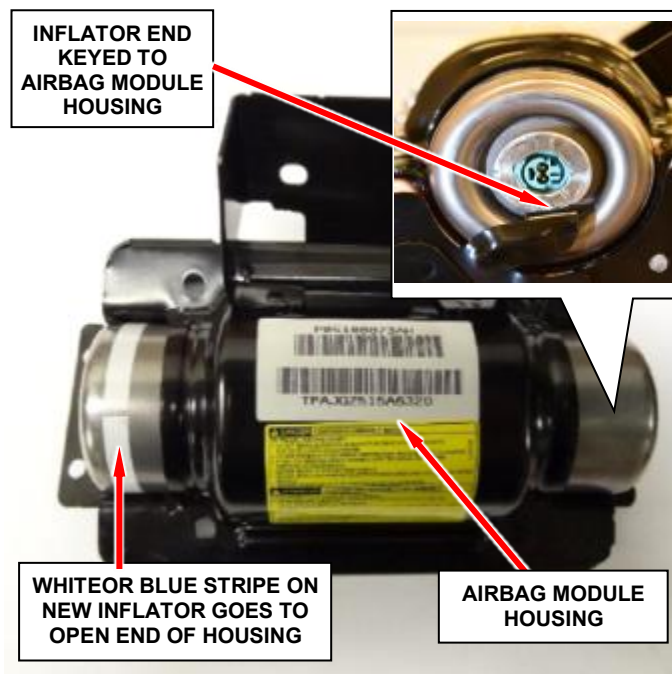


Figure 21 – Install New Inflator to Housing



Figure 22 – Retrofit Complete

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WARNING: To avoid personal injury or death, the passenger airbag door must never be painted. Replacement passenger airbag units are serviced with doors in the original colors. Paint may change the way in which the material of the airbag door responds to an airbag deployment. Failure to observe this warning could result in occupant injuries upon airbag deployment.

WARNING: To avoid personal injury or death, use extreme care to prevent any foreign material from entering the passenger airbag, or becoming entrapped between the passenger airbag cushion and the passenger airbag door. Failure to observe this warning could result in occupant injuries upon airbag deployment.

16. Carefully position the PAB housing into the PAB retainer receptacle.
17. Install and tighten the four screws that secure the PAB upper mounting brackets to the U-nuts on the retainer. Tighten the screws to 27 in. lbs. (3 N·m).
18. Reach through the instrument panel glove box opening to install and tighten the two screws that secure the PAB lower bracket to the instrument panel structural support. Tighten the screws to 103 in. lbs. (12 N·m).
19. Reach through the instrument panel glove box opening to access and connect the two instrument panel wire harness connectors to the two PAB initiators, one at each side of the PAB inflator canister. Be certain the connectors are each fully engaged and locked.
20. Position the HVAC module to the air inlet housing and engage the module to the two front retaining screws.
21. Loosely install the screw that secures the rear of the HVAC module to the air inlet housing.
22. Tighten all the screws that secure the HVAC module to the air inlet housing to 2 N·m (17 in. lbs.).
23. Connect the wire harness connector to the HVAC module.
24. Secure the wire harness connectors to the bracket.
25. Slide the BCM into position so that the top mounting tab on the BCM is properly aligned to the mounting weld stud and the lower mounting tabs slide into their respective mounting weld studs.
26. Install the two lower fasteners and tighten securely.
27. Tighten the upper fastener securely.
28. Connect the electrical connectors to the BCM receptacles.
29. Connect the electrical connectors to the glove box.
30. Install the glove box into the instrument panel. Tighten all eight fasteners securely.
31. Connect the electrical connectors to the instrument panel silencer.
32. Secure the instrument panel silencer to the instrument panel.
33. Install the right side sill plate.

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34. Install the right side instrument panel end cap.
 35. Do not connect the battery negative cable at this time.
 36. Proceed to **Section D. Supplemental Restraint System (SRS) Verification Test.**

D. Supplemental Restraint System (SRS) Verification Test

NOTE: During the following test, the negative battery cable remains disconnected and isolated during steps 1 and 2 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 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.

2. 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.
3. 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 23).
 - 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 (Figure 1).
 - c. Wait two minutes before proceeding.
 - d. Cycle the ignition to the on position.
 - e. Reconnect the ORC fuse (Figure 23).
4. Open the wiTECH 2.0 website.
5. Enter your “**User id**” and “**Password**” and your “**Dealer Code**”, then select “**Sign In**” at the bottom of the screen. Click “**Accept**”.
6. Starting at the “**Vehicle Selection**” screen, select the appropriate vehicle and Device Name.
7. From the “**Action Items**” screen, click “**All DTCs**”, select “**Clear All DTCs**”, click “**Continue**” and then click “**Close**”.
8. If DTCs are still stored, cycle the ignition OFF/ON to change DTC status from “**active**” to “**stored**” then clear DTCs again.

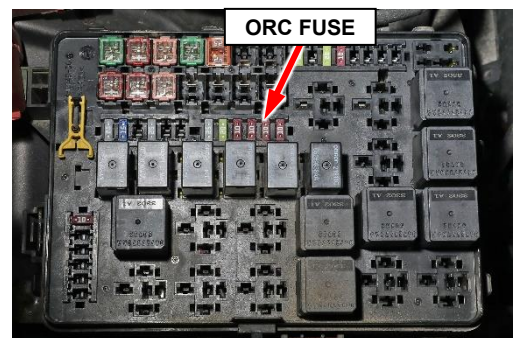


Figure 23 – ORC Fuse

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9. 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.
 10. Turn the ignition to the **"OFF"** position.
 11. Close the hood and remove the wiTECH micro pod II from the DLC.
 12. Return the vehicle to the customer.

This notice applies to your vehicle:

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

34D

LOGO

VEHICLE PICTURE

**SCHEDULE YOUR
APPOINTMENT TODAY!
HERE'S HOW:**

1. Call the FCA Recall Assistance Center at **833-585-0144**. A Recall Specialist can confirm part availability and help schedule an appointment.
2. Receive a \$100 gift card in the mail after the completion of the repair to Thank You for your participation.

DEALERSHIP INSTRUCTIONS

Please reference CSN 34D.

CUSTOMER SATISFACTION NOTIFICATION

Driver and Passenger Airbags

Dear [Customer Name],

At FCA US LLC, customer safety and security are our utmost priority and we need your help. FCA is asking for your support with an important safety and quality assurance initiative. FCA would like to replace the driver and passenger airbag inflators in your vehicle with new replacement parts free of charge. This is not a safety recall but, as explained below, is part of an important safety and quality assurance initiative. This invitation is time-limited, so please contact the FCA Recall Assistance Center at 833-585-0144 at your earliest convenience to arrange for this important service.

REASON FOR AIRBAG INFLATOR REPLACEMENT PROGRAM

- Your [year, make, model] has a driver and passenger airbag that FCA would like to inspect.
- This is NOT a recall.
- This is a study being done in cooperation with the Department of Transportation's National Highway Traffic Safety Administration (NHTSA).
- You will get brand-new replacement parts **FREE**, at no cost to you.

WHAT YOU SHOULD DO

- Call the FCA Recall Assistance Center at 833-585-0144 to make an appointment to have your airbag replaced – this offer is time limited. The Recall Specialist will help ensure the necessary parts are available at the dealer and schedule an appointment that is convenient for you.
- Upon completion, FCA will send you a **\$100 gift card** to say **Thank You** for your participation.

Thank you for your help with this important safety and quality assurance initiative. We appreciate your [make] ownership, your willingness to help, and apologize for any inconvenience this may cause you.

Sincerely,
Customer Service / Field Operations
FCA US LLC

FCA US LLC
CIMS 482-00-85
PO Box 218008
Auburn Hills MI USA 48321-8008



PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
PAID
FCA US LLC

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CUSTOMER NAME
123 ANY STREET
ANYTOWN, US 12345-6789

