FIAT CHRYSLER AUTOMOBILES

Revised February 2015

Dealer Service Instructions for:

# Safety Recall P78 / NHTSA 14V-770
# Passenger Airbag Inflator

***NOTE: Revised to add a Safety Recall Technical Advisory on page 5.***

## Models

**2003-2005 (DR) Dodge RAM 1500/2500/3500 Pickup**

*NOTE: This recall applies only to the above vehicles built from March 13, 2002 through July 31, 2004* ***(MDH 031317 through 073101)****.*

**2005 (DH) Dodge RAM 2500 Pickup**

*NOTE: This recall applies only to the above vehicles built from April 26, 2004 through July 31, 2004* ***(MDH 042607 through 073101)****.*

**2004-2005 (HB) Dodge Durango**

*NOTE: This recall applies only to the above vehicles built from July 21, 2003 through July 15, 2004* ***(MDH 072107 through 071508)****.*

**2005 (LX) Chrysler 300/Dodge Charger/Dodge Magnum**

*NOTE: This recall applies only to the above vehicles built from January 5, 2004 through July 31, 2004* ***(MDH 010506 through 073123)****.*

**2005 (ND) Dodge Dakota**

*NOTE: This recall applies only to the above vehicles built from April30, 2004 through July 30, 2004* ***(MDH 043007 through 073022)****.*

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

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## Subject

The passenger airbag inflator housing on about 416,200 of the above vehicles may rupture, due to excessive internal pressure, during normal airbag deployment events. This condition is more likely to occur if your vehicle has been exposed to high levels of absolute humidity for extended periods of time. Excessive internal pressure, during airbag deployment events, could result in an increased chance of occupant injury during certain crash conditions.

FCA US LLC is conducting a safety recall for the above vehicles originally sold or ever registered in Florida, Hawaii, Puerto Rico, U.S. Virgin Islands, Texas, Mississippi, Alabama, Louisiana, Georgia, Guam, American Samoa and Saipan.

## Repair

The passenger airbag inflator must be replaced.

## Parts Information

**NOTE: <u>Do not destroy the original airbag packaging, it will be used to return the original inflator to the supplier.</u>**

**NOTE: See chart on page 4 for model year and model applicability.**

| Part Number | Description |
|---|---|

### CBDZP403AA Inflator Kit, Passenger Airbag

Each kit contains the following components:

| Quantity | Description |
|---|---|
| 1 | Inflator |
| 1 | Harness, Wire Jumper |
| 6 | Nut, Mounting |

### CBEZP404AA Inflator Kit, Passenger Airbag

Each kit contains the following components:

| Quantity | Description |
|---|---|
| 1 | Inflator (with Wire Harness Jumper) |
| 6 | Nut, Mounting |

### CBCZP405AA Inflator Kit, Passenger Airbag

Each kit contains the following components:

| Quantity | Description |
|---|---|
| 1 | Inflator (with Wire Harness Jumper) |
| 4 | Nut, Mounting |

## Parts Information Continued

NOTE: Dealers should determine which inflator package is required for each vehicle at the time appointments are scheduled to assure that the correct part is available when the customer arrives. The inflator package for the vehicle to be serviced may be determined by:

### Inflator Kit Usage Chart

PAB = Passenger Airbag Part Number
P/N = Part Number
NR = Not Required

| Model | AIRBAG MODULE | 2003 Model Year | 2004 Model Year | 2005 Model Year |
|---|---|---|---|---|
| DR | PAB P/N | CBDZP403AA | CBEZP404AA | CBEZP404AA |
| DH | PAB P/N | NR | NR | CBEZP404AA |
| HB | PAB P/N | NR | CBCZP405AA | CBCZP405AA |
| LX | PAB P/N | NR | NR | CBCZP405AA |
| ND | PAB P/N | NR | NR | CBCZP405AA |

**Each dealer** to whom vehicles in the recall were assigned will receive an initial shipment of Inflator Packages to service a small quantity of vehicles.

## Parts Return

Package the original inflator in the original kit box and ship per the Package Return Program instruction sheets provided in the kit (section F - steps 10 through 13).

## Special Tools

**The following special tools are required to perform this repair:**

- NPN wiTECH VCI Pod Kit
- NPN Laptop Computer
- NPN wiTECH Software

## Safety Recall Technical Advisory

Some vehicles may have up to three airbag inflator recalls displayed as "OPEN" on VIP that address the same airbag inflator issue:

- P40 - Airbag Inflators (Driver and Passenger)
- P78 - Passenger Airbag Inflator
- P81 - Driver Airbag Inflator

Safety Recall P78 and P81 were launched late January 2015 and all VINs for involved vehicles are active in the VIP system.

The dealer instructions are now available for recall P78. **Vehicles showing recalls P40 and P78 in "OPEN" status on VIP should only have recall P40 completed.** The completion of recall P40 will complete recall P78.

Presently there are no dealer instructions available for recall P81. Until the dealer instructions are available for recall P81, **vehicles showing recalls P40 and P81 in "OPEN" status on VIP should only have recall P40 completed**.

Once recall dealer instructions become available for both recalls P78 and P81, recall P40 will be cancelled. All involved vehicles in recall P40 relating to the passenger airbag inflator replacement are currently in recall P78 and all involved vehicles in recall P40 relating to the driver airbag inflator replacement are currently in recall P81.

**NOTE: The recall status will be changed to "REPAIRED" for vehicles that had recall P40 completed and show recall P78 and P81 as "OPEN" once P40 is cancelled.**

**Service Procedure**

## A. Replace Passenger Airbag Inflator

- **For 2003 through 2005 DR and 2005 DH model vehicles, c**ontinue with **Section B. Replace Passenger Airbag Inflator - DR, DH**

- **For 2004 through 2005 HB model vehicles, c**ontinue with **Section C. Replace Passenger Airbag Inflator – HB**

- **For 2005 LX model vehicles, c**ontinue with **Section D. Replace Passenger Airbag Inflator - LX**

- **For 2005 ND model vehicles, c**ontinue with **Section E. Replace Passenger Airbag Inflator - ND**

**Service Procedure Continued**

## B. Replace Passenger Airbag Inflator - DR, DH

**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 and isolate the battery negative cable(s). Wait two minutes for the system capacitor to discharge before further service.

2. Using a trim stick, from the notch on the bottom, remove the right instrument panel side cover (Figure 1).

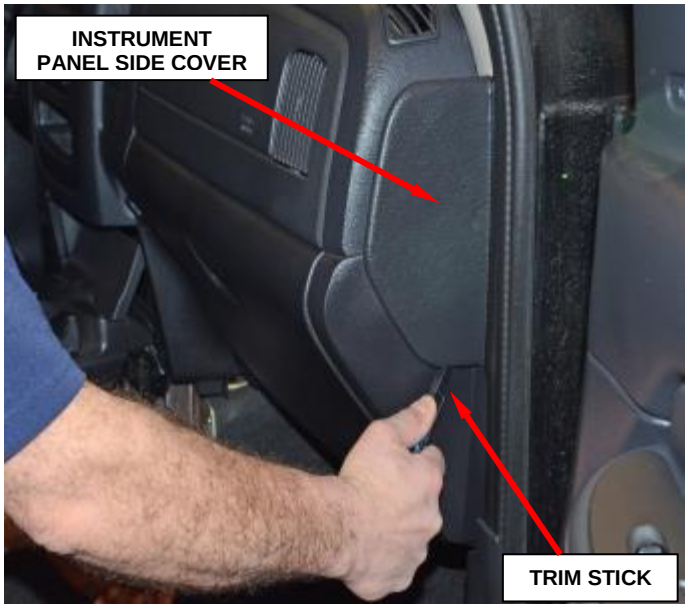


**Figure 1 – Instrument Panel Side Cover**

## Service Procedure Continued

3. Use the following steps to remove the right side cowl trim panel.

   a. Using a trim stick, disengage the retaining tabs of the cowl trim panel from the retainer clips in the door sill (Figure 2).

   b. Pull the cowl trim panel rearward and remove it from the vehicle.

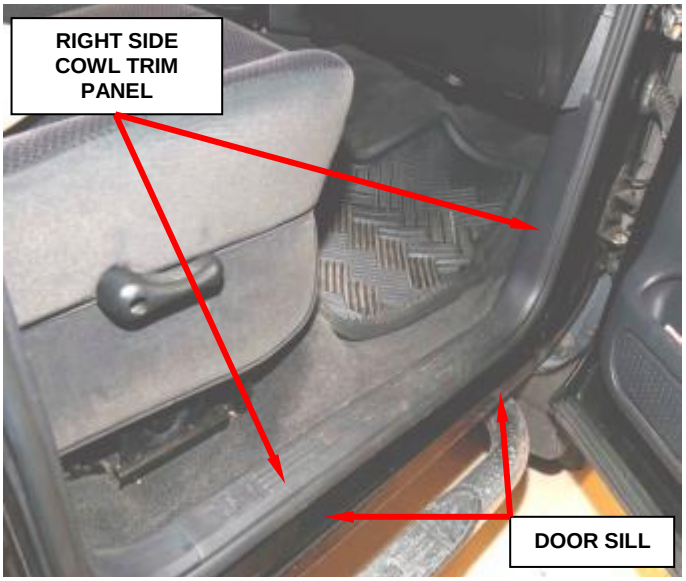


**Figure 2 – Right Side Cowl Trim Panel**

4. Use the following steps to remove the glove box:

   a. Remove and save the glove box contents.

   b. Release the two glove box stops and lower the glove box downward past the stops (Figure 3).

   c. Disengage the glove box hinges from the instrument panel and remove the glove box.

**Figure 3 – Glove Box**

## Service Procedure Continued

5. Use the following steps to remove the center bezel.

   a. Remove the two lower screws from the steering column opening cover then release the two retainer clips that secure the top of the steering column opening cover to the instrument panel and remove the cover (Figure 4).

   b. Open the ashtray and the cup holder.

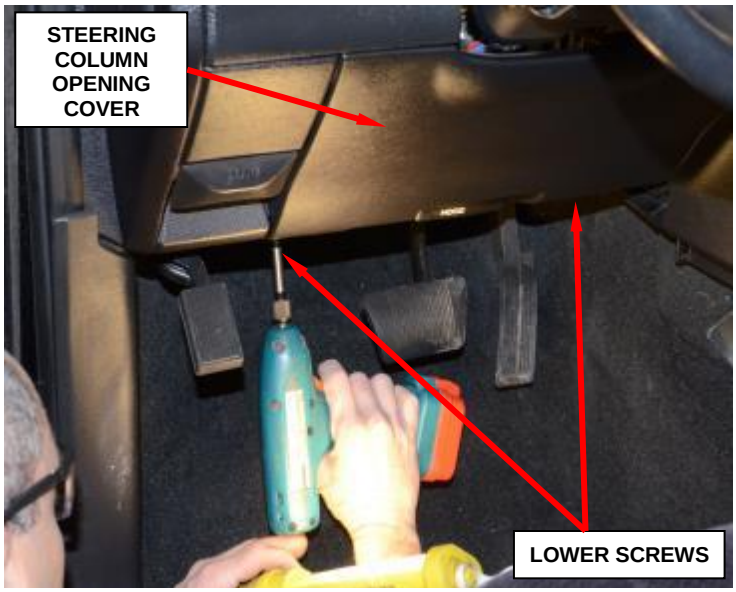


**Figure 4 – Steering Column Opening Cover**

   c. Remove and save the retaining screw that secures the instrument panel center bezel to the instrument panel (Figure 5).

   d. Using a trim stick, disengage the retainer clips that secure the instrument panel center bezel to the instrument panel (Figure 5).

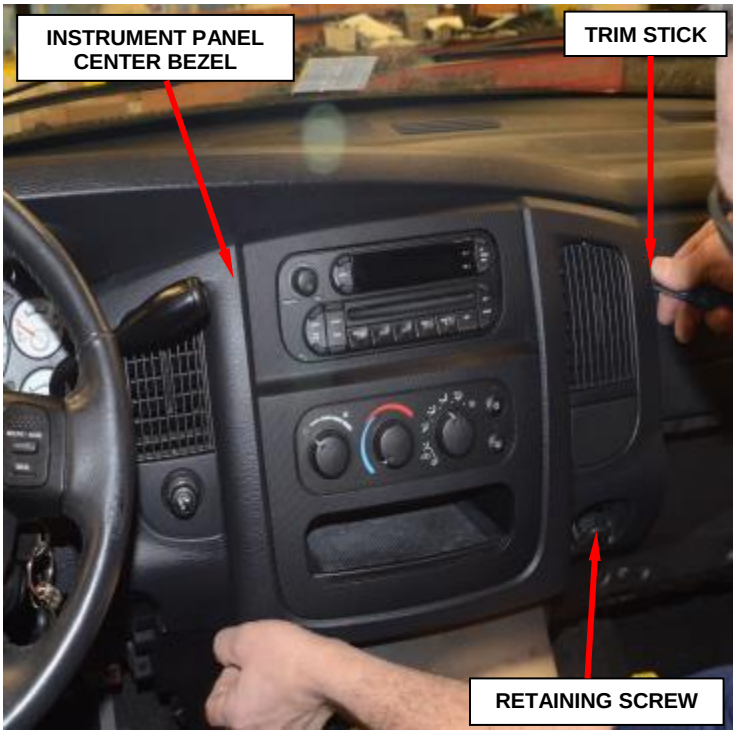


**Figure 5 – Instrument Panel Center Bezel**

## Service Procedure Continued

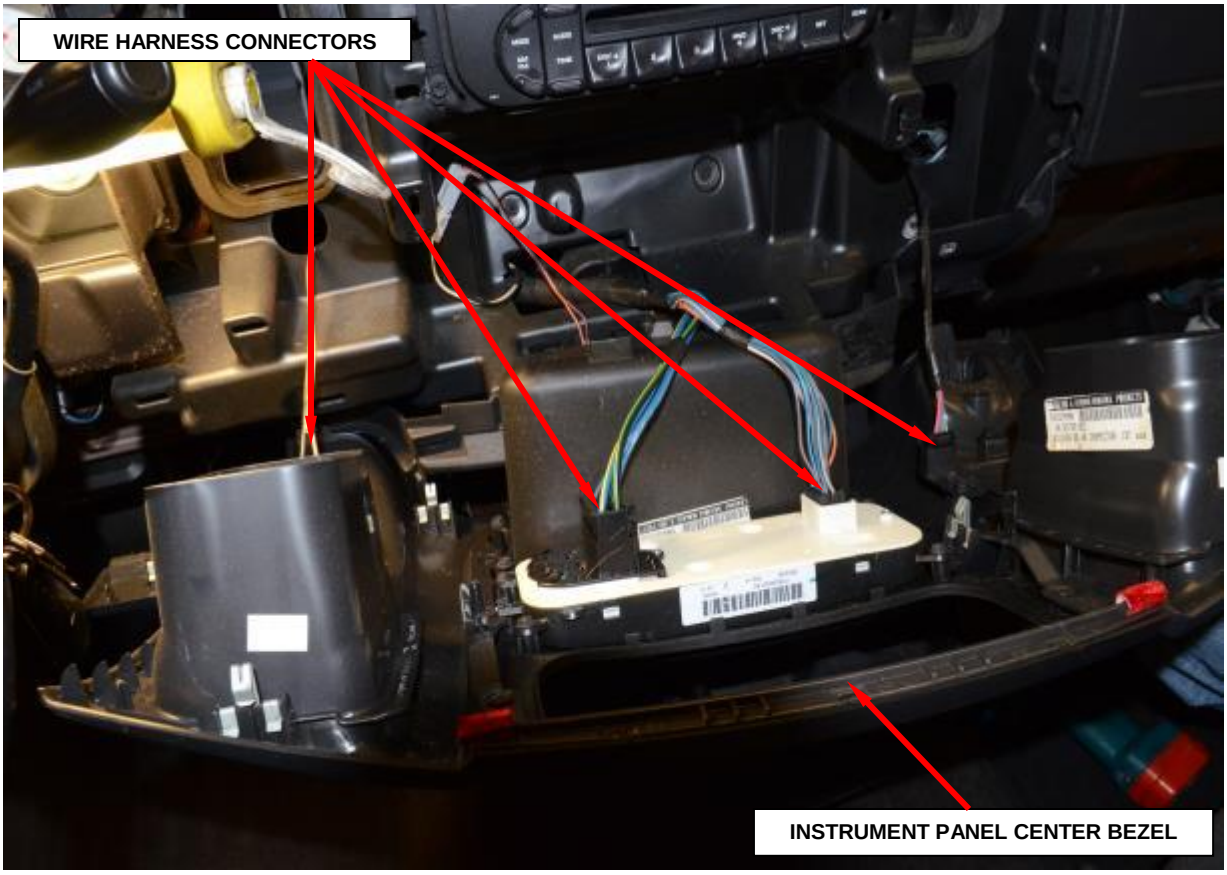


**Figure 6 – Center Bezel Wire Harness Connectors**

e. Disconnect the wire harness connectors and remove the instrument panel center bezel from the vehicle (Figure 6).

- If the vehicle is equipped with a cup holder, continue with **Step 6**.
- If the vehicle is equipped with a storage bin, continue with **Step 7**.

**NOTE: A storage bin replaces the cup holder in the instrument panel when the vehicle is equipped with a floor console and manual transmission.**

## Service Procedure Continued

6. Use the following steps to remove the cup holder, if equipped:

   a. Remove the Airbag Control Module (ACM) cover using a trim stick or another suitable wide flat-bladed tool. Gently pry each side of the ACM cover away from the instrument panel at each side of the center bracket on the floor panel transmission tunnel far enough to disengage the two snap clip retainers from the instrument panel receptacles (Figure 7).

**Figure 7 – Airbag Control Module (ACM) Cover**

   b. Remove and save the two upper screws that secure the cup holder to the instrument panel (Figure 8).

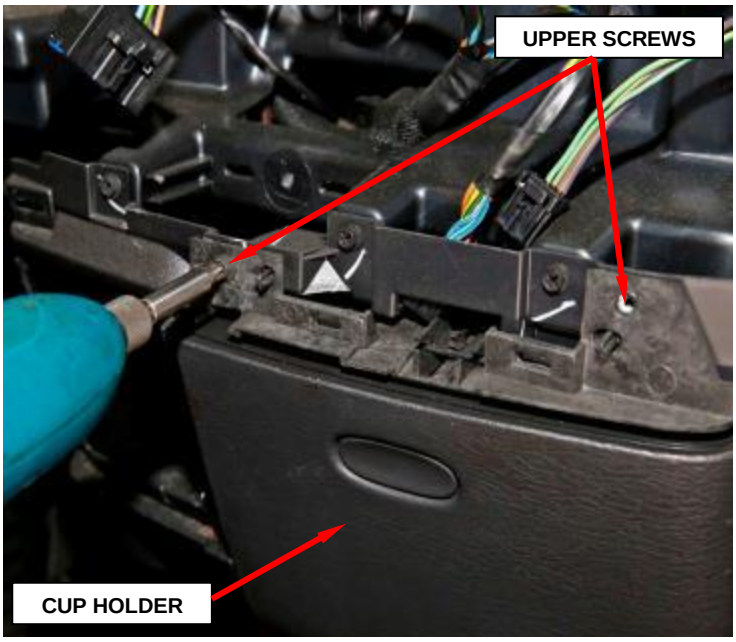


**Figure 8 – Upper Cup Holder Screws**

## Service Procedure Continued

c. Remove and save the two lower screws that secure the cup holder to the instrument panel (Figure 9).

d. Open the cup holder and cup holder door then remove and save the two center screws that secure the cup holder to the instrument panel (Figure 10).

e. Remove the cup holder from the vehicle and continue with **Step 8.**

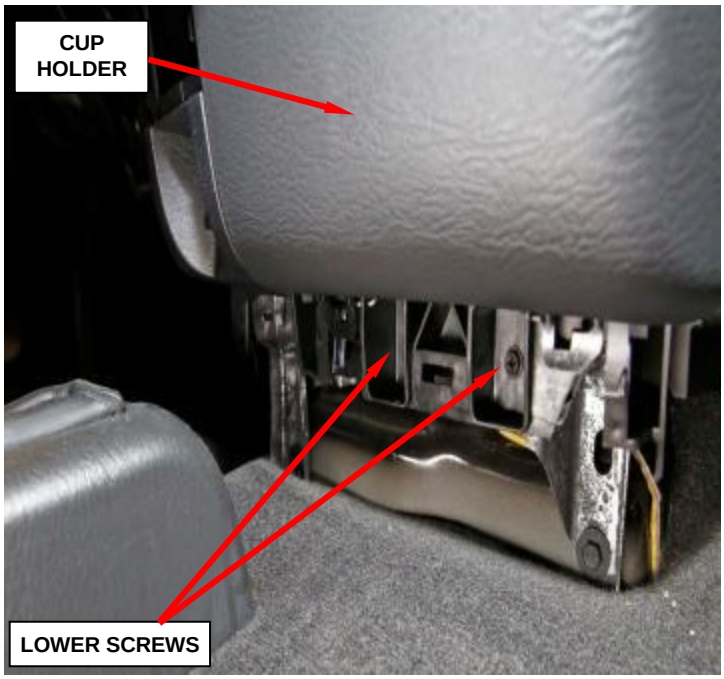


**Figure 9 – Lower Cup Holder Screws**

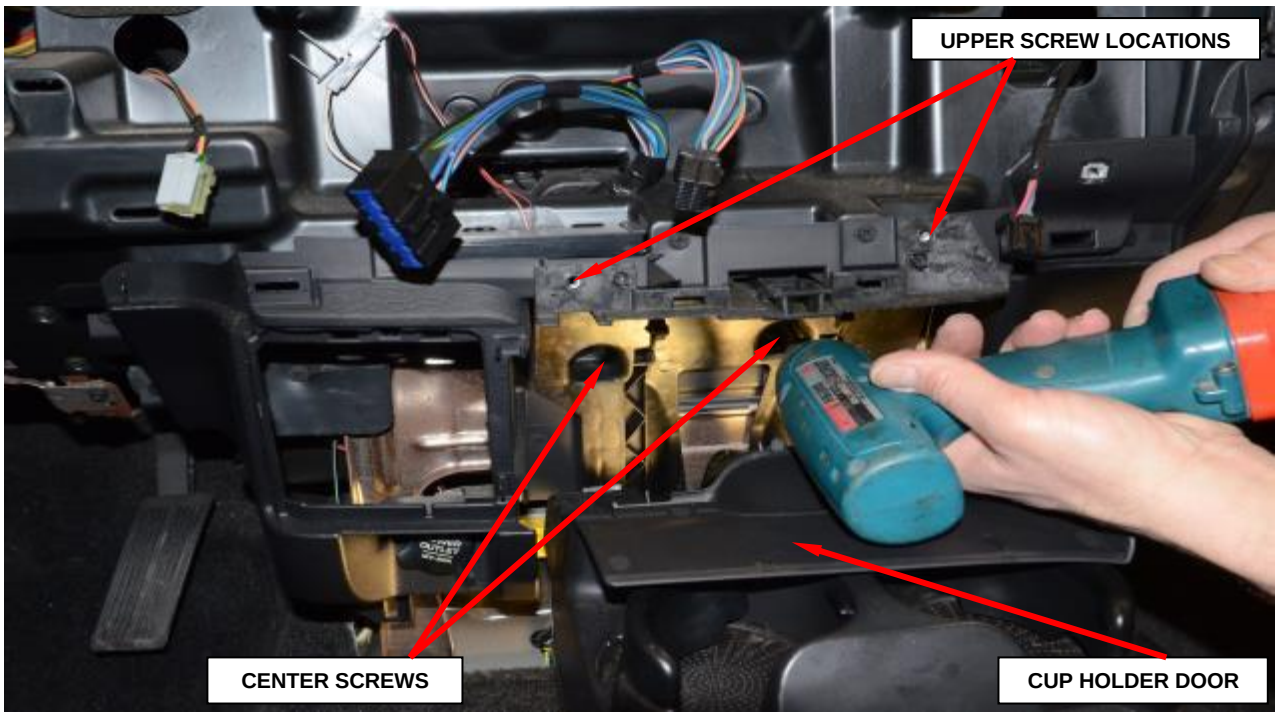


**Figure 10 – Center Cup Holder Screws**

## Service Procedure Continued

7. Use the following steps to remove the storage bin, if equipped with a manual transmission.

   a. Remove the 4WD gear shift boot, if equipped.

   b. Remove the transmission gear shift lever extension, if equipped with a manual transmission.

   c. Using a trim stick, disengage the retaining tabs that secure the manual transmission gear shift boot or storage bin (depending on application) to the floor console and remove the boot or storage bin.

   d. Remove the three inserts from the floor console.

   e. Remove and save the three bolts that secure the floor console to the floor panel.

   f. Lift up the rear of the floor console to clear the gear shift lever, if equipped.

   g. Slide the floor console rearward and remove it from the instrument panel.

   h. Remove and save the four screws that secure the storage bin to the instrument panel and remove the storage bin.

## Service Procedure Continued

8. Use the following steps to remove the ash receiver:

    a. Open the ash receiver and apply force in a downward motion to disengage the locking tabs from the instrument panel.

    b. Roll the ash receiver further downward and remove it from the instrument panel.

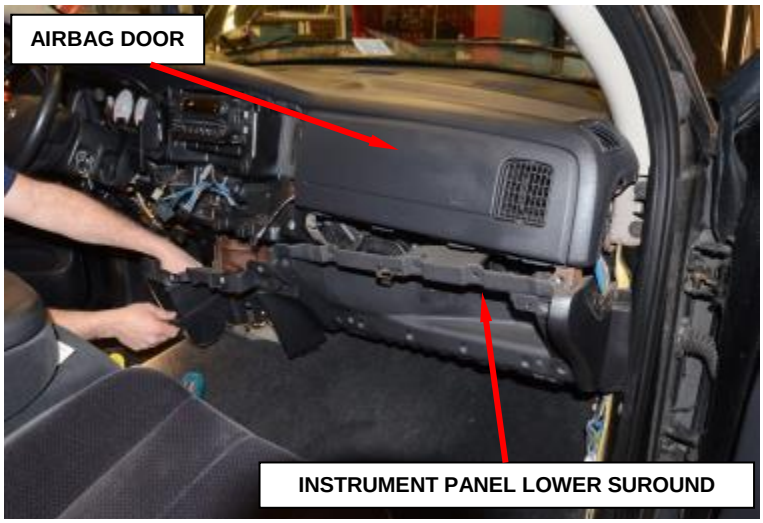


**Figure 11 – Instrument Panel Lower Surround**

9. Remove and save the twenty one screws that secure the instrument panel lower surround to the instrument panel and support (Figure 11 and 12).

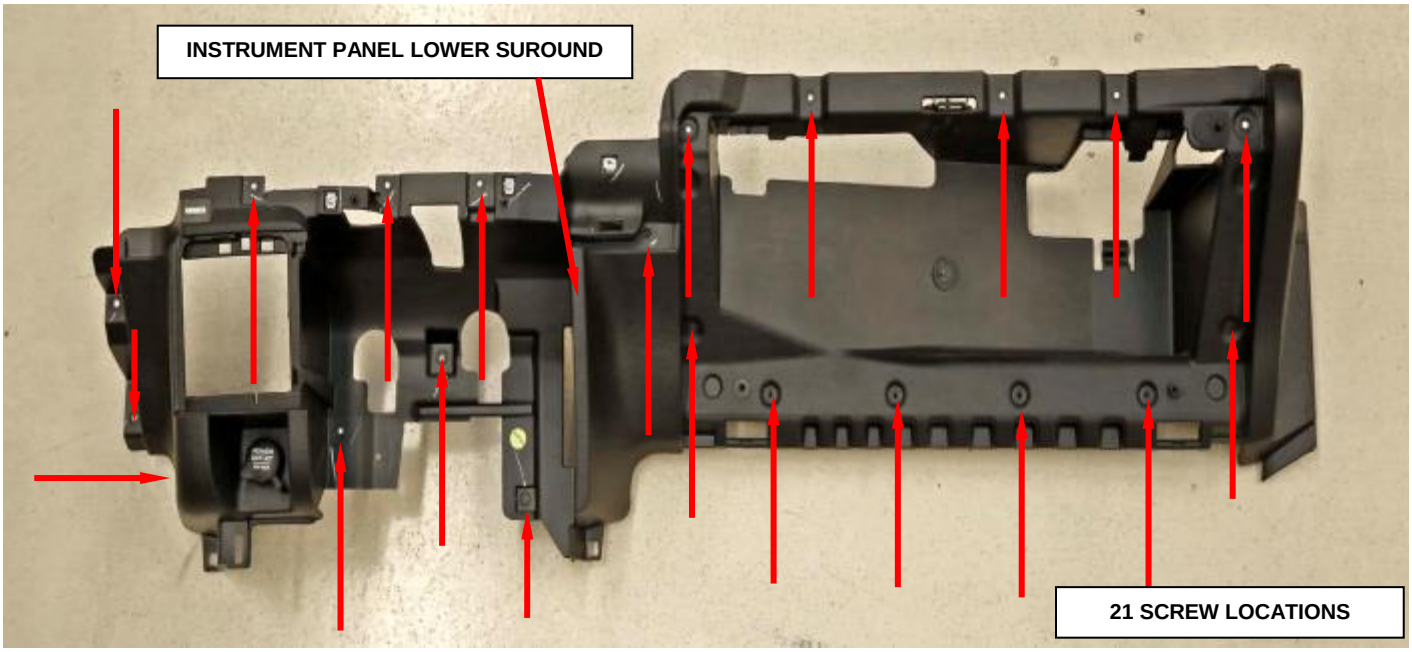


**Figure 12 - Instrument Panel Lower Surround Screw Locations**

## Service Procedure Continued

10. Disconnect the wire harness connectors for the 12V power outlet and the glove box switch then remove the instrument panel lower surround.

11. Remove and save the screw that secures the mounting tab of the panel outlet housing to the upper glove box opening reinforcement (Figure 13).

12. Remove and save the six mounting screws that secure the inboard and lower flanges of the passenger airbag door to the instrument panel (Figure 14).

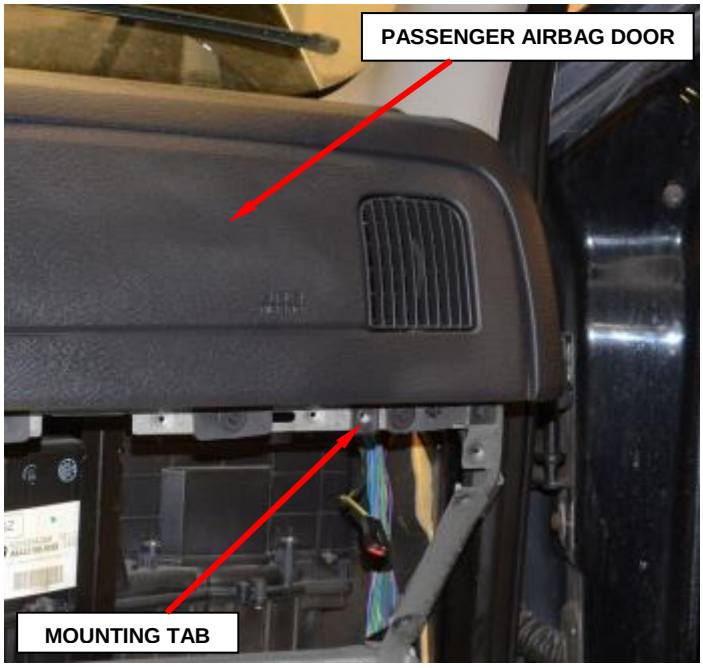


**Figure 13 – Panel Outlet Housing Mounting Tab**

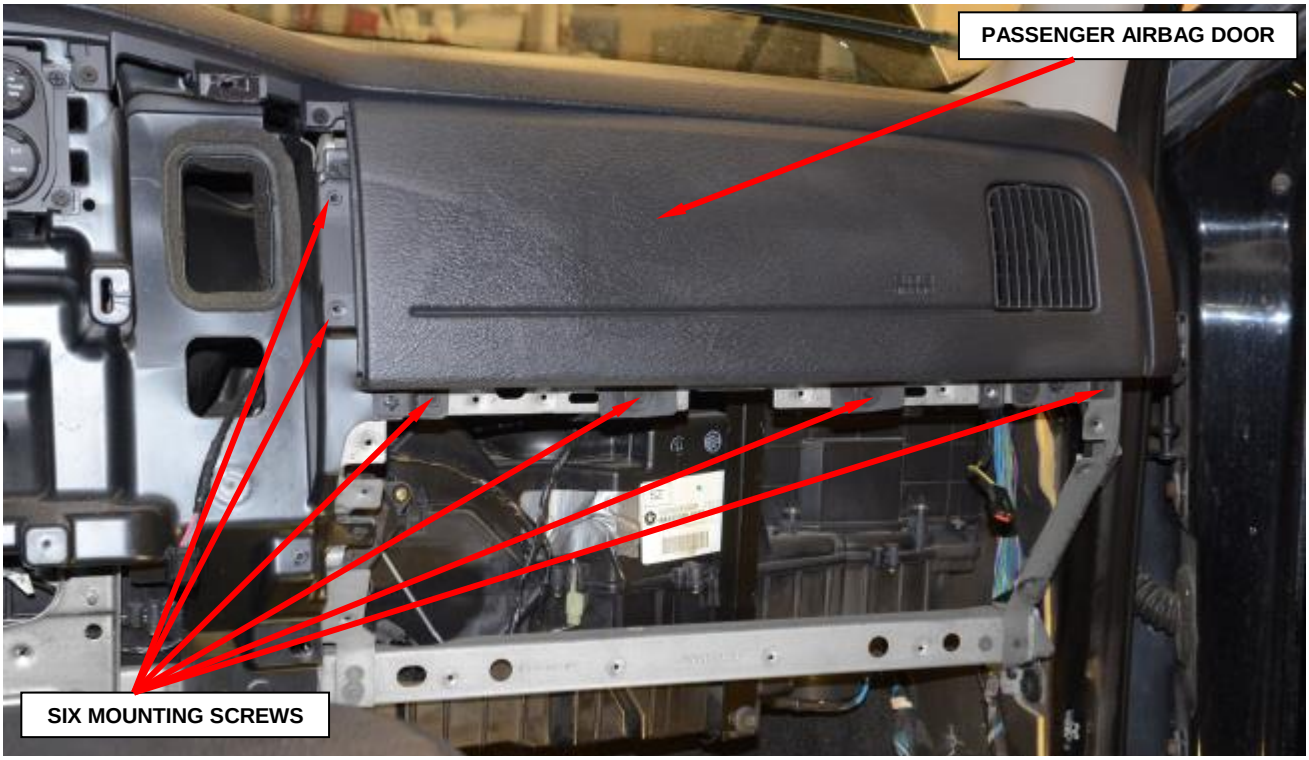


**Figure 14 – Passenger Airbag Door Mounting Screws**

## Service Procedure Continued

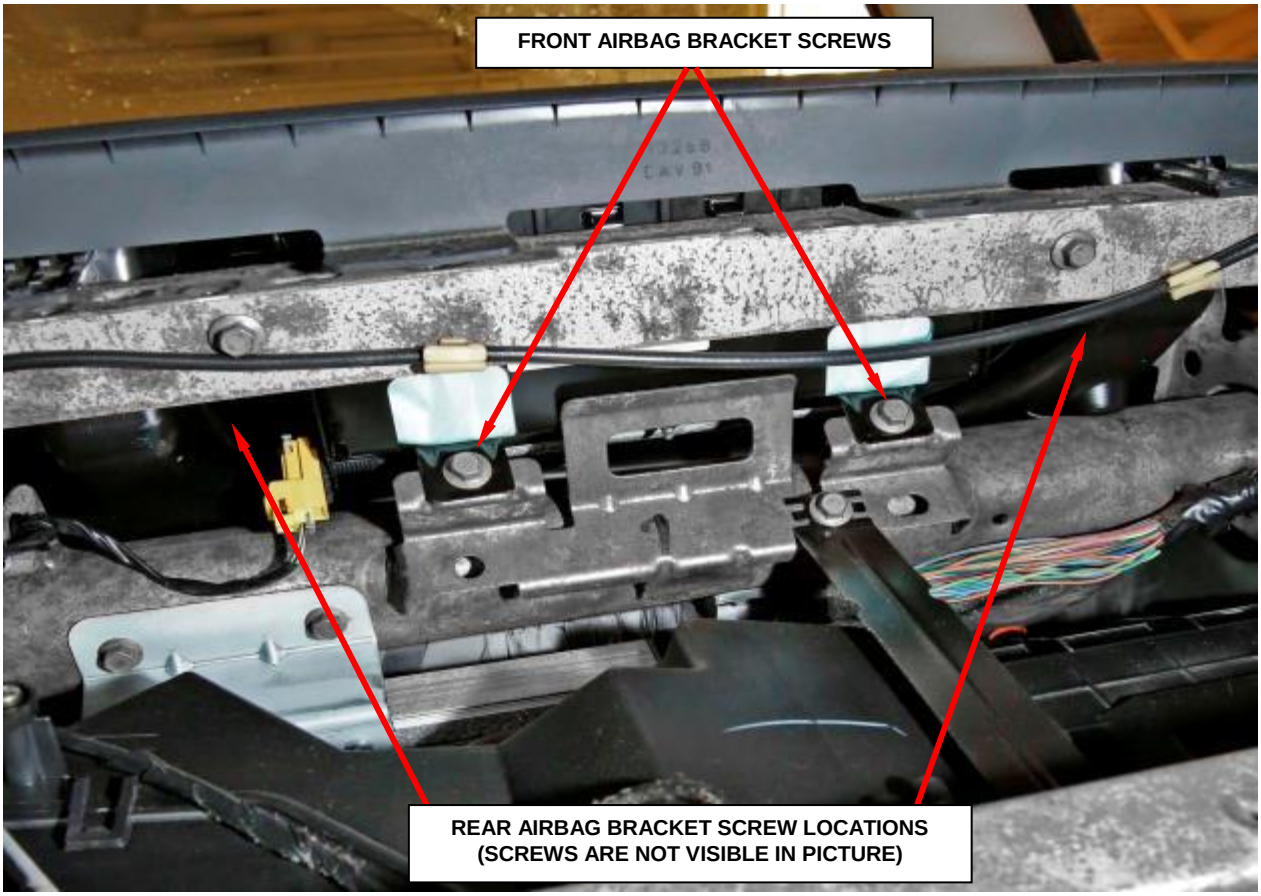


**Figure 15 – Passenger Airbag Bracket Screws**

13. Reach through and above the glove box opening to access and remove the two screws that secure the passenger airbag rear brackets to the upper glove box opening reinforcement (Figure 15).

14. Reach through and above the glove box opening to access and remove the two screws that secure the passenger airbag front brackets to the instrument panel structural support (Figure 15).

## Service Procedure Continued

15. Using a trim stick or another suitable wide flat-bladed tool, gently pry the upper and outboard edges of the passenger airbag door away from the instrument panel far enough to disengage the seven snap features on the door from the receptacles in the instrument panel base trim (Figure 16).

16. Pull the passenger airbag housing and door assembly straight back from the instrument panel far enough to access the instrument panel wire harness take out and connector for the airbag located on the inboard side of the airbag assembly (Figure 16).

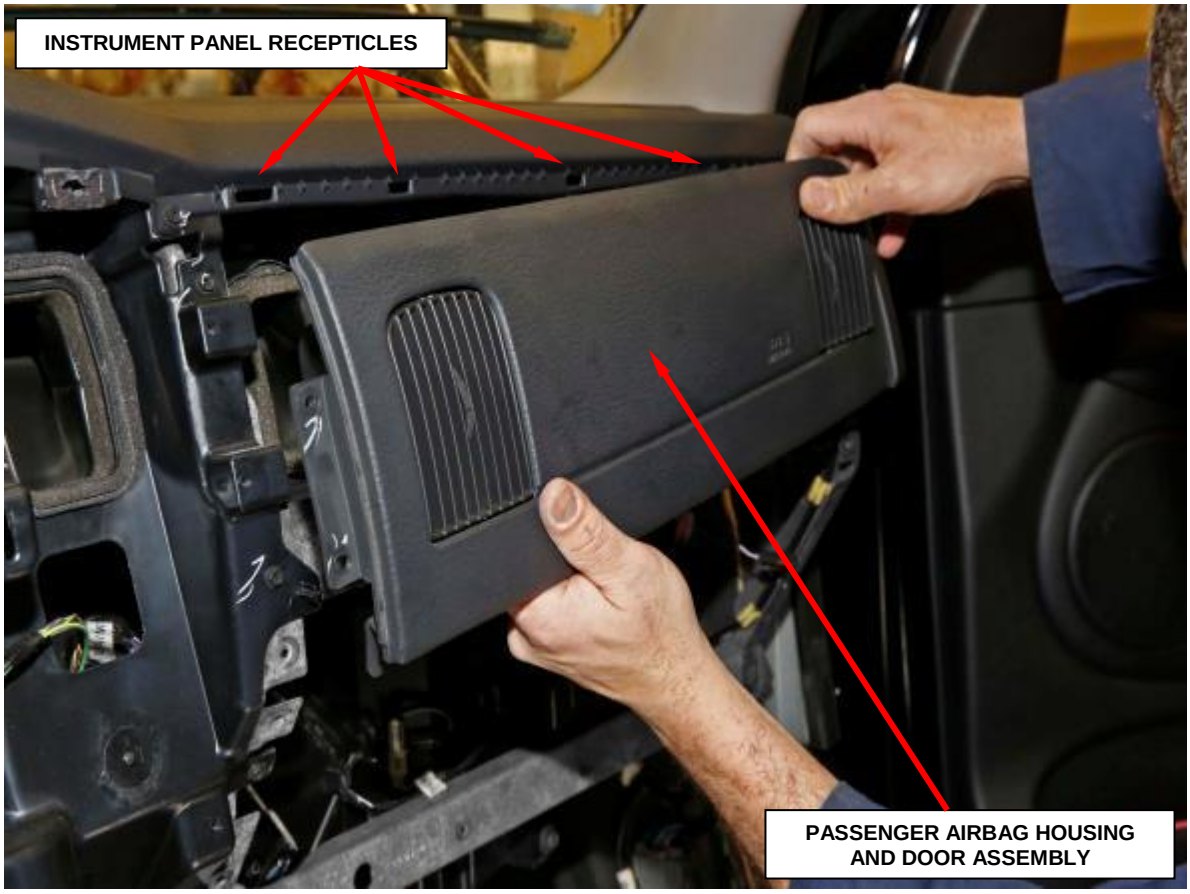


**Figure 16 – Passenger Airbag Housing and Door Unit**

**Service Procedure Continued**

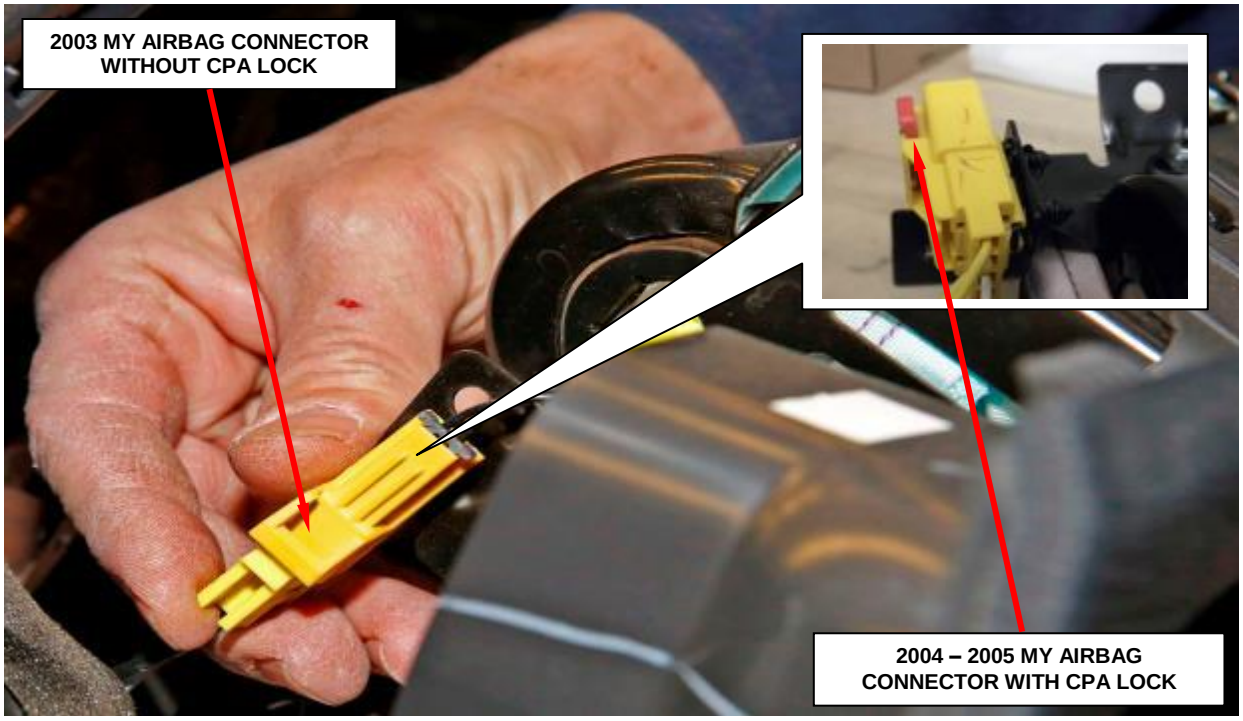


**Figure 17 – Passenger Airbag Connector**

17. Use the following steps to disconnect the passenger airbag pigtail wire harness connector from the instrument panel wire harness connector for the airbag.

    a. If equipped, slide the red Connector Position Assurance (CPA) lock on the connector toward the side of the connector (Figure 17).

    b. Depress the connector latch tab and pull the two halves of the connector straight away from each other.

18. Remove the passenger airbag and airbag door from the instrument panel as a unit.

- **<u>For 2003 DR model vehicles</u>, c**ontinue with **Step 19.**

- **<u>For 2004 through 2005 DR and 2005 DH model vehicles</u>, c**ontinue with **Step 21.**

## Service Procedure Continued

19. Remove the passenger airbag assembly from the instrument panel as a unit and check the part number.

    - **<u>If the passenger airbag part number is 5GR78WL5AE, 5GR78XDVAE, or 5GR78YQLAE</u>** **c**ontinue with **Step 20.**

    - **<u>If the passenger airbag part number is:</u>**

        - **5GR78WL5AD, 5GR78XDVAD or 5GR78YQLAD**
        - **5GR78WL5AC, 5GR78XDVAC or 5GR78YQLAC**
        - **5GR78WL5AB, 5GR78XDVAB or 5GR78YQLAB**
        - **5GR78WL5AA, 5GR78XDVAA or 5GR78YQLAA**

    **<u>a new inflator is not required</u>, c**ontinue with **Step 22 to reinstall the original passenger airbag assembly.**

20. Use the following procedure to retrofit the passenger side airbag assembly.

    a. Place the passenger airbag assembly on a flat soft surface to prevent damage.

    b. Disengage the trim cover clips and remove the airbag module from the trim cover (Figure 18).

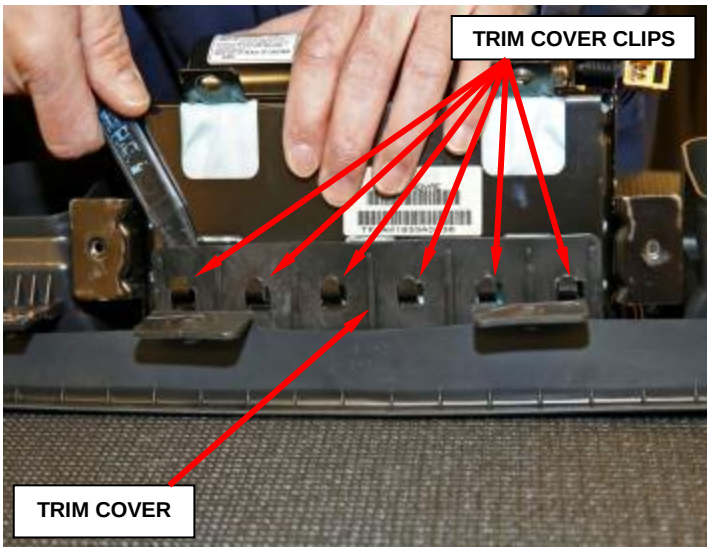


**Figure 18 – Trim Cover Clips**

## Service Procedure Continued

c. Disconnect the airbag pigtail wire harness connector from the housing bracket and the inflator connector from the inflator using pliers and discard the wire harness jumper (Figure 19).

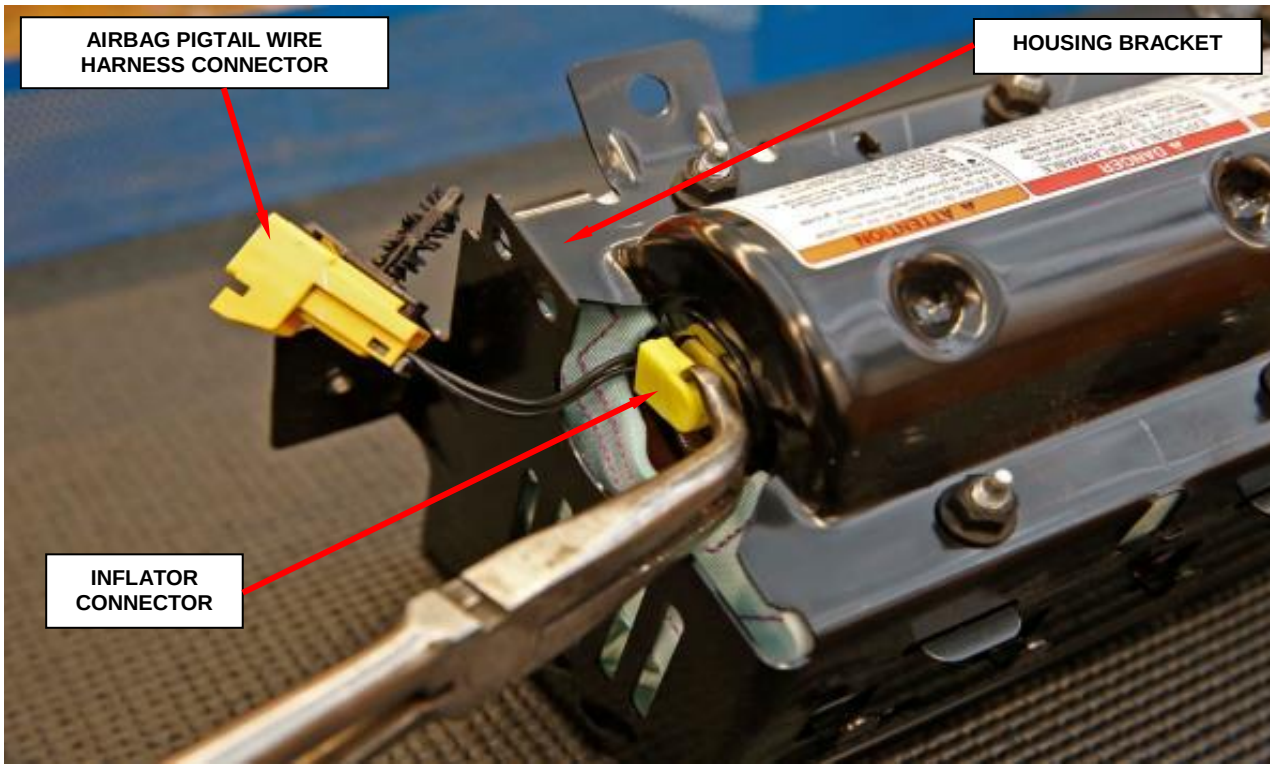


**Figure 19 – Wire Harness Connectors**

## Service Procedure Continued

d. Remove and discard the six cushion/inflator mounting nuts which attach the housing to the cushion (Figure 20).

e. Remove the cushion/inflator assembly from the housing (Figure 21).

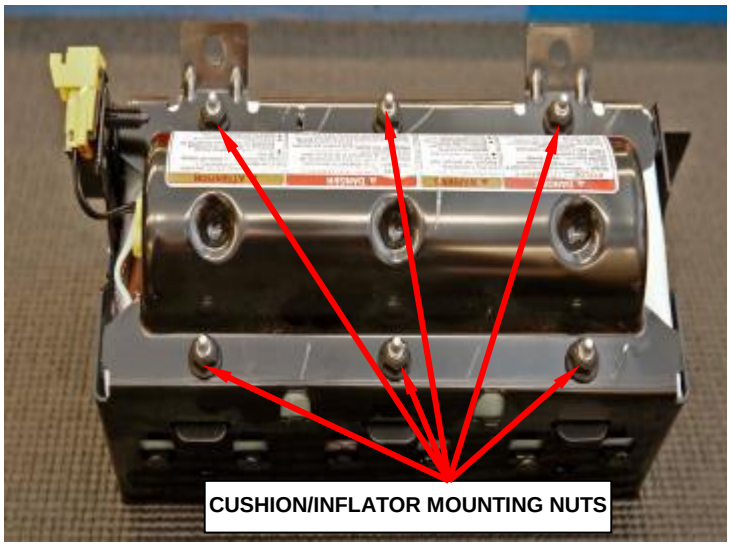


**Figure 20 – Cushion/Inflator Mounting Nuts**

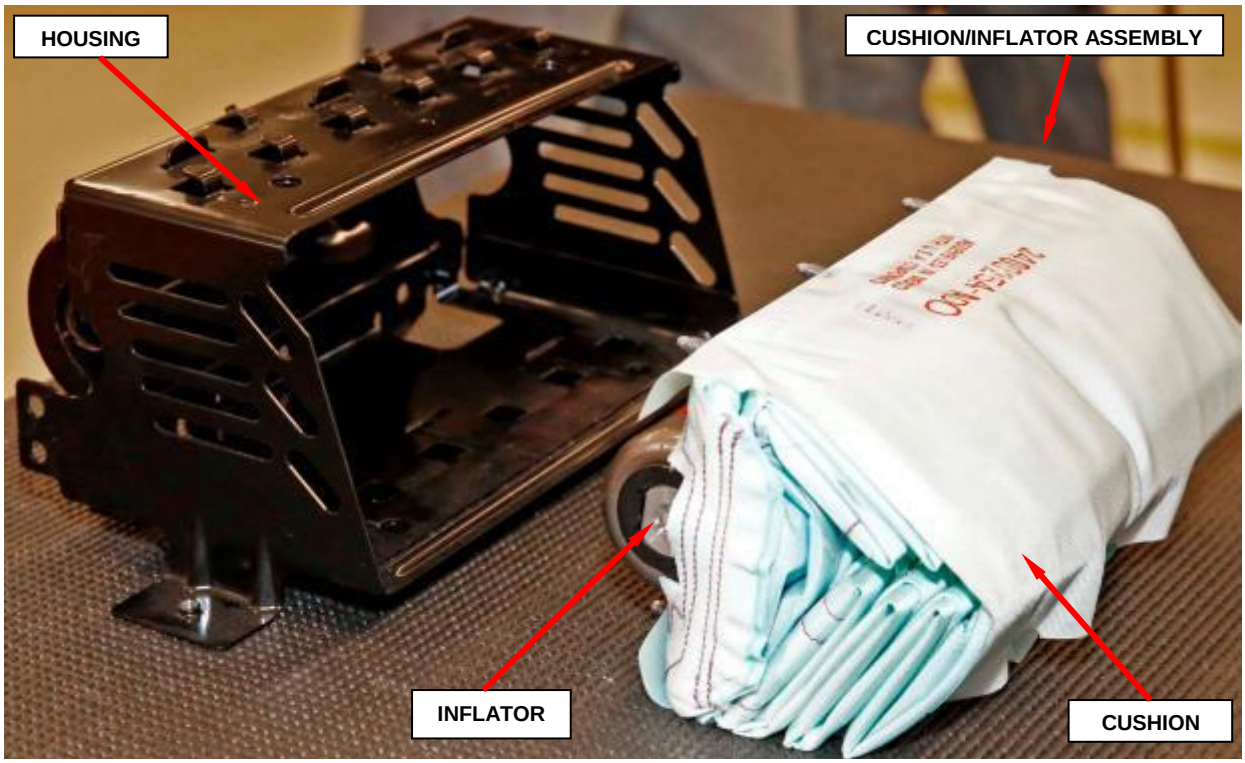


**Figure 21 – Cushion/Inflator Assembly**

## Service Procedure Continued

f. Remove the inflator from the cushion (Figure 22).

g. Install the new inflator to the cushion, keyed end first (Figure 23).

**NOTE: The inflator is keyed to fit into the cushion bracket (Figure 23).**

**NOTE: Remove the protective tape from the end of the new inflator.**

h. Secure the other end of the inflator into the bracket after the keyed end is installed.

**Figure 22 – Inflator and Cushion**

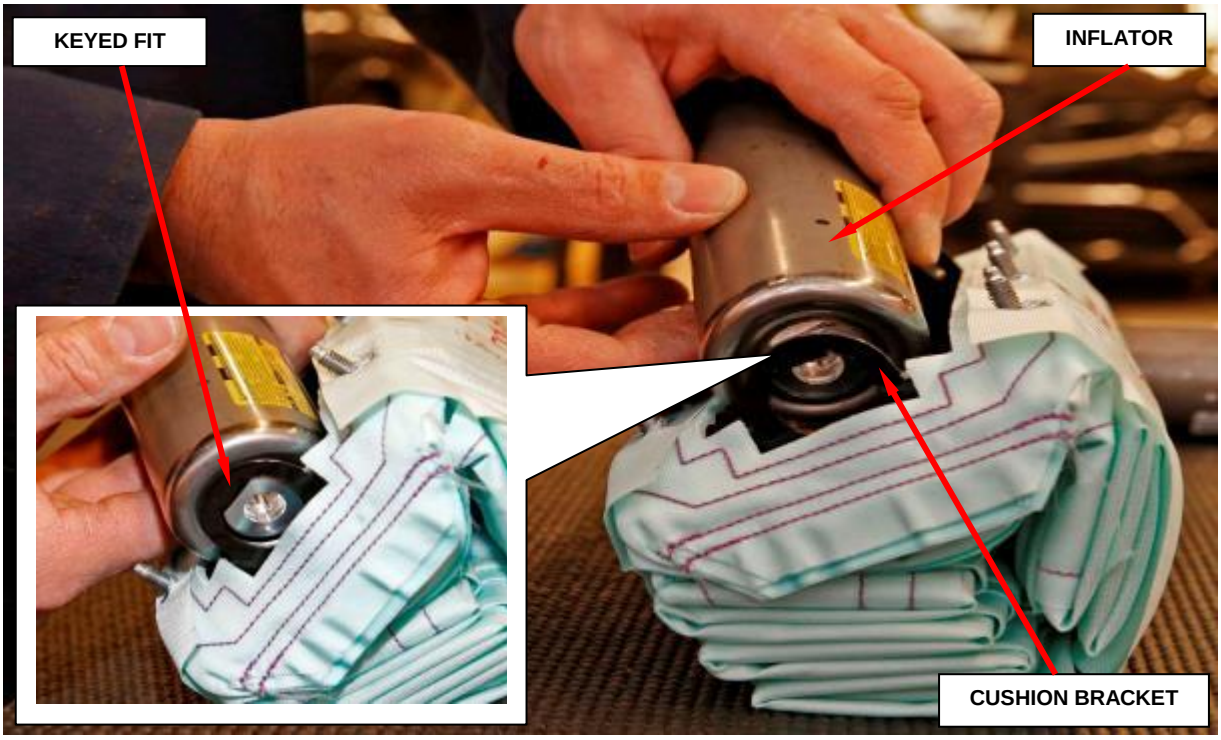


**Figure 23 – Inflator Keyed End**

## Service Procedure Continued

i. Insert the cushion/inflator assembly into housing ensuring correct orientation as shown (Figure 24).

**NOTE: Ensure proper inflator fit. Note error proofing tab when reassembling to housing (Figure 24).**

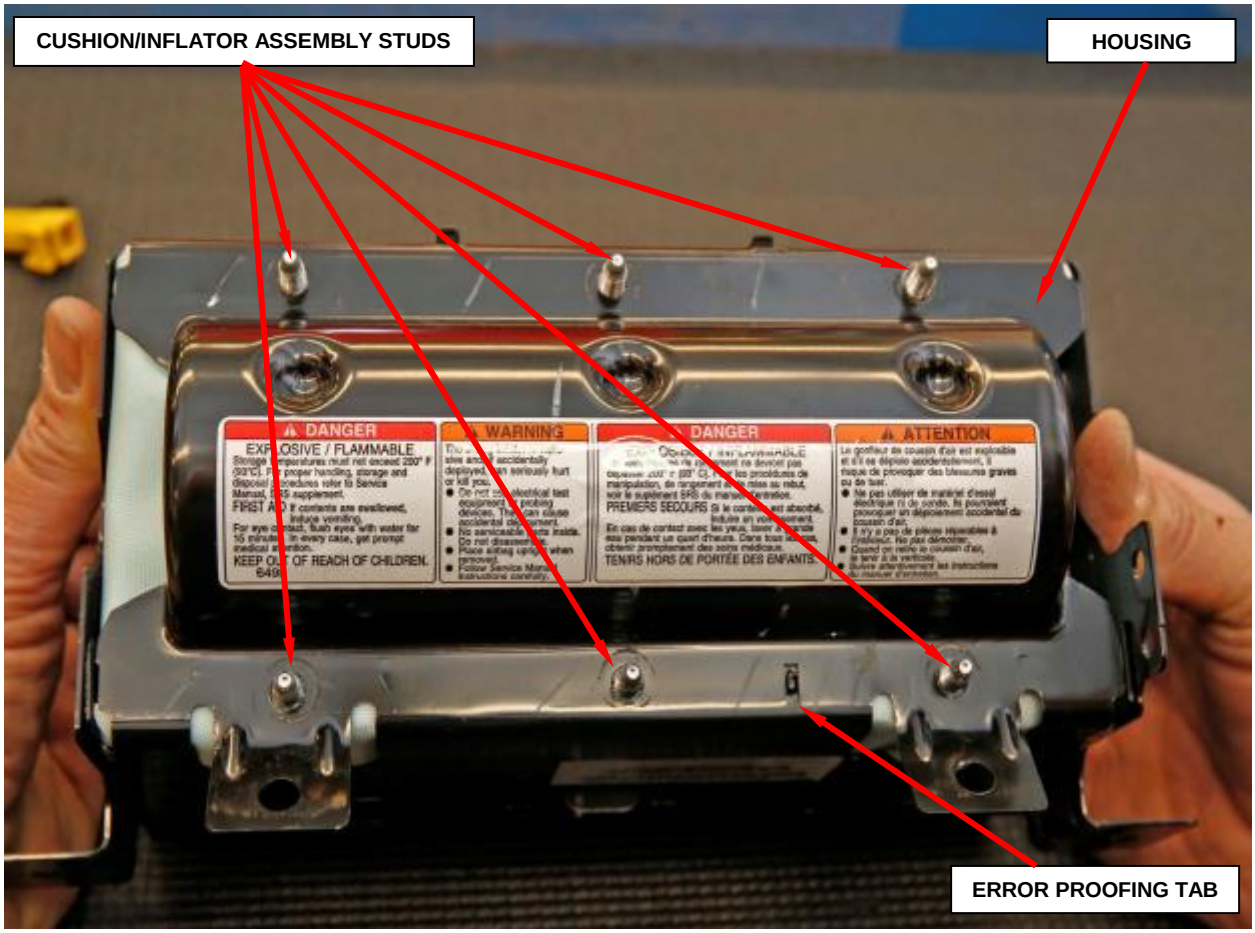


**Figure 24 – Error Proofing Tab**

**Service Procedure Continued**

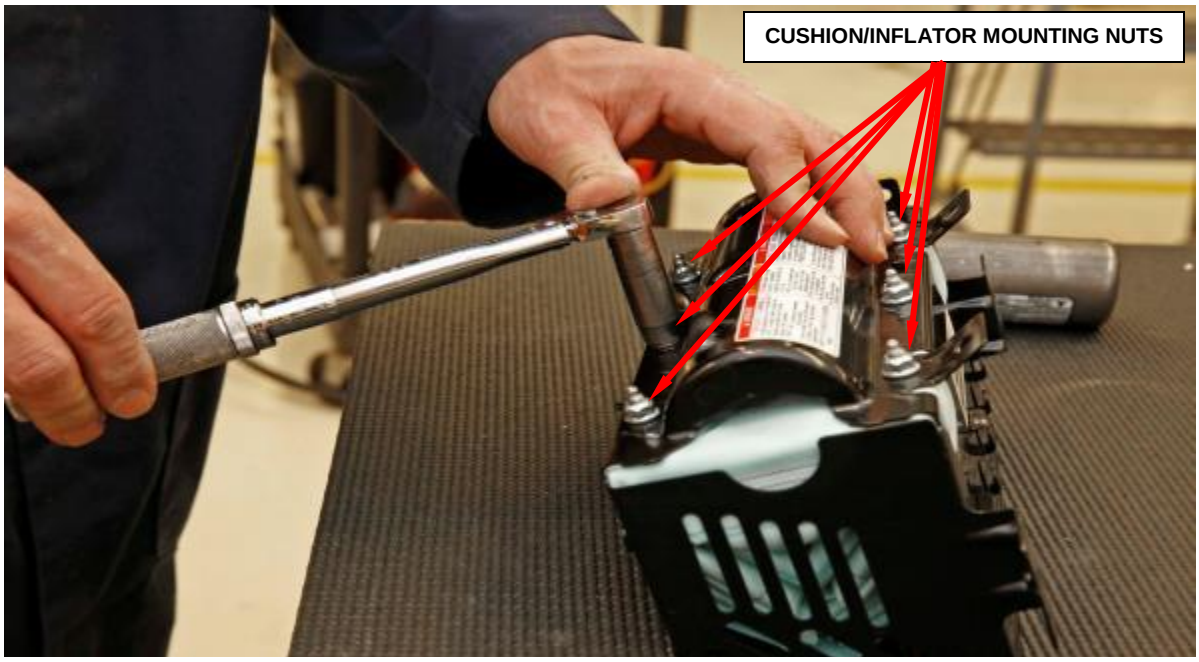


**Figure 25 – Cushion/Inflator Assembly Mounting Nuts**

j. Install the six new cushion/inflator mounting nuts and tighten to 88 in. lbs. (10 N·m) (Figure 25).

k. Connect the new airbag pigtail wire harness connector to the mounting bracket on the housing (Figure 26).

l. Connect the new inflator connector to the inflator (Figure 26).

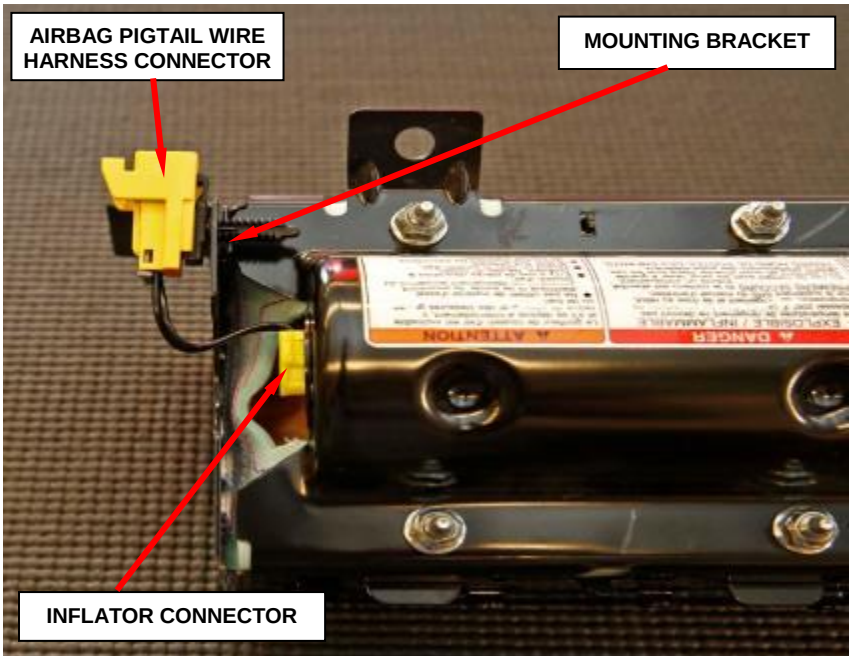


**Figure 26 – Wire Jumper Connectors**

**Service Procedure Continued**

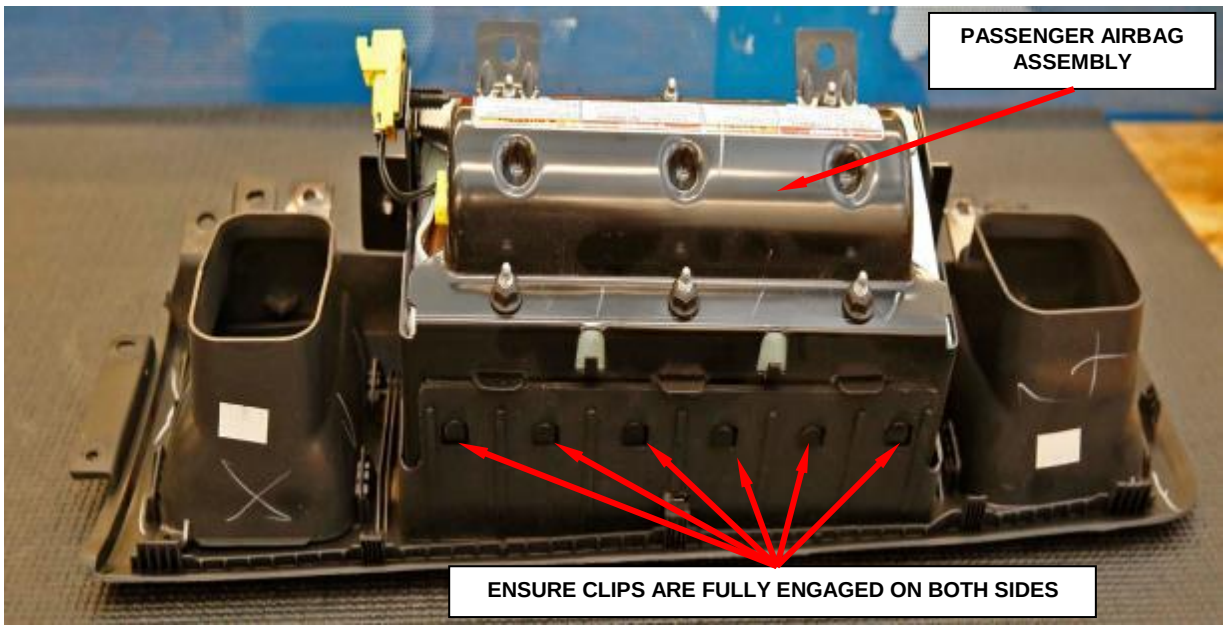


**Figure 27 – Passenger Airbag Assembly**

m. Install the passenger airbag assembly back into the cover, securing the clips on both sides (Figure 27).

n. Continue with **Step 22.**

## Service Procedure Continued

21. Use the following procedure to retrofit the passenger side airbag assembly (2004 through 2005 DR and 2005 DH models only).

    a. Place the passenger airbag assembly on a soft surface to prevent damage.

    b. Disengage the wire harness jumper from the housing clips in two places (Figure 28).

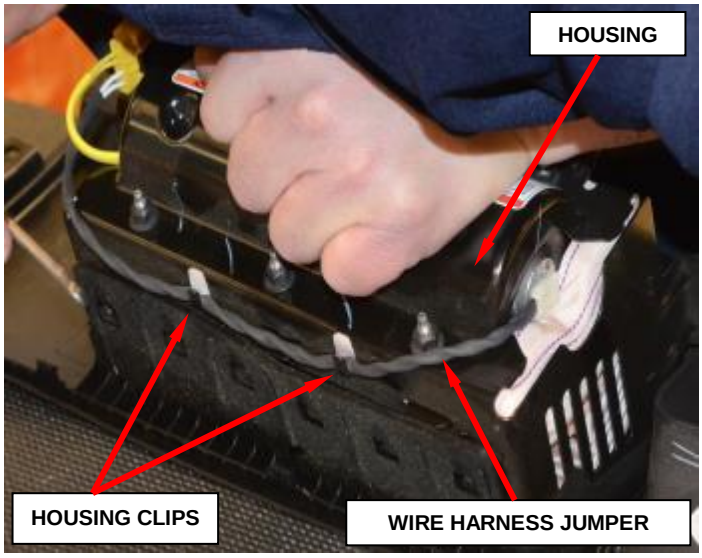


**Figure 28 – Wire Harness Clips**

    c. Disconnect the first inflator connector from the end of the inflator using pliers (Figure 29).

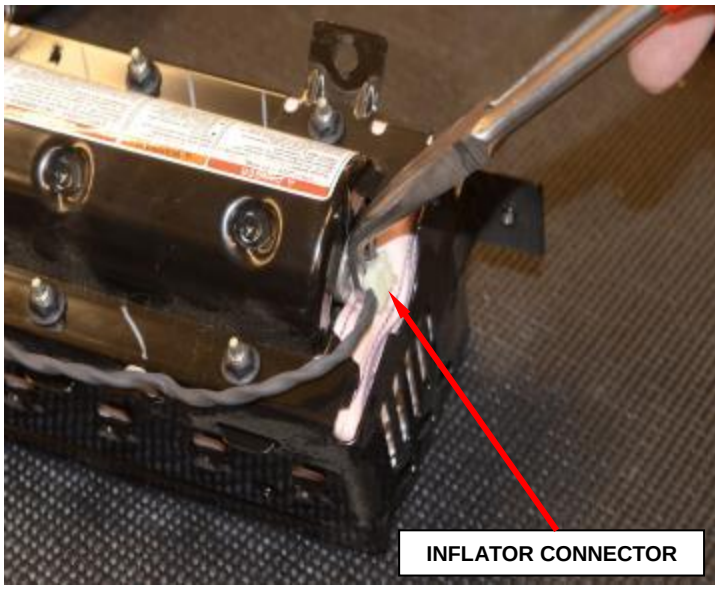


**Figure 29 – Inflator Connector**

## Service Procedure Continued

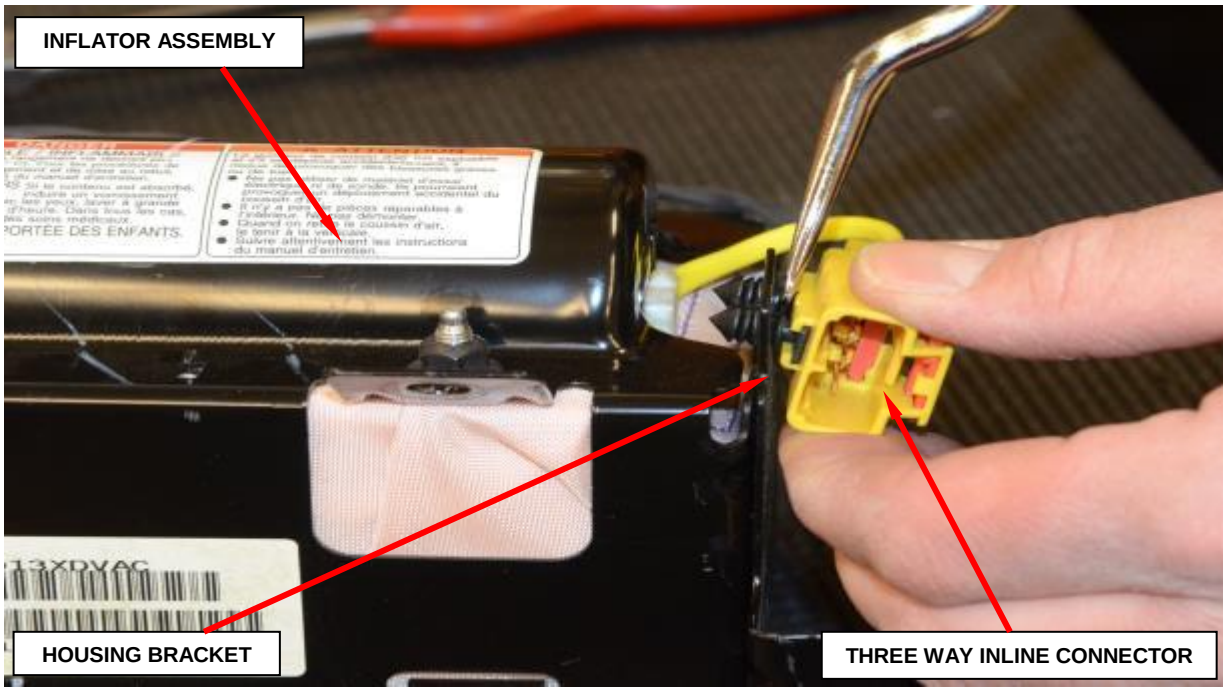


**Figure 30 – Yellow Three Way Connector**

d. Remove the yellow three way inline connector from the housing bracket (Figure 30).

e. Disconnect the second inflator connector from the end of the inflator using pliers (Figure 31).

f. Remove and discard the wire harness jumper (Figure 31).

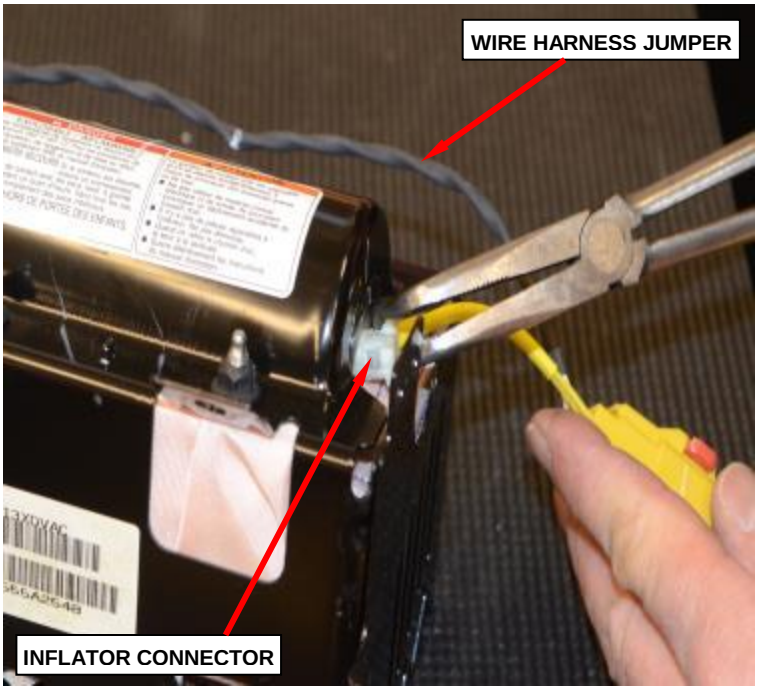


**Figure 31 – Inflator Connector**

## Service Procedure Continued

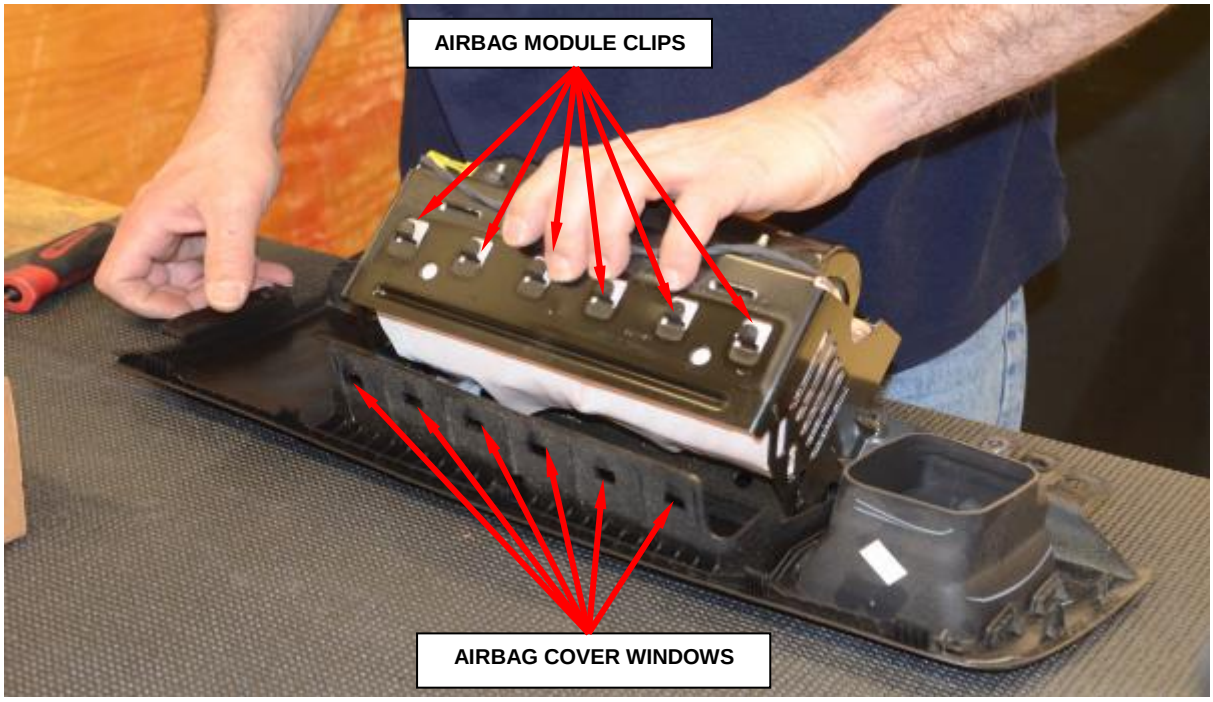


**Figure 32 – Airbag Cover Clips**

g. Disengage the airbag module clips from the airbag cover windows on all sides (Figure 32).

h. Remove the airbag module from the airbag cover once the cover clips are disengaged.

i. Remove and discard the six mounting nuts (Figure 33).

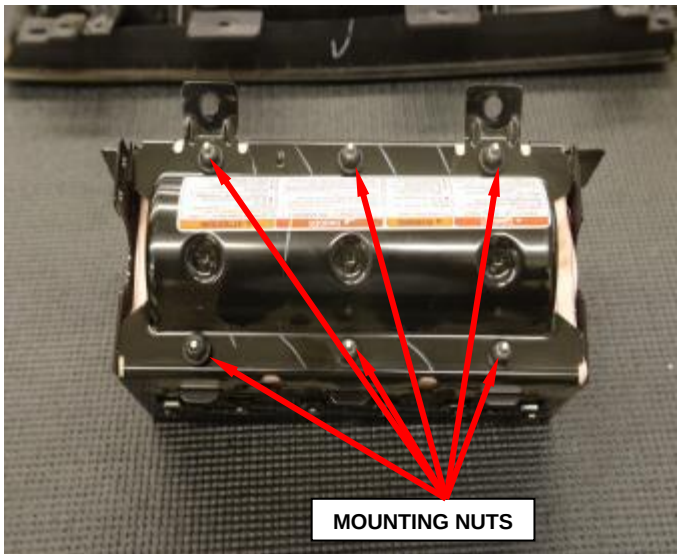


**Figure 33 – Six Mounting Nuts**

## Service Procedure Continued

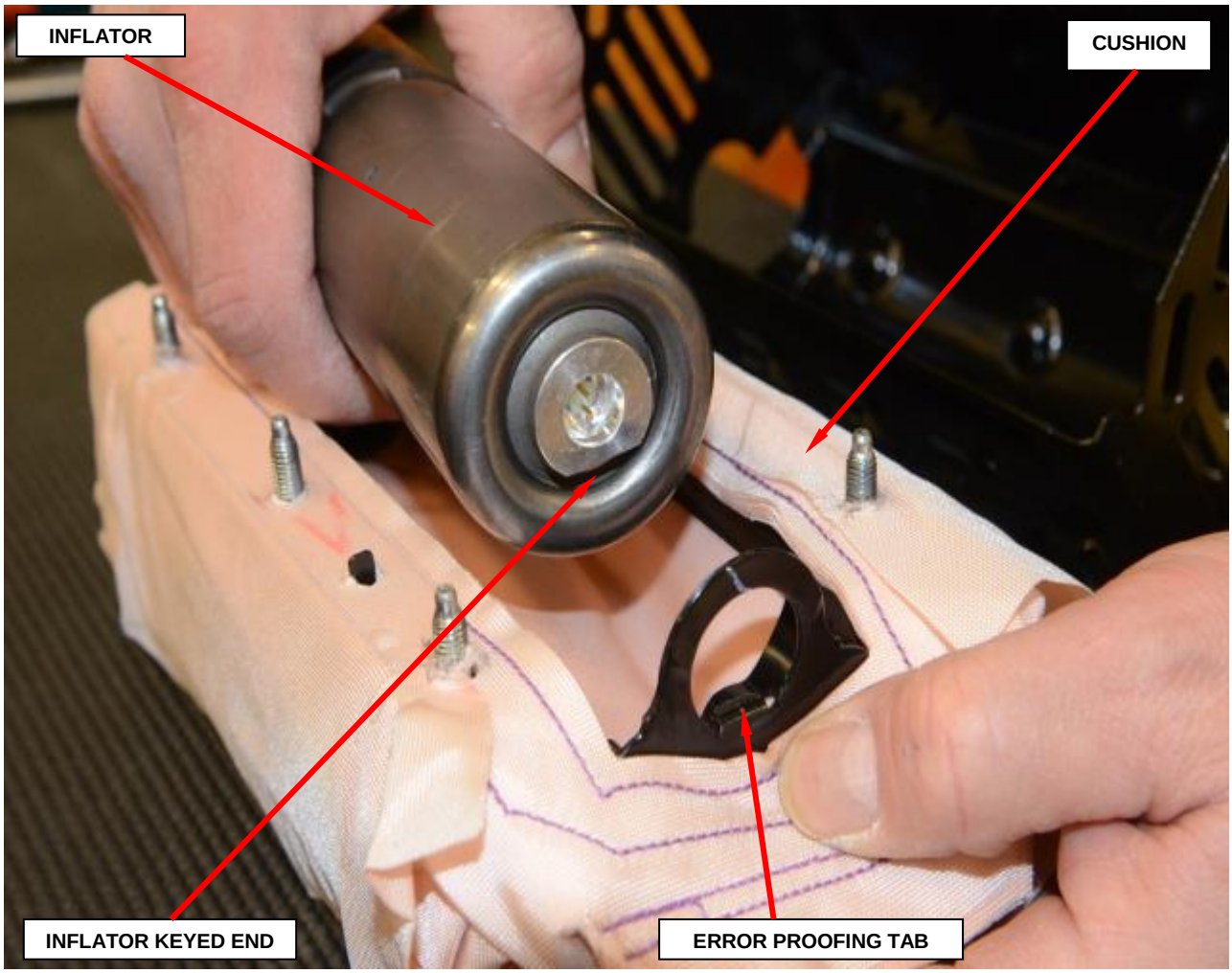


**Figure 34 – Inflator to Cushion**

j. Slide the cushion out of the housing and remove the inflator.
**NOTE: Use care as to not disturb the cushion fold.**

k. Install the new inflator to the cushion noting keyed end alignment (Figure 34).

**NOTE: Ensure proper inflator fit. Note error proofing tab when reassembling to cushion (Figure 34).**

## Service Procedure Continued

l. Install the cushion/inflator assembly into housing while feeding the wire harness jumper through the housing as shown. Ensure cushion fold is not disturbed (Figure 35).

**NOTE: Ensure proper inflator assembly fit. Note error proofing tab when reassembling to cushion (Figure 36).**

m. Install the six new mounting nuts and tighten to 88 in. lbs. (10 N·m) (Figure 36).

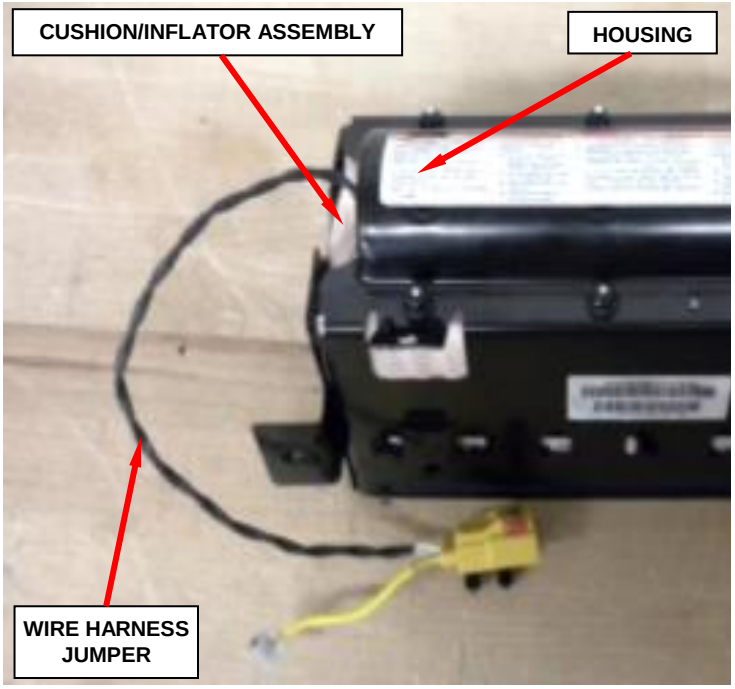


**Figure 35 – Cushion/Inflator Assembly**

n. Connect the yellow three way inline connector to the mounting points on the housing (Figure 30).

o. Connect the yellow inflator wire connector (Figure 31).

p. Clip the wire harness jumper three way connector on the housing in two places (Figure 28).

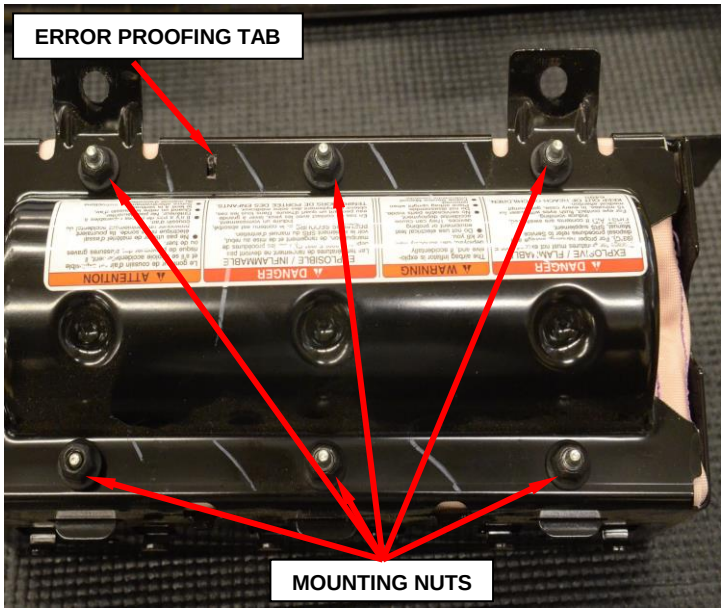


**Figure 36 – Mounting Nuts**

**Service Procedure Continued**

q. Install the airbag cover to the airbag module ensuring all clips are fully engaged in the windows on both sides (Figure 37).

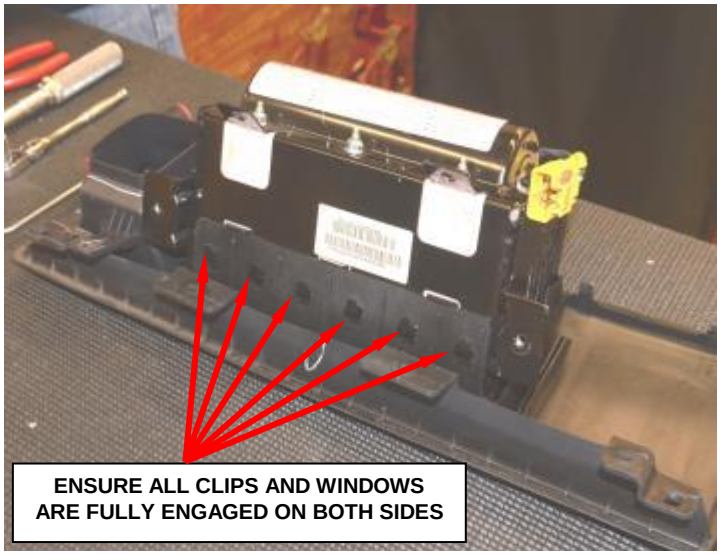


**Figure 37 – Airbag Cover and Airbag Module**

**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, the trim bezel on the lower edge of the passenger airbag door on SRT-10 models must never be removed or transferred to another passenger airbag door. Replacement passenger airbag units are serviced with doors that include a replacement trim bezel. Failure to observe this warning could result in trim bezel separation and 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.**

## Service Procedure Continued

22. Carefully position the passenger airbag assembly to the instrument panel as a unit.

23. Connect the passenger airbag pigtail wire connector to the instrument panel wire harness connector for the airbag. This connector is secured to the inboard side of the airbag housing. Be certain that the latch on the connector and the red Connector Position Assurance (CPA) lock, if equipped, are each fully engaged (Figure 17).

24. Position the passenger airbag housing and door unit into the instrument panel.

25. Using hand pressure, press firmly and evenly over each of the seven snap features on the upper and outboard edges of the passenger airbag door until they snap into their receptacles in the instrument panel base trim.

26. Reach through and above the glove box opening to install and tighten the two screws that secure the passenger airbag front brackets to the instrument panel structural support. Tighten the screws to 55 in. lbs. (6 N·m) (Figure 15).

27. Reach through and above the glove box opening to install and tighten the two screws that secure the passenger airbag rear brackets to the upper glove box opening reinforcement. Tighten the screws to 55 in. lbs. (6 N·m) (Figure 15).

28. Install and tighten the six mounting screws that secure the inboard and lower flanges of the passenger airbag door to the instrument panel. Tighten the screws to 20 in. lbs. (2 N·m) (Figure 14).

29. Install and tighten the screw that secures the mounting tab of the panel outlet housing to the upper glove box opening reinforcement. Tighten the screw to 20 in. lbs. (2 N·m) (Figure 13).

30. Position the instrument panel lower surround to the instrument panel and connect the wire harness connectors for the 12V power outlet and the glove box switch.

## Service Procedure Continued

31. Install the instrument panel lower surround onto the instrument panel and install the twenty one screws. Tighten the screws to 20 in. lbs. (2 N·m) (Figures 11 and 12).

32. Install the cup holder or storage bin, if equipped (Figures 8, 9 and 10).

33. Install the center bezel.

    a. Connect all electrical connectors (Figure 6).

    b. Position and gently clip into place.

    c. Install one screw on right side (Figure 5).

34. Install the ACM cover (Figure 7).

35. Install the ash receiver.

36. Install the steering column opening cover (Figure 4).

37. Install the glove box (Figure 3).

38. Install the right side cowl trim panel (Figure 2).

39. Install the right instrument panel side cover (Figure 1).

40. Continue with **Section F. Supplemental Restraint System (SRS) Verification Test.**

**Service Procedure Continued**

## C. Replace Passenger Airbag Inflator - HB

1. Use the following steps to remove the defroster grille from the top of the instrument panel.

   a. Using a trim stick, remove the driver side A-pillar trim.

   b. Open the trim covers in the passenger side A-pillar grab handle and remove and save the two bolts (Figure 38).

   c. Remove the passenger side A-pillar trim.

   d. Using a trim stick, remove the instrument panel defroster grille (Figure 39).

   e. Disconnect the sun sensor electrical connector from the center of the instrument panel defroster grille.

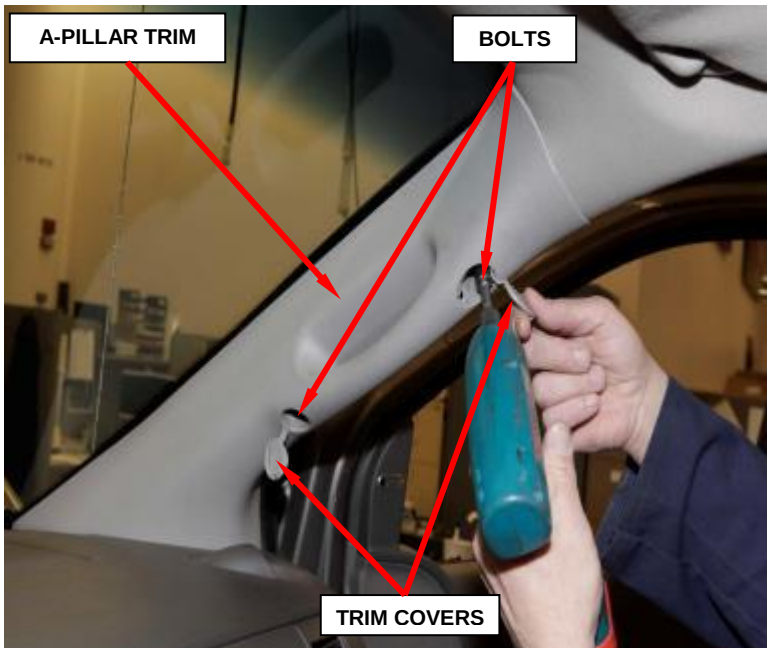


**Figure 38 – Passenger Side A-Pillar Trim**

**Figure 39 – Instrument Panel Defroster Grille**

## Service Procedure Continued

2. Use the following steps to remove the glove box.

   a. Release the two glove box stops and lower the glove box downward past the stops.

   b. Disengage the glove box hinges from the instrument panel and remove the glove box.

3. Reach up into the instrument panel glove box opening and through the access holes to remove and save the two mounting bolts that secure the passenger airbag bracket to the instrument panel support structure (Figure 40) (Figure 41).

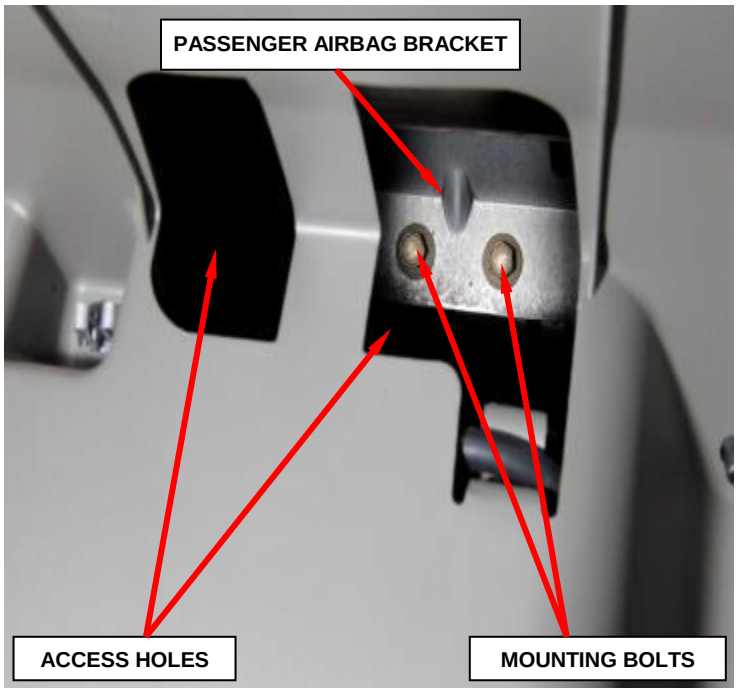


**Figure 40 – Airbag Mounting Screws and Bracket**

**Figure 41 - Passenger Airbag Mounting Bolt Access Holes**

## Service Procedure Continued

4. Using a trim stick or another suitable wide flat bladed tool, gently pry the forward and side edges of the passenger airbag door away from the top of the instrument panel far enough to disengage the snap features on the airbag door from the receptacles in the instrument panel top pad (Figure 42).

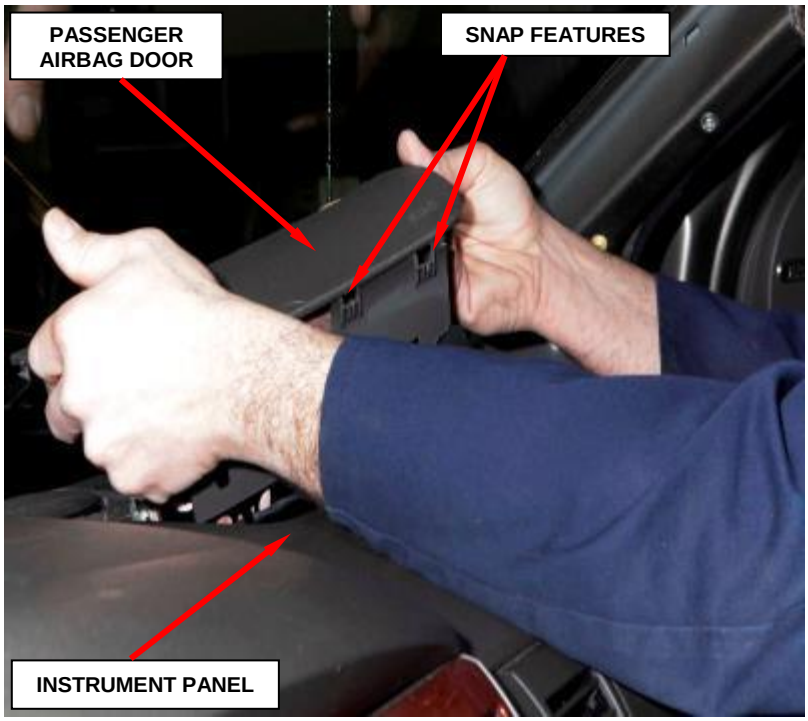


**Figure 42 – Passenger Airbag Door**

5. Pull the passenger airbag out of the instrument panel far enough to access and disconnect the instrument panel wire harness connector from the passenger airbag inflator pigtail connector on the right side of the passenger airbag mounting bracket.

   a. Slide the red Connector Position Assurance (CPA) lock on the connector toward the side of the connector (Figure 43).

   b. Depress the connector latch tab and pull the two halves of the connector straight away from each other.

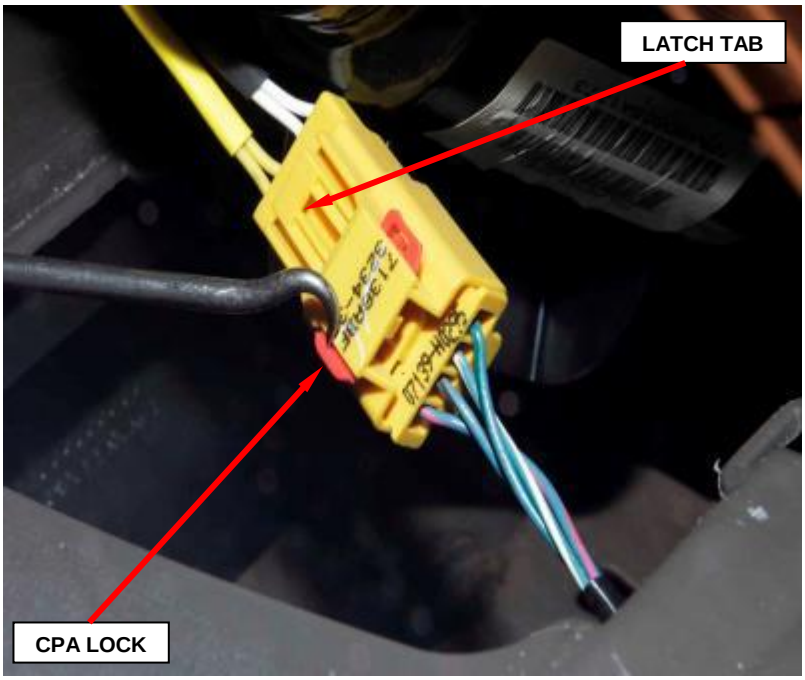


**Figure 43 – Airbag Inflator Pigtail Connector**

## Service Procedure Continued

6. Remove the passenger airbag and airbag door from the instrument panel as a unit.

7. Use the following procedure to retrofit the passenger airbag assembly.

   a. Place the passenger airbag assembly on a soft surface to prevent damage using the foam block provided with the inflator kit.

   b. Disengage the wire harness jumper from the housing clips in two places (Figure 44).

   c. Disconnect the single yellow wire inflator connector from the end of the inflator (Figure 44).

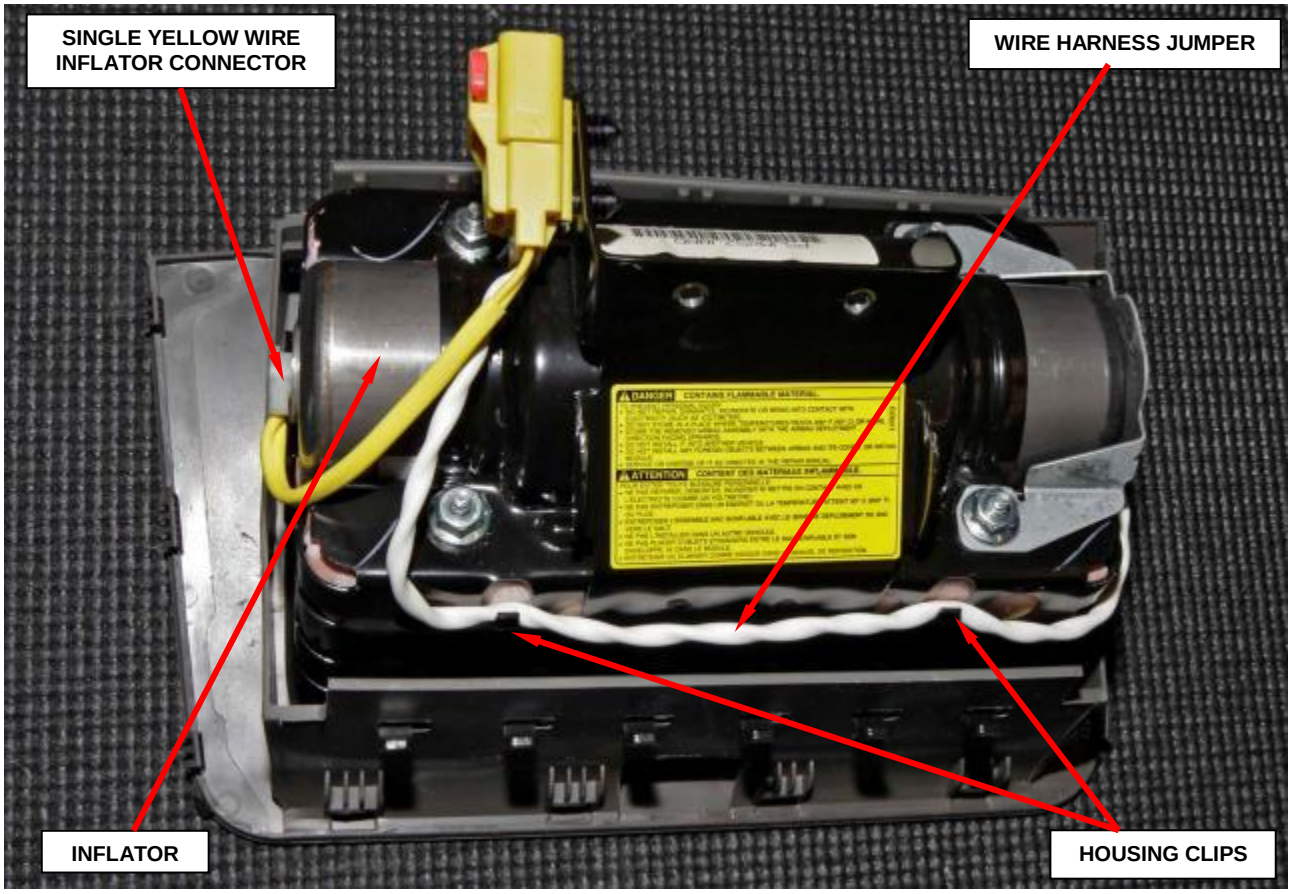


**Figure 44 – Passenger Airbag Assembly**

**Service Procedure Continued**

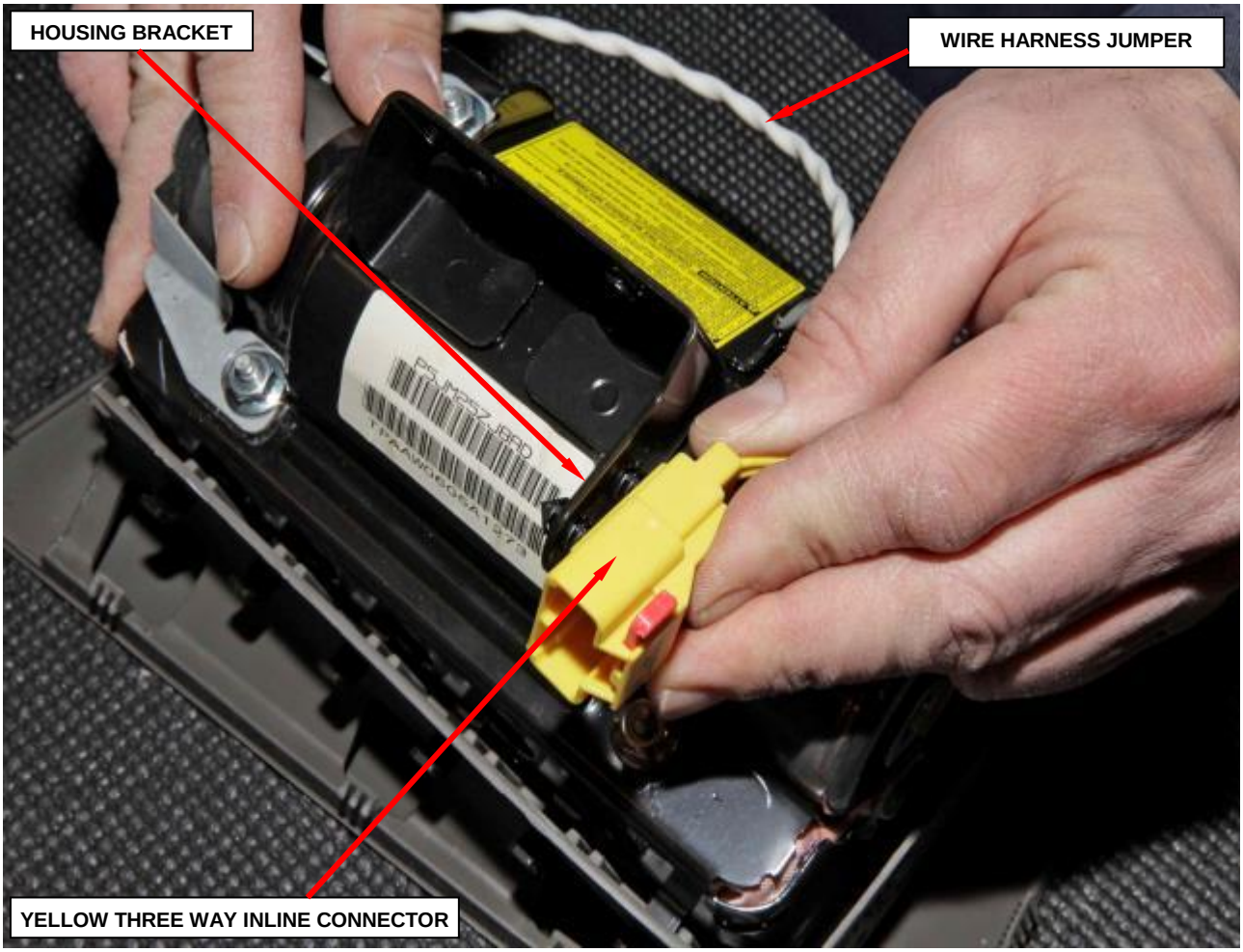


**Figure 45 – Inflator Connectors**

d. Release the yellow three way inline connector from the housing bracket (Figure 45).

## Service Procedure Continued

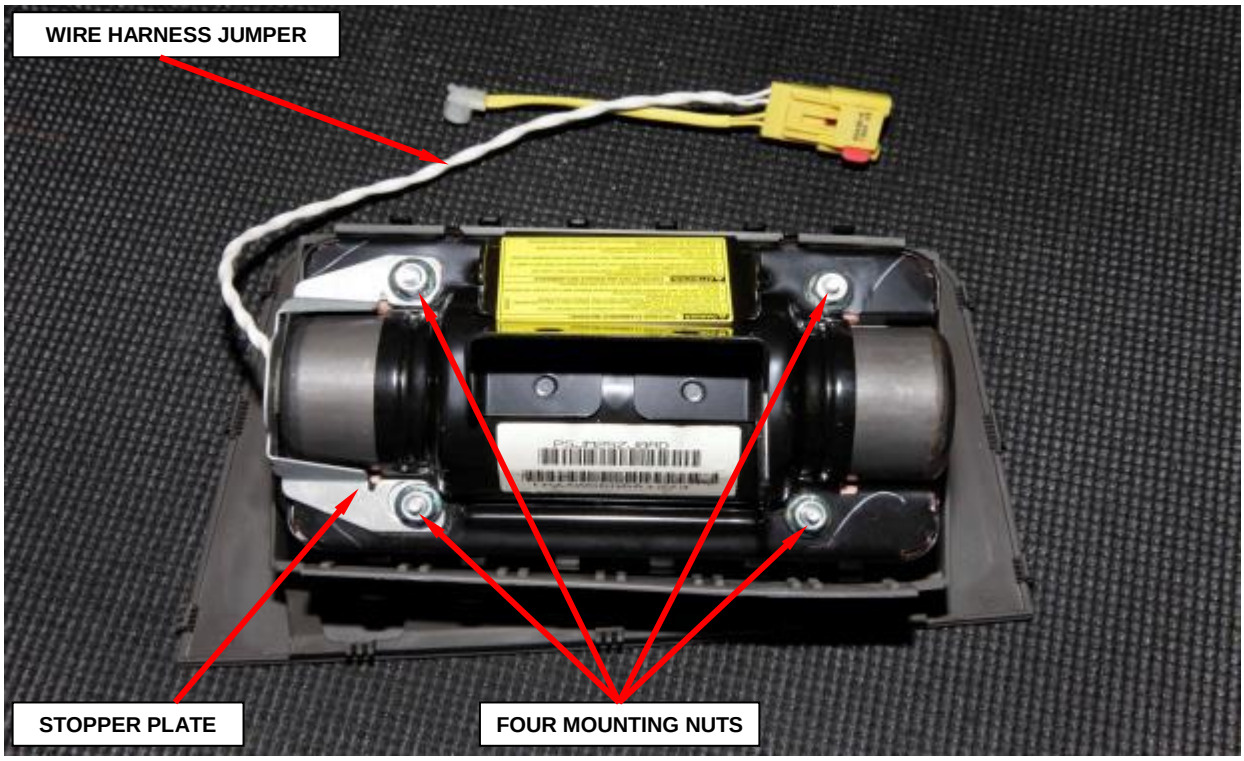


**Figure 46 – Mounting Nuts and Stopper Plate**

e. Remove and discard the four mounting nuts and stopper plate from the housing (Figure 46).

f. Slide the inflator out of the housing (Figure 47).

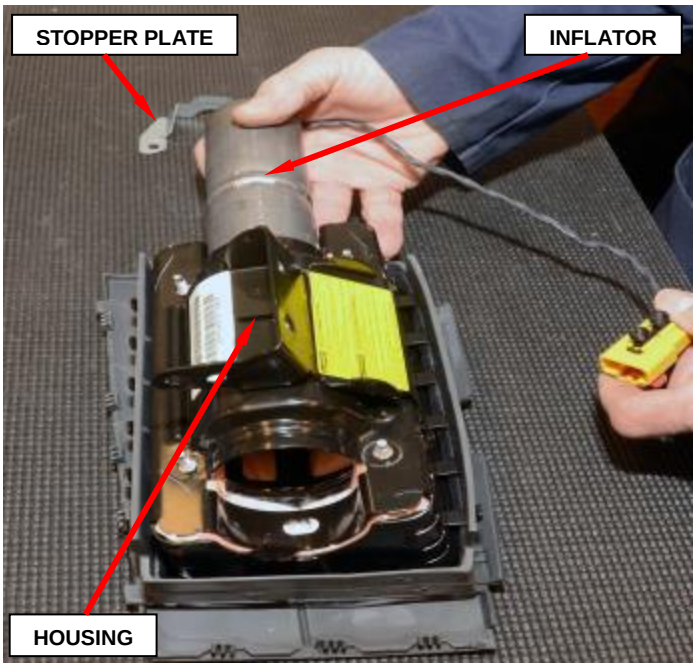


**Figure 47 – Inflator Removal**

**Service Procedure Continued**

g. Slide the new inflator into the housing (Figure 48).

**NOTE: The inflator is keyed to fit into the housing.**

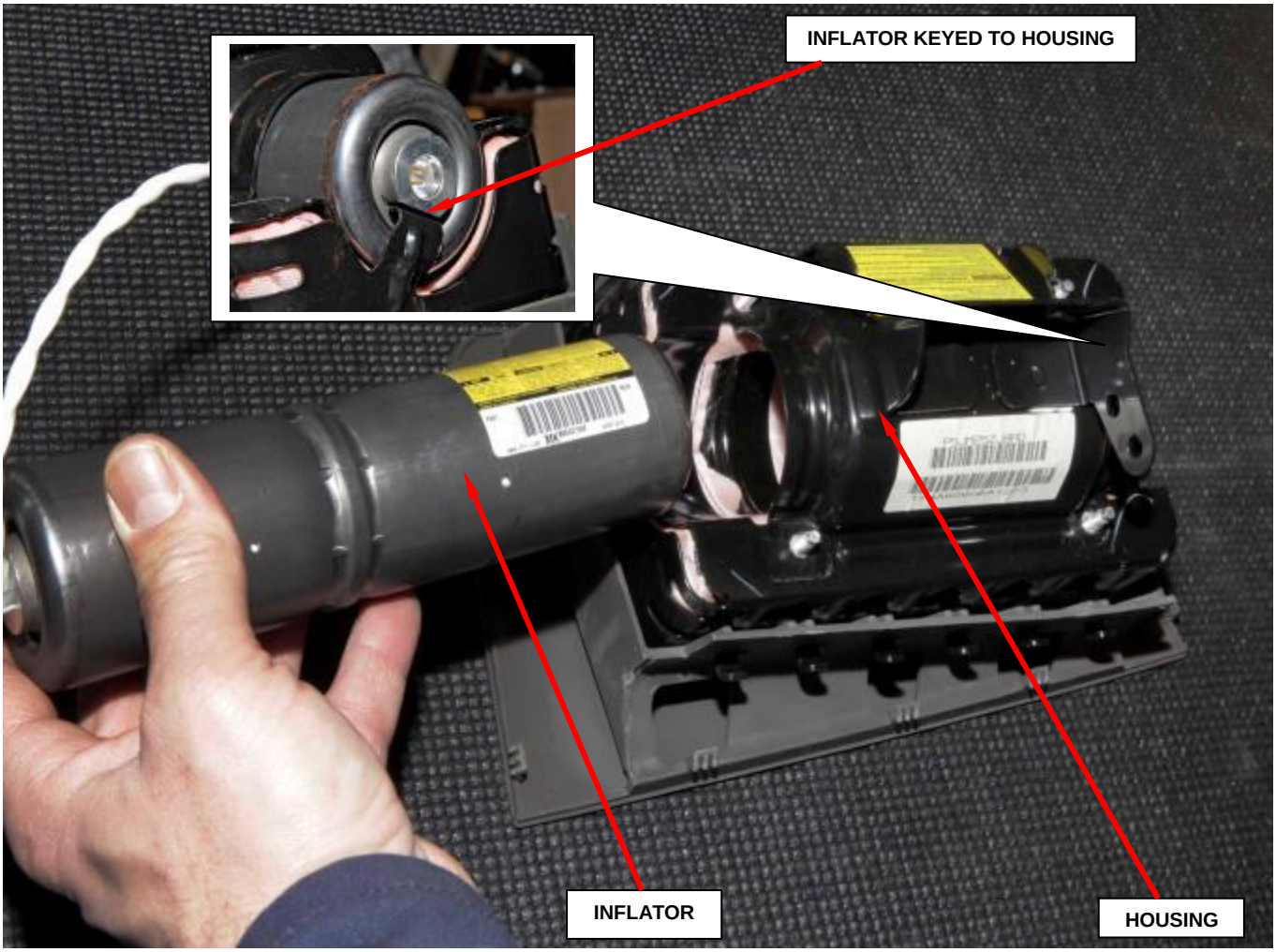


**Figure 48 – Inflator Installation**

**Service Procedure Continued**

h. Install the stopper plate to the passenger airbag module (Figure 46).

i. Install the four new mounting nuts to the passenger airbag module and tighten to 53 in. lbs. (6 N·m) (Figure 46).

j. Install the yellow three way inline connector to the housing bracket (Figure 45).

k. Connect the single yellow wire inflator connector to the end of the inflator after removing the protective tape from the end of the inflator (Figure 44).

l. Engage the wire jumper to the housing clips in two places (Figure 44).

**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.**

8. Carefully position the passenger airbag and airbag door to the instrument panel as a unit.

9. Connect the instrument panel wire harness connector for the airbag to the passenger airbag inflator pigtail wire connector on the right side of the airbag mounting bracket. Be certain that the latch on the connector and the red Connector Position Assurance (CPA) lock are each fully engaged (Figure 43).

## Service Procedure Continued

10. Carefully lower the passenger airbag unit into the instrument panel, being certain that the airbag mounting bracket is properly positioned to the instrument panel support structure (Figure 42).

11. Reach into the glove box opening to install and tighten the two mounting bolts that secure the passenger airbag mounting bracket to the instrument panel support structure through the access holes. Tighten the mounting bolts to 55 in. lbs. (6 N·m) (Figure 40) (Figure 41).

12. Align and insert the rearward tabs of the passenger airbag door into the slots in the instrument panel top pad.

13. Using hand pressure, push down on the passenger airbag door over each snap feature until it snaps into its receptacle in the instrument panel base trim.

14. Install the glove box into the instrument panel.

15. Connect the sun sensor connector to the sun sensor.

16. Install the defroster grille onto the top of the instrument panel (Figure 39).

17. Install the passenger side A-pillar trim.

18. Install the passenger side grab handle (Figure 38).

19. Install the driver’s side A-pillar trim.

20. Continue with **Section F. Supplemental Restraint System (SRS) Verification Test.**

**Service Procedure Continued**

## D. Replace Passenger Airbag Inflator - LX

1. Use the following steps to remove the right side instrument panel silencer pad.

   a. Remove and save the two push-pins that secure the instrument panel silencer to the instrument panel (Figure 49).

   b. Pull the right side silencer pad rearward to disengage it from the brackets located near the dash panel.

   c. Remove the right side silencer pad from the vehicle.

**Figure 49 – Instrument Panel Silencer**

2. Use the following steps to remove the glove box.

   a. Remove the check strap from the right side of the glove box (Figure 50).

   b. Release the two glove box stops and lower the glove box downward past the stops.

   c. Disengage the glove box hinges from the instrument panel and remove the glove box.

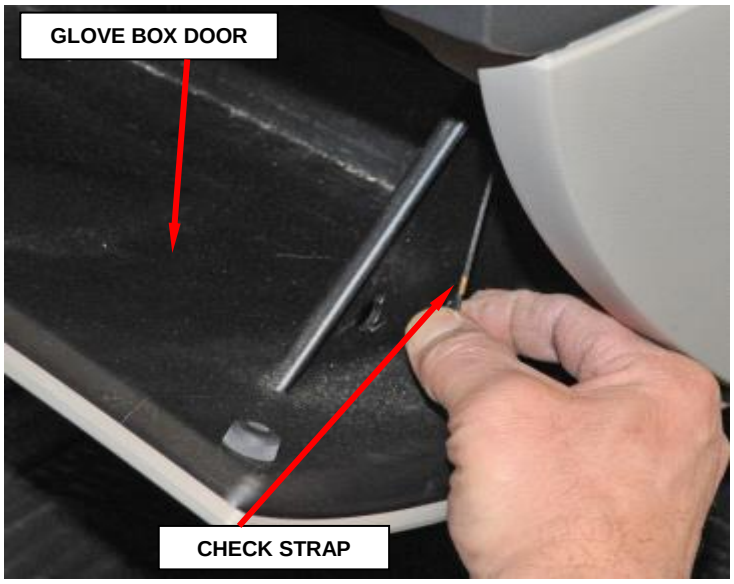


**Figure 50 – Check Strap**

**Service Procedure Continued**

3. Remove and save the three mounting screws to the inner glove box shield (Figure 51).

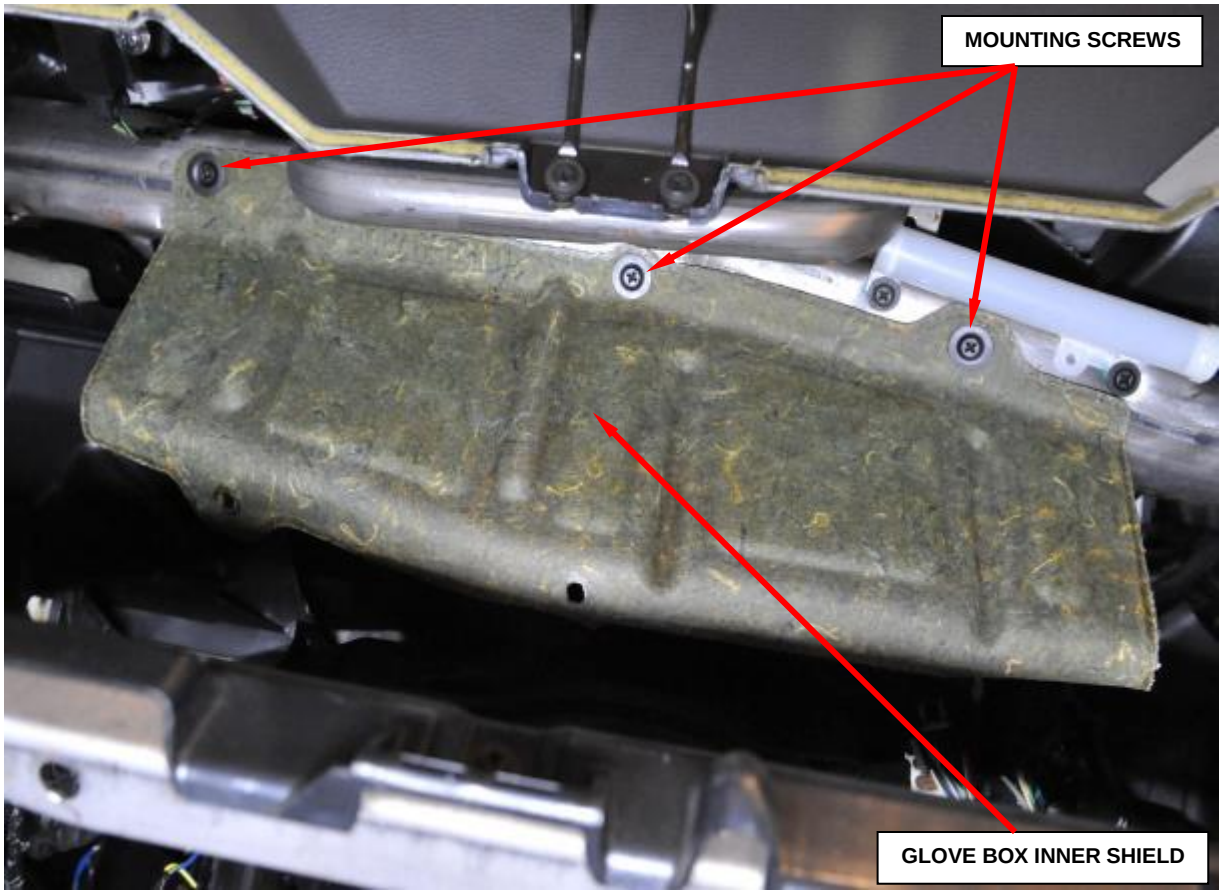


**Figure 51 – Inner Glove Box Shield**

## Service Procedure Continued

4. Remove and save the two inboard mounting bolts to the passenger airbag assembly just below the distribution duct and to the left of the distribution housing (Figure 52).

5. Remove and save the two outboard mounting bolts to the passenger airbag assembly just below the distribution duct (Figure 52).

6. Remove and save the two passenger airbag assembly mounting bolts to the crosscar beam (Figure 52).

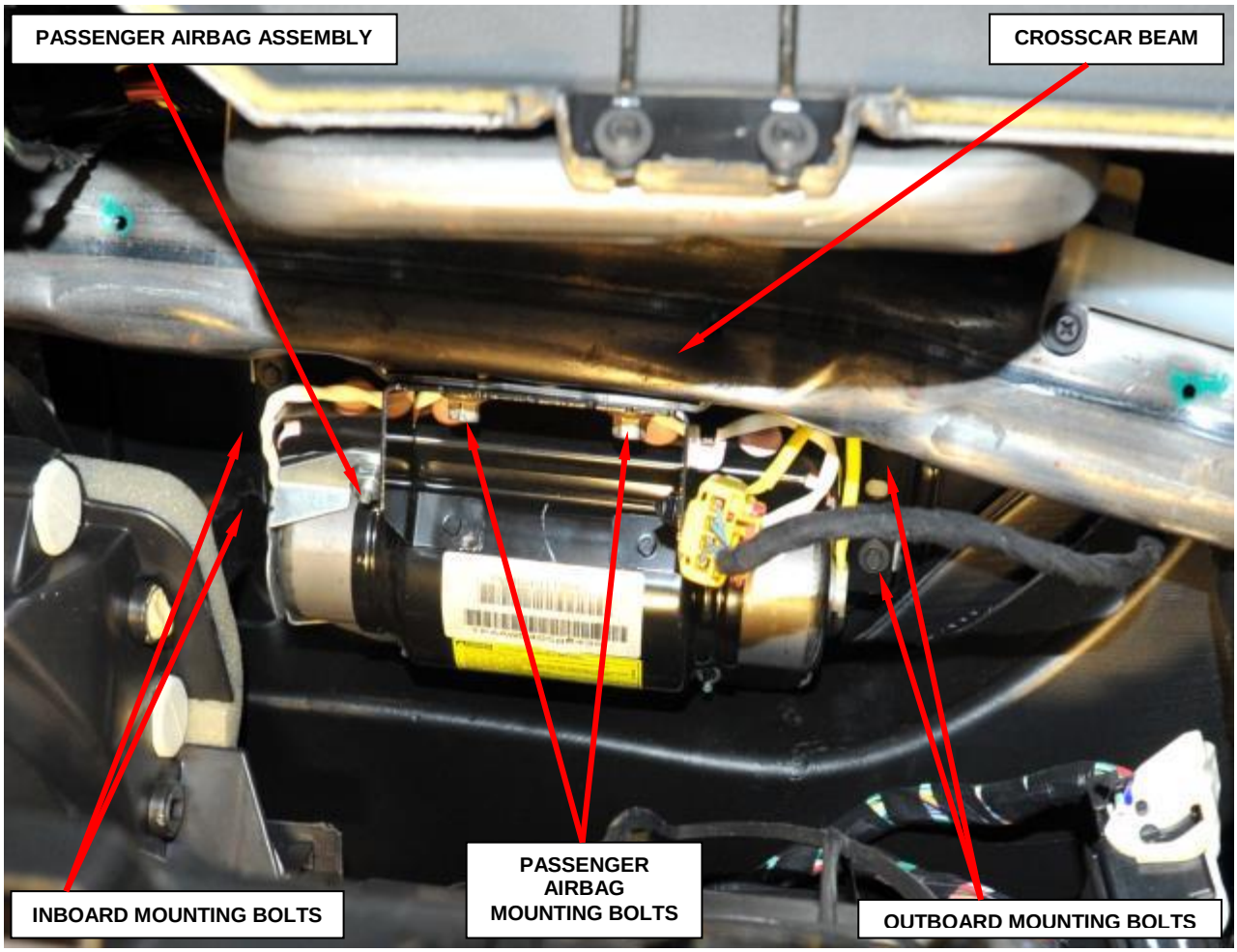


**Figure 52 – Passenger Airbag Mounting Locations**

## Service Procedure Continued

7. Pull the passenger airbag assembly out of the instrument panel far enough to access and disconnect the instrument panel wire harness connector from the wire harness jumper connector on the right side of the airbag mounting bracket.

   a. Slide the red Connector Position Assurance (CPA) lock on the connector toward the side of the connector (Figure 53).

   b. Depress the connector latch tab and pull the two halves of the connector straight away from each other.

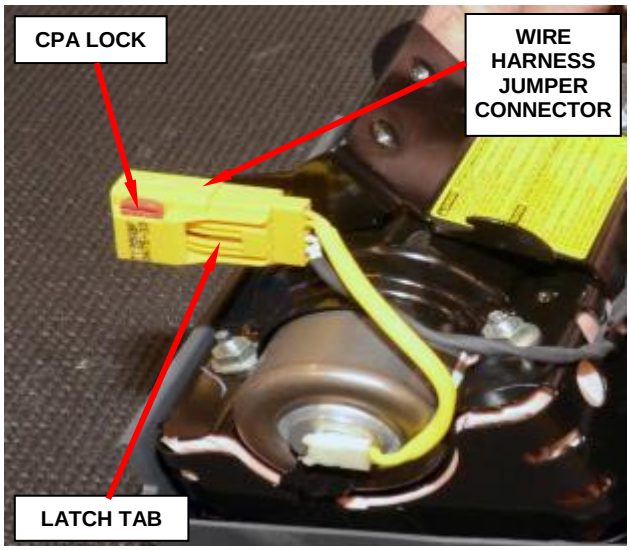


**Figure 53 – Wire Harness Jumper**

8. Remove the passenger airbag and airbag door from the instrument panel as a unit.

9. Use the following procedure to retrofit the passenger airbag assembly.

   a. Place the passenger airbag assembly on a soft surface to prevent damage.

   b. Disengage the wire harness jumper from the housing clips in two places (Figure 54).

   c. Disconnect the single yellow wire inflator connector from the end of the inflator using pliers (Figure 54).

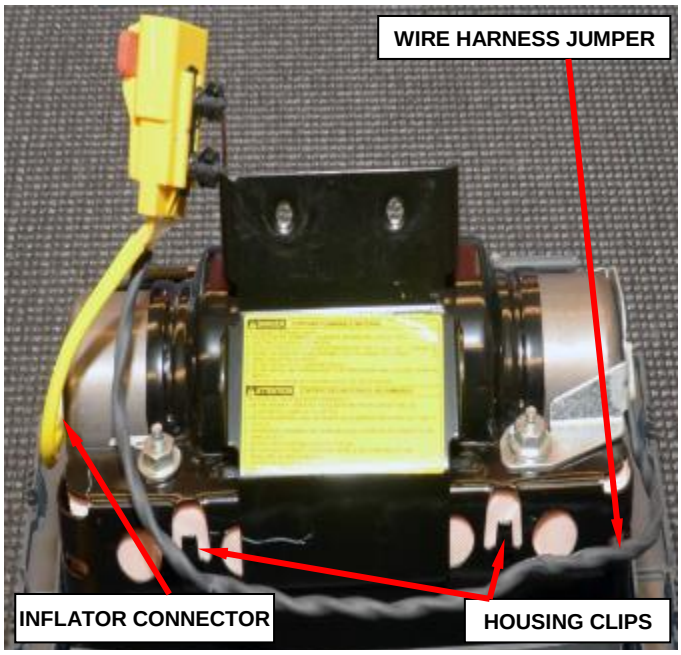


**Figure 54 – Wire Harness Jumper**

## Service Procedure Continued

d. Remove the yellow three way wire harness jumper connector from the housing bracket (Figure 55).

e. Remove and discard the four mounting nuts, then remove the stopper plate from the passenger airbag module (Figure 55).

f. Slide the inflator out of the passenger airbag module (Figure 56).

g. Slide the new inflator into the passenger airbag module (Figure 56).

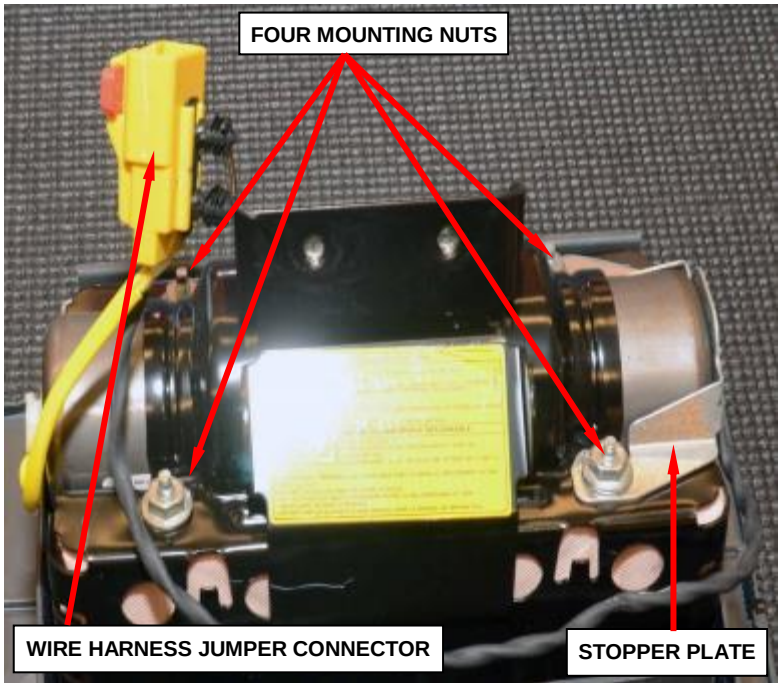


**Figure 55 – Airbag Module**

**NOTE: The inflator is keyed to fit into the housing (Figure 56).**

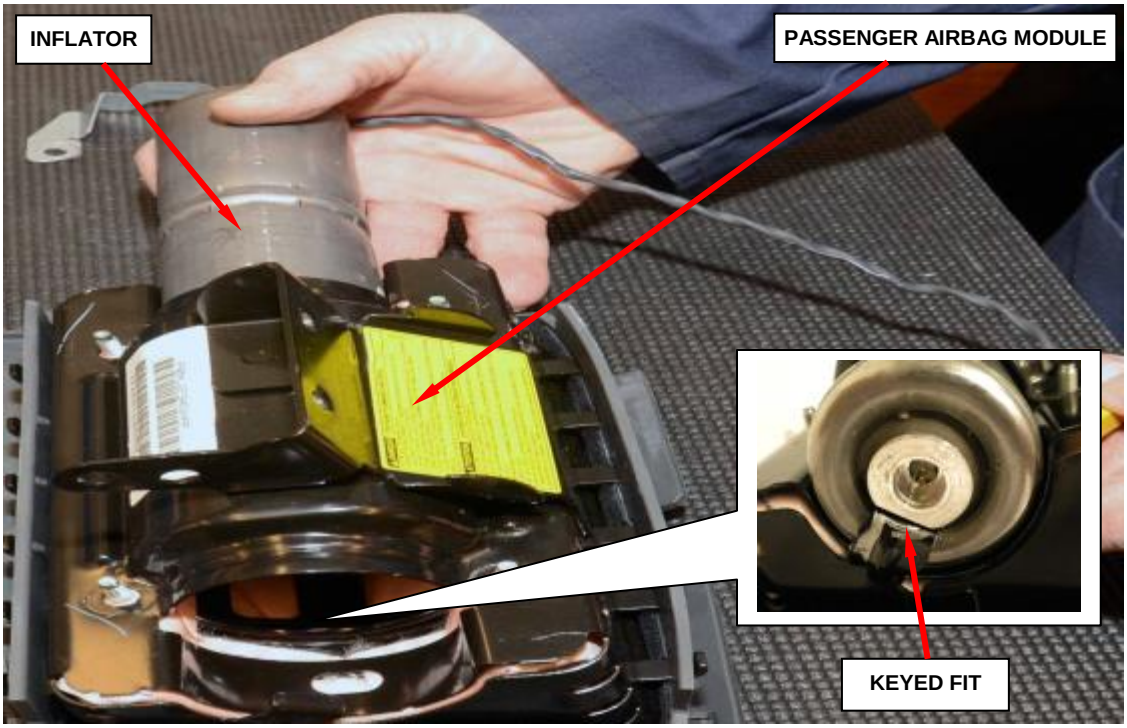


**Figure 56 – Passenger Airbag Inflator to Housing**

**Service Procedure Continued**

h. Install the stopper plate to the passenger airbag module (Figure 55).

i. Install the four new mounting nuts to the passenger airbag module and tighten to 53 in. lbs. (6 N·m) (Figure 55).

j. Install the yellow three way wire harness jumper connector to the retaining clip (Figure 54).

k. Connect the single yellow inflator connector to the end of the passenger airbag inflator (Figure 54).

l. Engage the wire jumper to the housing in two places (Figure 54).

**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.**

**Service Procedure Continued**

10. Place the passenger airbag into the cavity of the passenger airbag door.

11. Connect the instrument panel wire harness connector for the airbag to the passenger airbag inflator pigtail wire connector on the right side of the airbag mounting bracket. Be certain that the latch on the connector and the red Connector Position Assurance (CPA) lock are each fully engaged (Figure 53).

12. Install the two passenger airbag mounting bolts to the crosscar beam. Torque bolts to 103 in. lbs. (11.6 N·m) (Figure 52).

13. Install the two inboard mounting bolts to the passenger airbag just below the distribution duct and to the left of the distribution housing. Torque the screws to 25 in. lbs. (2.8 N·m) (Figure 52).

14. Install the two outboard mounting bolts to the passenger airbag just below the distribution duct. Torque the screws to 25 in. lbs. (2.8 N·m) (Figure 52).

15. Install the inner glove box silencer shield using the three mounting screws (Figure 51).

16. Install the glove box into the instrument panel (Figure 50).

17. Install the right side instrument panel silencer pad (Figure 49).

18. Continue with **Section F. Supplemental Restraint System (SRS) Verification Test.**

**Service Procedure Continued**

## E. Replace Passenger Airbag Inflator - ND

1. Use the following steps to remove the defroster grille from the top of the instrument panel.

   a. Open the trim covers in the driver side A-pillar grab handle and remove and save the bolts (Figure 57).

   b. Remove the driver's side A-pillar trim (Figure 57).

**Figure 57 – A-Pillar Trim**

   c. Open the trim covers in the passenger side A-pillar grab handle and remove and save the bolts.

   d. Remove the passenger side A-pillar trim panel.

   e. Using a trim stick, remove the instrument panel defroster grille (Figure 58).

**Figure 58 – Instrument Panel Defroster Grille**

## Service Procedure Continued

2. Use the following steps to remove the glove box.

   a. Release the two glove box stops and lower the glove box downward past the stops.

   b. Disengage the glove box hinges from the instrument panel and remove the glove box.

3. Reach up into the instrument panel glove box opening and through the access holes to remove and save the two bolts that secure the passenger airbag bracket to the instrument panel support structure (Figure 59) (Figure 60).

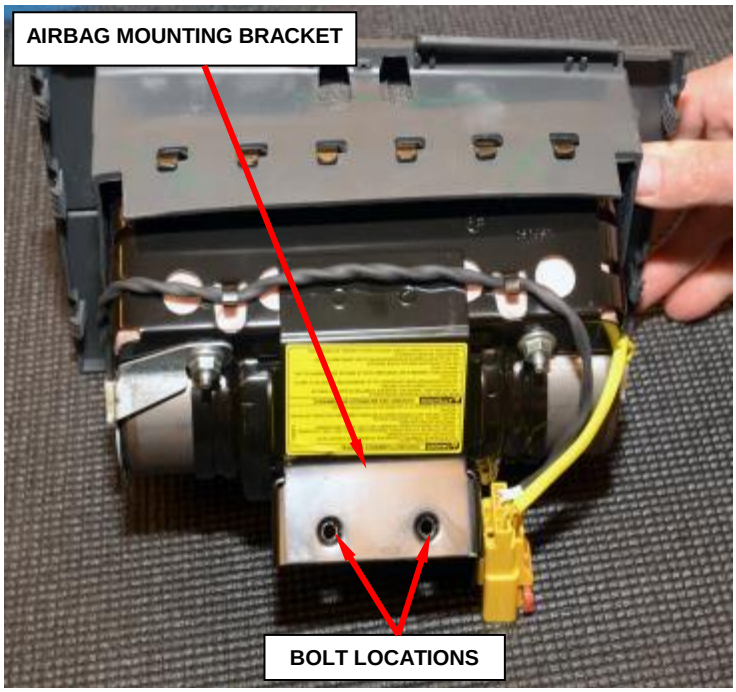


**Figure 59 – Passenger Airbag Mounting Bracket**

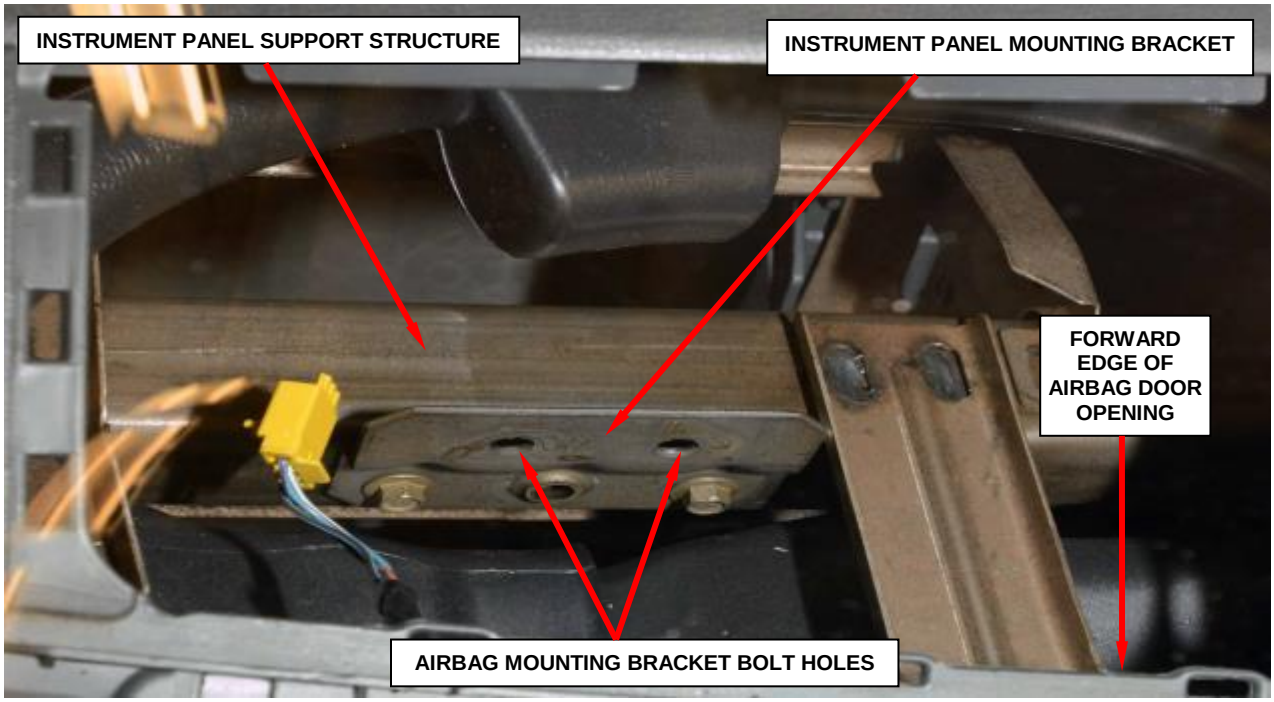


**Figure 60 – Instrument Panel Mounting Bracket Viewed through Windshield and Airbag Door Opening**

## Service Procedure Continued

4. Using a trim stick or another suitable wide flat bladed tool, gently pry the forward and side edges of the passenger airbag door away from the top of the instrument panel far enough to disengage the snap features on the door from the receptacles in the instrument panel top pad (Figure 61).

**Figure 61 – Passenger Airbag Door**

5. Pull the passenger airbag out of the instrument panel far enough to access and disconnect the instrument panel wire harness connector from the airbag inflator pigtail connector on the right side of the airbag mounting bracket.

   a. Slide the red Connector Position Assurance (CPA) lock on the connector toward the side of the connector (Figure 62).

   b. Depress the connector latch tab and pull the two halves of the connector straight away from each other.

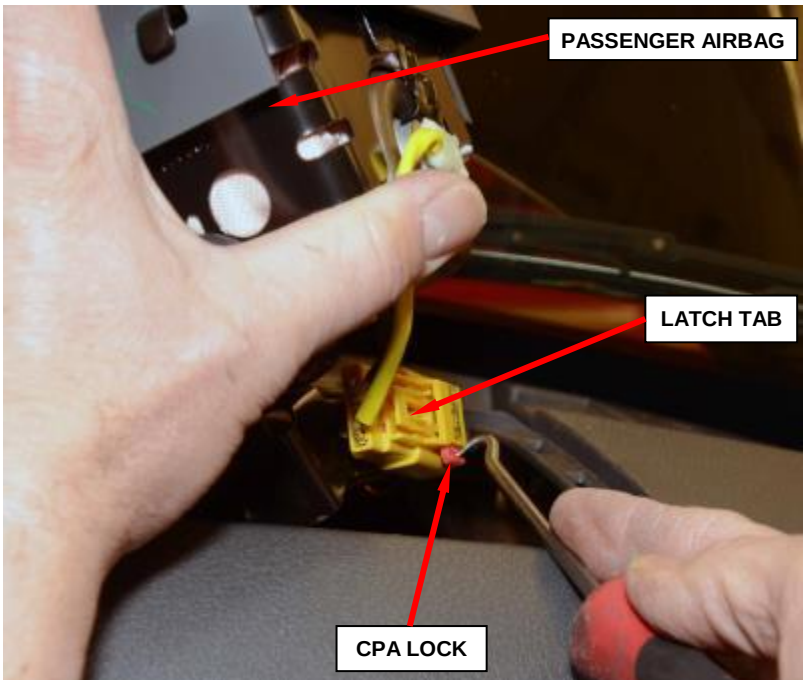


**Figure 62 – Airbag Inflator Pigtail Connector**

## Service Procedure Continued

6. Remove the passenger airbag and airbag door from the instrument panel as a unit.

7. Use the following procedure to retrofit the passenger side airbag assembly.

   a. Place the passenger airbag assembly on a soft surface to prevent damage using the foam block provided with the inflator kit.

   b. Disengage the wire harness jumper from the housing clips in two places (Figure 63).

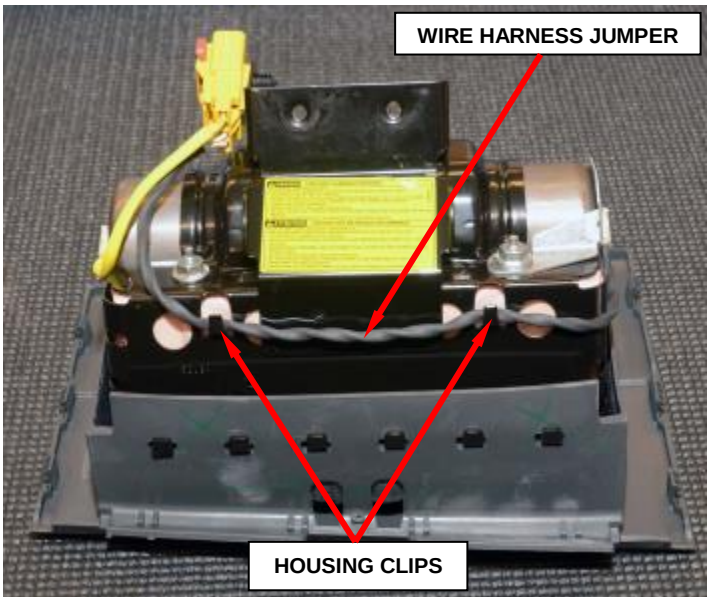


**Figure 63 – Passenger Airbag Assembly**

   c. Disconnect the single yellow wire inflator connector from the end of the inflator using pliers (Figure 64).

   d. Remove the yellow three way inline connector from the housing bracket (Figure 64).

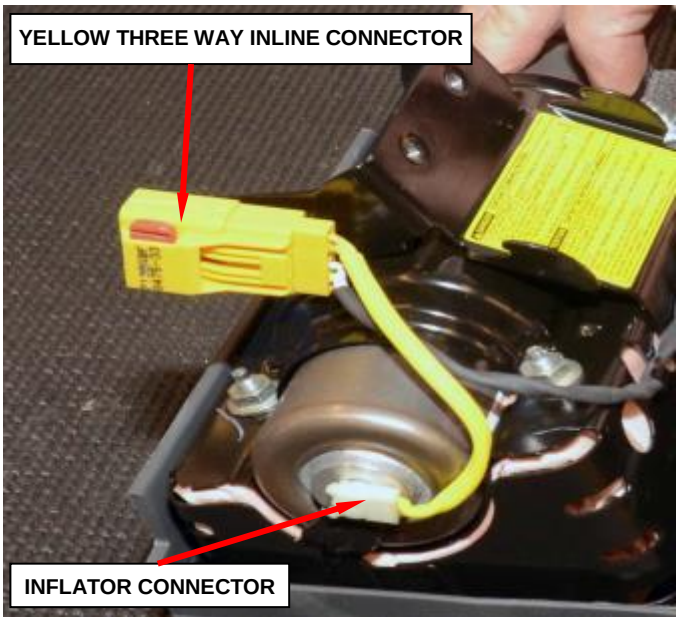


**Figure 64 – Inflator Connectors**

## Service Procedure Continued

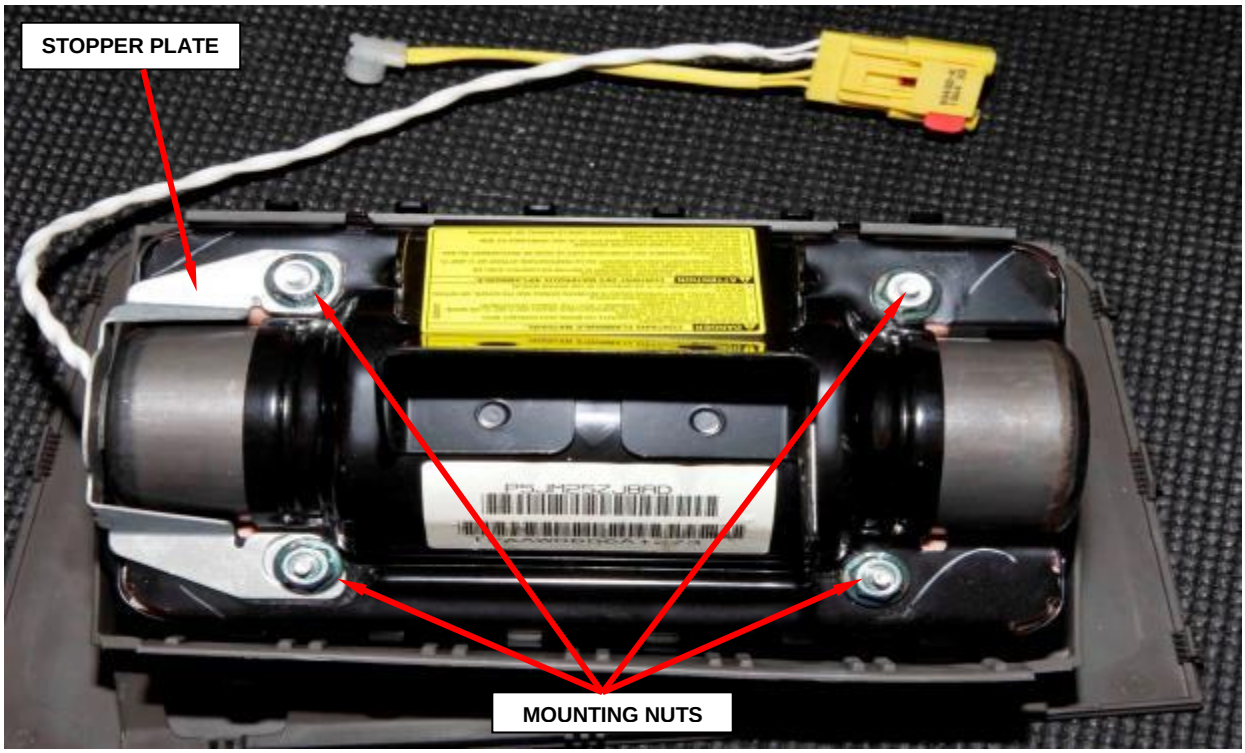


**Figure 65 – Mounting Nuts and Stopper Plate**

e. Remove and discard the four mounting nuts and stopper plate from the passenger airbag module (Figure 65).

f. Slide the inflator out of the passenger airbag module (Figure 66).

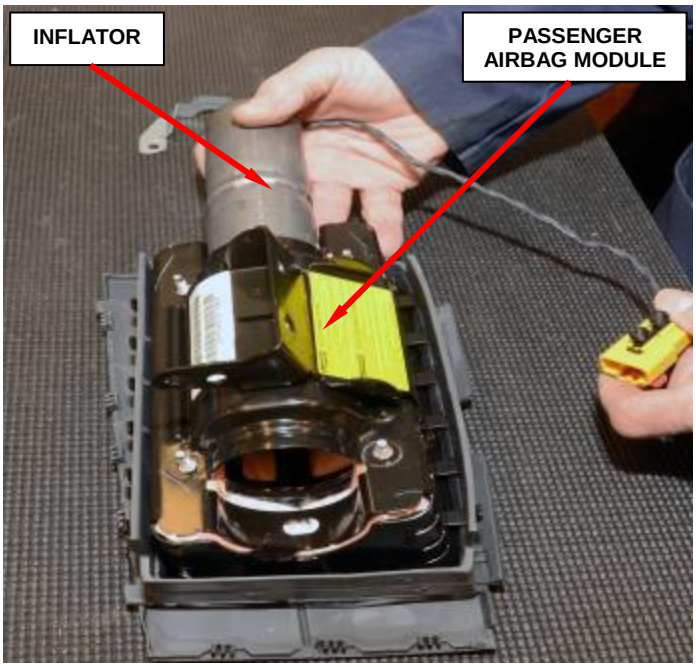


**Figure 66 – Inflator Removal**

**Service Procedure Continued**

g. Slide the new inflator into the passenger airbag module (Figure 67).

**NOTE: The inflator is keyed to fit into the housing (Figure 67).**

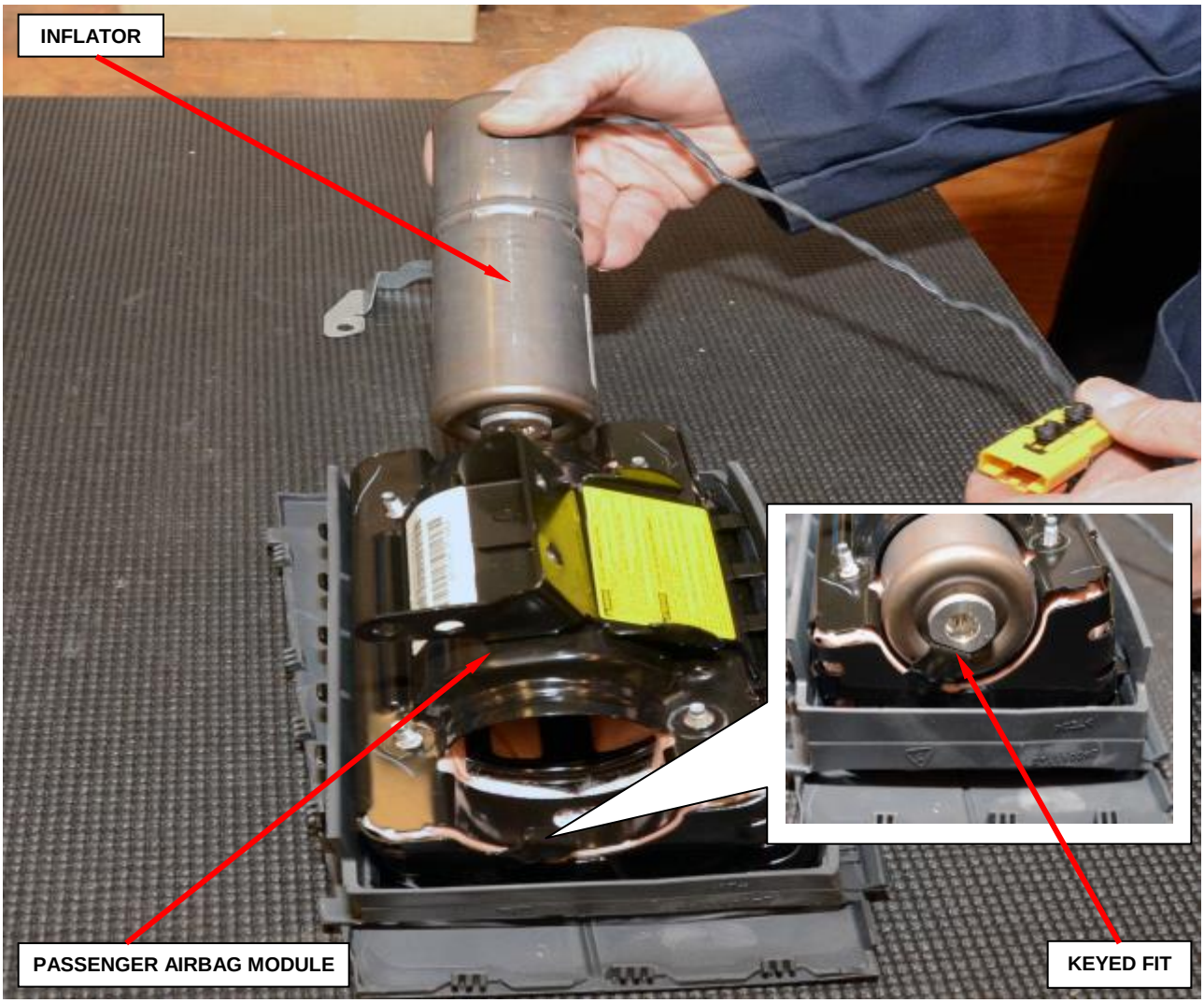


**Figure 67 – Passenger Inflator Installation**

**Service Procedure Continued**

h. Install the stopper plate to the airbag module (Figure 65).

i. Install the four new mounting nuts to the airbag module and tighten to 53 in. lbs. (6 N·m) (Figure 65).

j. Install the yellow three way inline connector to the housing bracket (Figure 64).

k. Connect the single yellow wire inflator connector to the end of the inflator after removing the protective tape from the end of the inflator (Figure 64).

l. Engage the wire harness jumper under the housing clips in two places (Figure 63).

**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.**

8. Carefully position the passenger airbag and airbag door to the instrument panel as a unit.

9. Connect the instrument panel wire harness connector for the airbag to the passenger airbag inflator pigtail wire connector on the right side of the airbag mounting bracket. Be certain that the latch on the connector and the red Connector Position Assurance (CPA) lock are each fully engaged (Figure 62).

## Service Procedure Continued

10. Carefully lower the passenger airbag unit into the instrument panel, being certain that the passenger airbag mounting bracket is properly positioned to the instrument panel support structure (Figure 61).

11. Reach into the glove box opening to install and tighten the two bolts that secure the passenger airbag mounting bracket to the instrument panel support structure through the access holes. Tighten the screws to 55 in. lbs. (6 N·m) (Figure 59) (Figure 60).

12. Align and insert the rearward tabs of the passenger airbag door into the slots in the instrument panel top pad.

13. Using hand pressure, push down on the passenger airbag door over each snap feature until it snaps into its receptacle in the instrument panel base trim.

14. Install the glove box into the instrument panel.

15. Install the defroster grille onto the top of the instrument panel (Figure 58).

16. Install the passenger side A-pillar trim.

17. Install the passenger side grab handle.

18. Install the driver's side A-pillar trim (Figure 57).

19. Install the driver side grab handle (Figure 57).

20. Continue with **Section F. Supplemental Restraint System (SRS) Verification Test.**

**Service Procedure Continued**

## F. 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. This procedure must be performed with software release level 15.02 or higher.**

1. Connect the wiTECH VCI pod to the vehicle data link connector located under the steering column.
2. Turn the ignition switch to the "ON" position and exit the vehicle and close the doors.
3. Check to be certain that nobody is in the vehicle, then connect the battery negative cable(s).
4. Open the wiTECH Diagnostic application.
5. Starting at the "Select Tool" screen, select the row/tool for the wiPOD device you are using, then select "Next".
6. Enter your "**User id**" and "**Password**", then select **"Finish"**.

   **NOTE: If wiTECH is unable to identify the connected vehicle, click on the Launch DRB III button and use the DRB III Emulator tool.**

7. Clear all DTC's in all modules using either the wiTECH or the DRB III mode.

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

**Service Procedure Continued**

8. 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, remove the wiPOD and return the vehicle to the customer.

   - 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.

9. Close the hood, remove the wiTECH VCI pod.

10. Package the original inflator in the original kit box and ship per the Package Return Program instruction sheets provided in the kit.

    **NOTE: Dealers in Hawaii, Puerto Rico, and US Virgin Islands CANNOT follow these shipping instructions. The dealer MUST contact the following Takata USA representative directly for shipping instructions:**
    **Miguel Prigadaa – Tel #: 210-250-5078 or Email:**
    **MLGTakataRestraints_International@menloworldwide.com**

    **NOTE: PASSENGER AIR BAG INFLATOR PACKING & SHIPPING INSTRUCTIONS FedEx Ground Package Returns Program – Lower 48 States Only.**

    **NOTE: Follow these instructions to return the original, undeployed passenger air bag inflator for vehicles repaired under Safety Recall P78 / NHTSA 14V-770 Airbag Inflators.**

    **NOTE: As the shipper, you are responsible for proper packing and document completion. The person signing the document must be trained in hazardous materials procedures, and the training records must be on file at your dealership. The U.S. Department of Transportation will impose substantial fines and/or penalties on the shipper if packaging, labeling, or documentation is not properly prepared and on file.**

**Service Procedure Continued**

**NOTE: Ensure that the box itself is not damaged. Close the box. Seal the front flap with a strip of 2-inch-wide clear packing tape measuring at least 4 inches long. (The strip should extend at least 2 inches on either side of the fold.). Do not apply tape to or write on the Class 9 hazard label, the proper shipping name, the ID number, or the UN specification marking. Do not peel any labels off the box, or the box will be damaged and cannot be reused.**

11. Complete the OP-900PRP Hazardous Materials Certification form.

    a. Fill in the Shipper Name and Address in all three sections of the form.

    b. Sign and date the FedEx Copy and Customer Copy sections.

    c. Peel off the Shipper Receipt and Receipt/Shipper Number tabs from the top of the FedEx Ground PRP shipping label. Affix the Shipper Receipt tab to the Tracking ID field on the FedEx Copy of the form, and affix the Receipt/Shipper Number tab to the Tracking ID field on the Customer Copy.

    d. Tear off the four bottom labels from the form, and place all four of them in the adhesive pouch. Remove the backing and firmly affix the pouch onto the bottom of the box.

    e. Peel off the Box Copy of the form, and firmly affix it to the front side of the box flap.

    f. Tear off and keep the Customer Copy for your records (to be retained for a minimum of two years).

    g. When the package is picked up, give the FedEx Copy to the FedEx Ground driver.

12. Complete the FedEx Ground PRP shipping label.

    a. Fill in the Shipper Name and Address in the upper section of the label (RA# is not required).

    b. Affix the label to the top of the box, to the left of the Class 9 hazard label. Use the scribe marks on the box as a guide so that the PRP label does not touch the Class 9 label, including the border.

## Service Procedure Continued

13. Ship the package.

    a. Ensure that all steps have been properly completed. All packages must be prepared in accordance with U.S. Department of Transportation and FedEx Ground requirements. Incomplete or missing information will cause rejection of the shipment back to you and a delay in your return credit.

    b. Double-check the box to ensure that the affixed PRP shipping label does not cover any portion of the Class 9 hazard label (including the border), the proper shipping name, the ID number, or the UN specification marking.

    c. Give the package and the FedEx Copy of the OP-900PRP form to your FedEx Ground driver. If you don't have regular FedEx Ground service, please contact the company you're returning the product to or the FedEx Ground Hazmat Hotline at 1-800-Go-FedEx extension 81 or when prompted say "hazardous materials".

14. 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 US LLC to record recall service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

| | Labor Operation Number | Time Allowance |
|---|---|---|
| Inspect Passenger Airbag Part Number and Conduct Supplemental Restraint System Verification Test (2003 DR only) | 08-P7-81-81 | 0.9 hours |
| Replace Passenger Airbag Inflator and Conduct Supplemental Restraint System Verification Test (2003 DR only) | 08-P7-81-82 | 1.1 hours |
| Replace Passenger Airbag Inflator and Conduct Supplemental Restraint System Verification Test (HB) | 08-P7-81-82 | 0.8 hours |
| Replace Passenger Airbag Inflator and Conduct Supplemental Restraint System Verification Test (LX/ND) | 08-P7-81-82 | 0.9 hours |
| Replace Passenger Airbag Inflator and Conduct Supplemental Restraint System Verification Test (DR/DH) | 08-P7-81-82 | 1.1 hours |
| **Optional Equipment** Equipped with Manual Transmission (DR/DH only) | 08-P7-81-60 | 0.2 hours |

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall 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 US LLC 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.

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 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