



November 2009

Dealer Service Instructions for:

Safety Recall J33 Instrument Panel Top Cover

Models

2010 (WK) Jeep® Grand Cherokee

NOTE: This recall applies only to the above vehicles built from October 22, 2009 through November 12, 2009 (MDH 102200 through 111223).

IMPORTANT: Many of the vehicles within the above build period have already been inspected or repaired and, therefore, have been excluded from this recall.

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The instrument panel top cover on about 2,900 of the above vehicles may not have been manufactured properly. As a result, the passenger airbag may not deploy properly, which can increase the risk of injury to the passenger side front seat occupant during a crash.

Repair

The instrument panel top cover must be replaced.

Parts Information

| <u>Part Number</u> | <u>Description</u> |
|--------------------|--|
| CAA0J331AA | Cover, Instrument Panel Top (Dark Slate) |
| CAA0J332AA | Cover, Instrument Panel Top (Khaki) |

Each dealer to whom vehicles in the recall were assigned will receive enough instrument top covers to service about 10% of those vehicles.

| <u>Part Number</u> | <u>Description</u> |
|--------------------|----------------------------------|
| 04897840AB | Cleaner, Total Clean All Purpose |

Special Tools

No special tools required.

Service Procedure

1. Open the hood and disconnect the battery negative cable from the battery.

NOTE: The front seats should be at the full rearward position before disconnecting the battery.

2. Partially remove the weather strips from both front doors at the end cap location.
3. Remove the right and left instrument panel end caps (Figure 1).
4. Remove the passenger side hush panel and glove box assembly.
5. Remove the two passenger airbag module-to-cross car beam bolts.
6. Disconnect the passenger airbag wiring from the airbag module.
7. Remove the driver side hush panel and knee panel.
8. Remove the right and left “A” pillar grab handles.
9. Remove the instrument panel gauge cluster hood and cluster assembly.
10. Remove the defroster duct grills.
11. Remove the instrument panel fence line nuts located inside each of the defroster air outlets.
12. Remove the right and left instrument panel speaker covers.
13. Remove the right and left instrument panel speakers.
14. Remove the shifter console chrome trim ring and shifter bezel (Figure 2).
15. Remove the instrument panel center stack bezel (Figure 2).

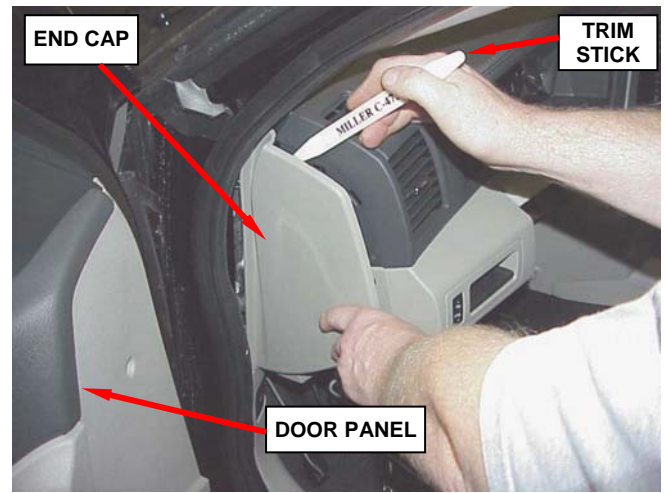


Figure 1 – Driver Side Shown

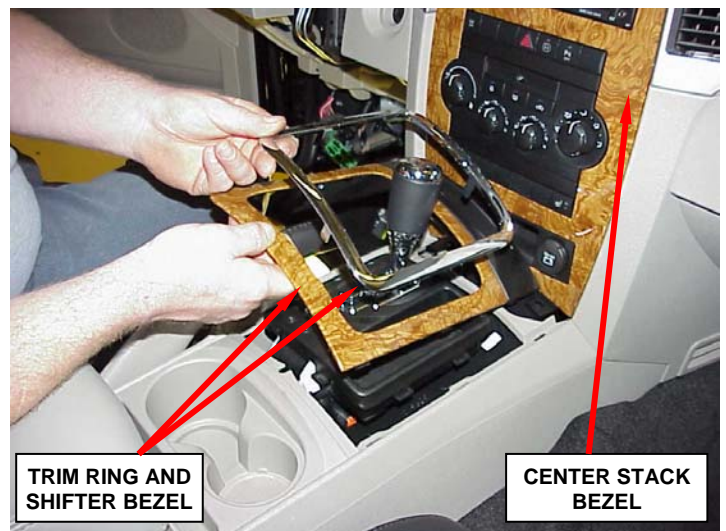


Figure 2 – Trim Ring & Shifter Bezel

Service Procedure (Continued)

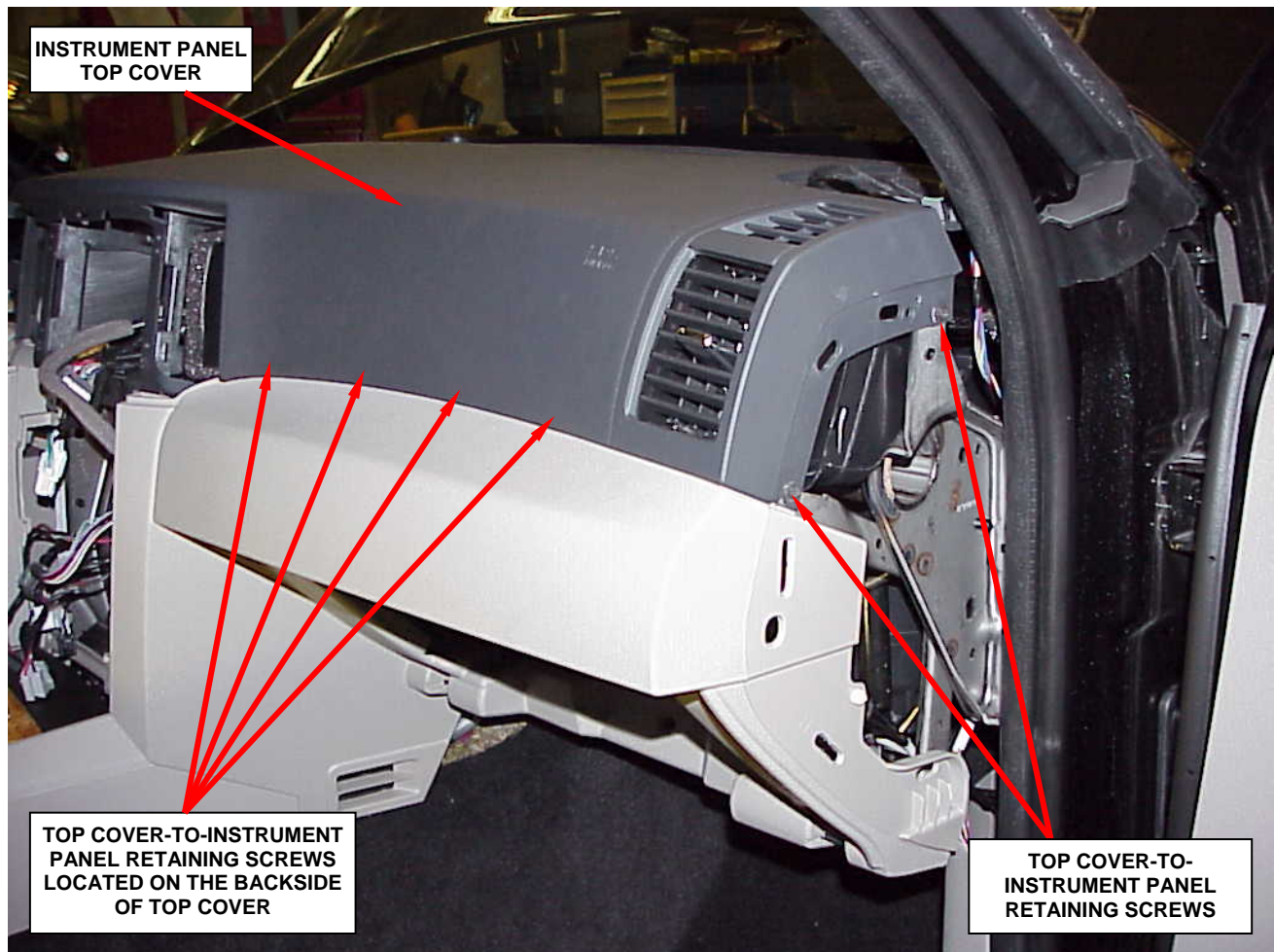


Figure 3 – Passenger Side Top Cover-to-Instrument Panel Retaining Screw Locations

16. Remove the radio from the instrument panel.
17. Remove the six passenger side top cover-to-instrument panel retaining screws (Figure 3).

NOTE: Four of the top cover-to-instrument panel retaining screws are located on the backside of the top cover and must be accessed through the glove box door opening.

Service Procedure (Continued)

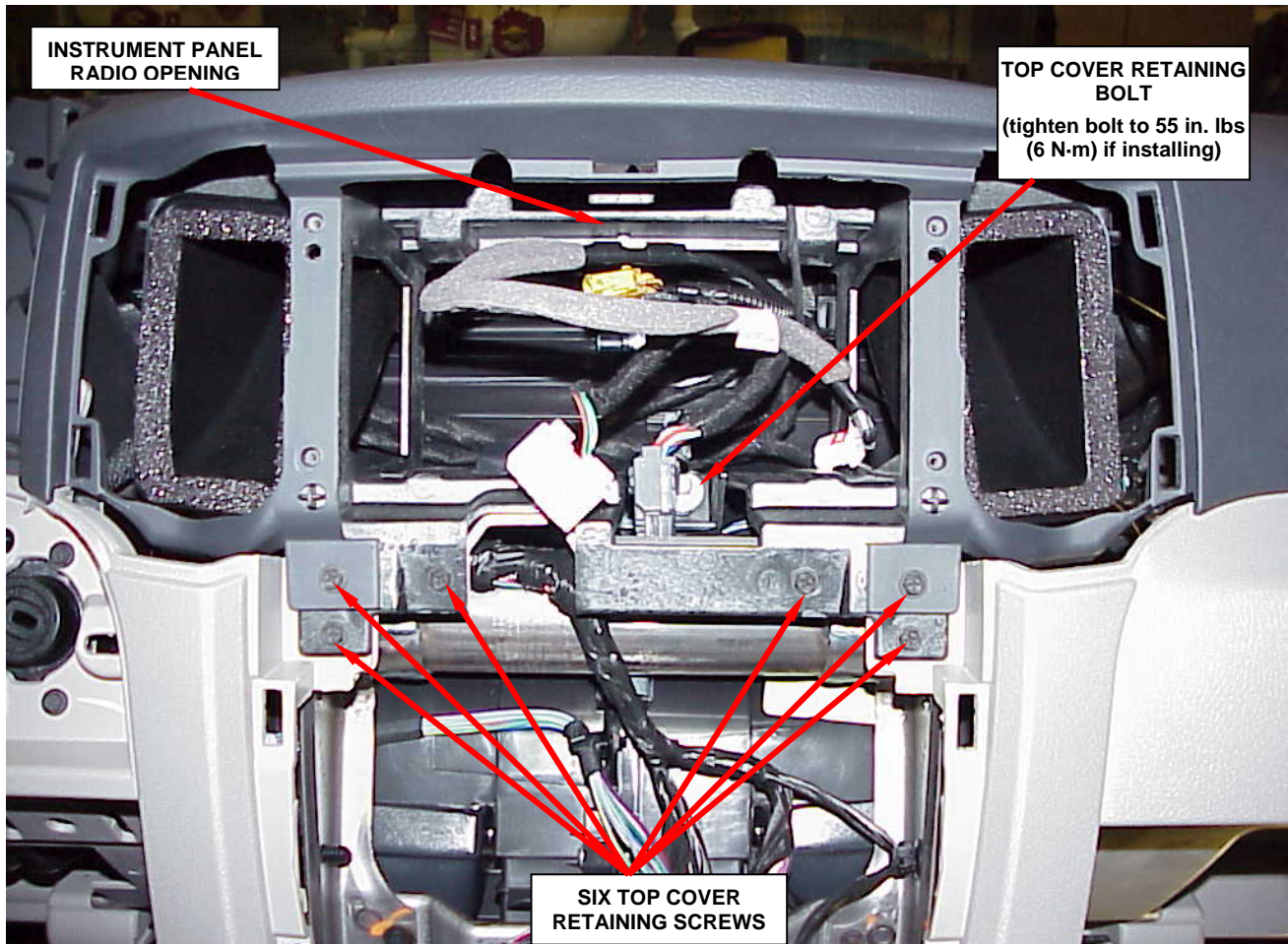


Figure 4 – Retaining Bolt and Six Screws Location

18. Remove the six top cover-to-instrument panel retaining screws and one bolt at the radio opening in the instrument panel (Figure 4).

19. Using a 7 mm box end wrench, remove the hidden top cover-to-instrument panel retaining screw located at the right side of the cluster opening (Figure 5).

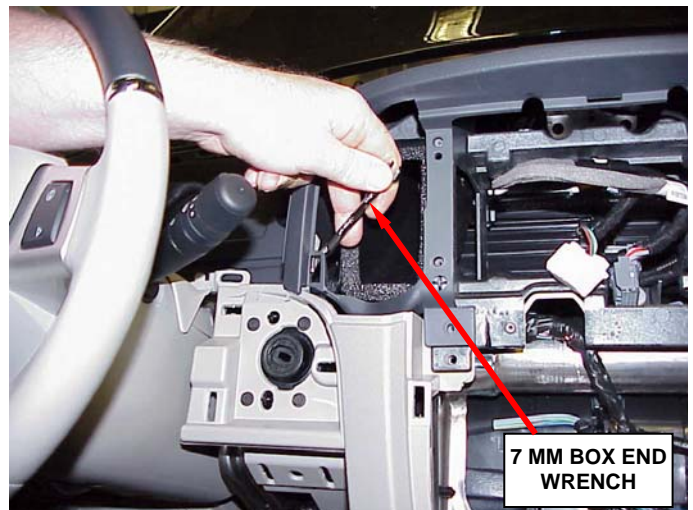


Figure 5 – Remove Hidden Screw

Service Procedure (Continued)

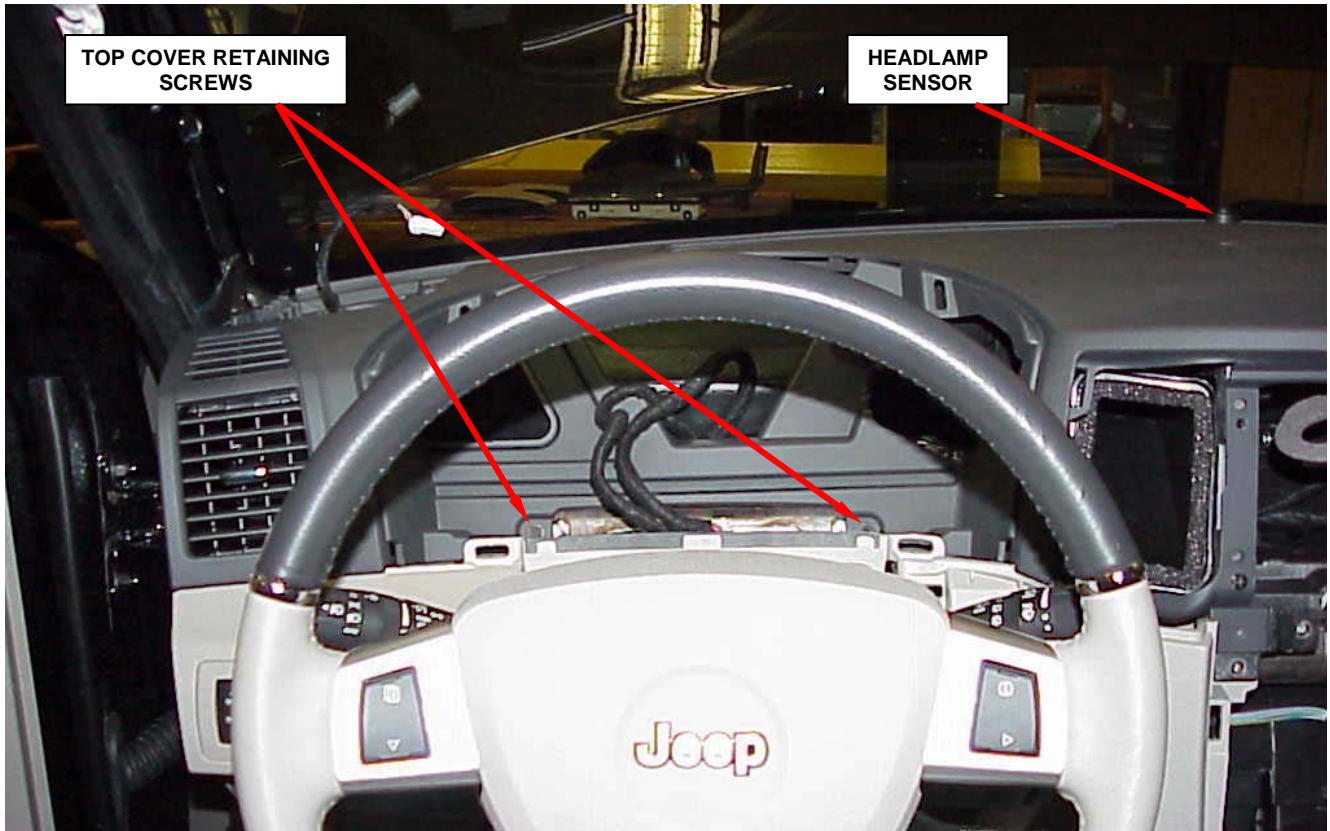


Figure 6 - Retaining Screws at Back of Instrument Panel Cluster Opening

20. Remove the two top cover-to-instrument panel retaining screws located at the back of the instrument panel cluster opening (Figure 6).

21. Remove the instrument panel storage bin to gain access to an additional top cover retaining screw (Figure 7).

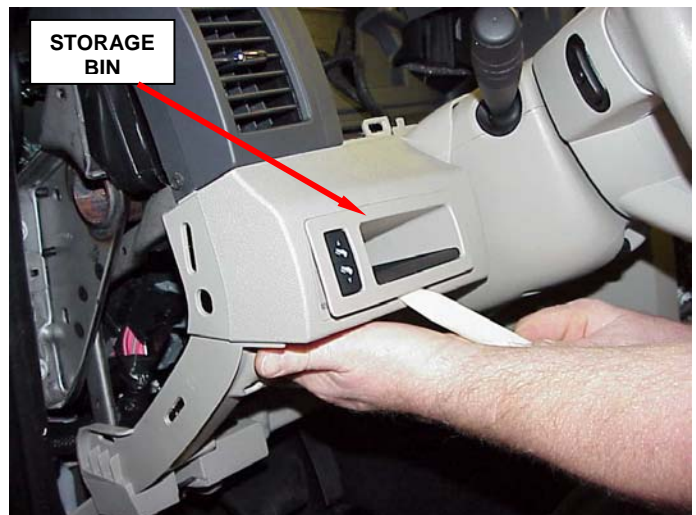


Figure 7 – Storage Bin Removal

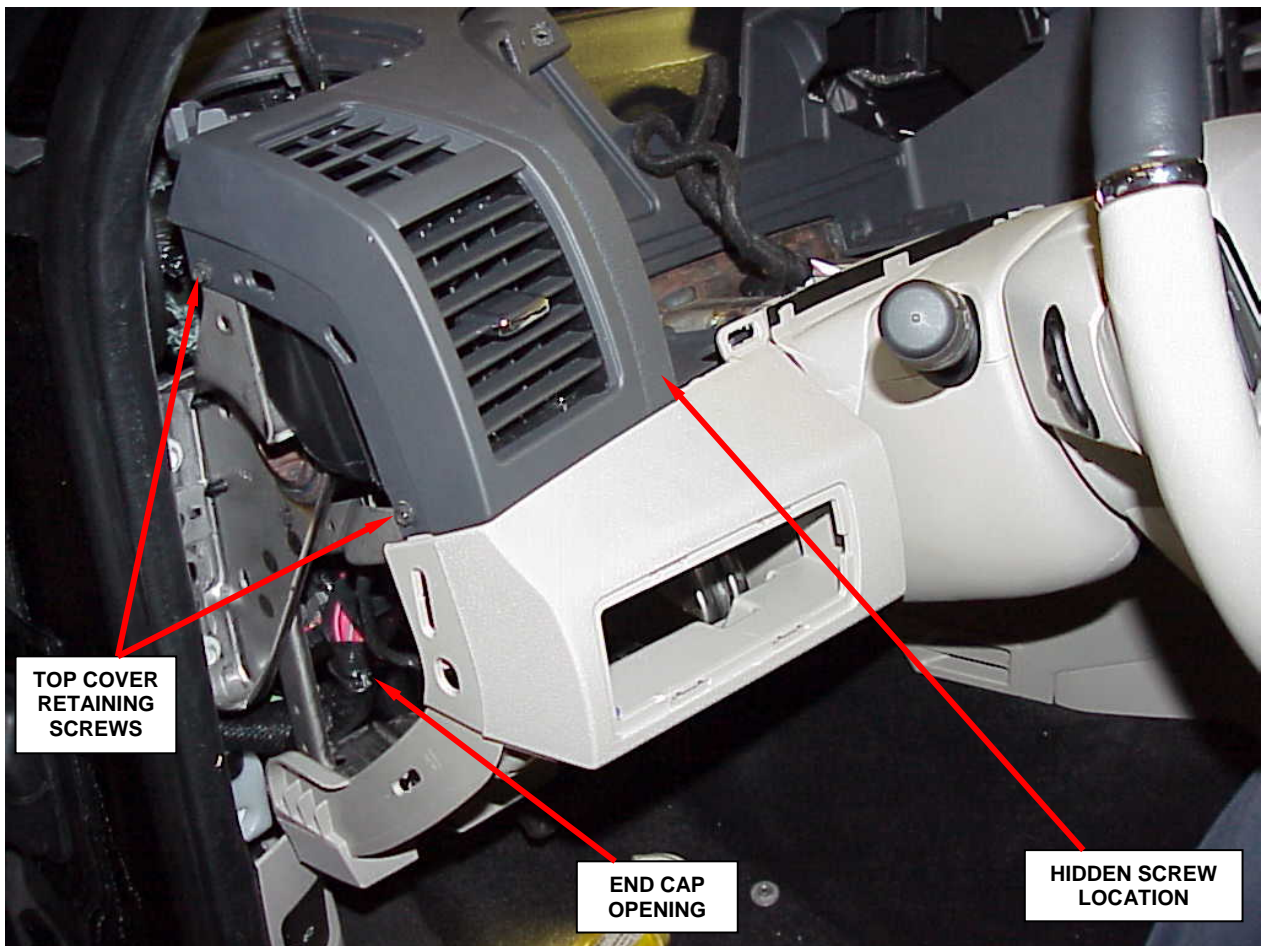
Service Procedure

Figure 8 – Top Cover Retaining Screw Location

22. Remove the hidden top cover-to-instrument panel retaining screw at the left side of the cluster opening (Figure 8).

NOTE: The hidden screw is located on the backside of the top cover. It can be accessed through the end cap opening on the instrument panel.

23. Remove the two top cover retaining screws on the left end of the instrument panel top cover (Figure 8).
24. Place a fender cover (or equivalent) over the steering wheel to prevent damage during top cover removal and installation.
25. Partially lift the top cover from the instrument panel and disengage the radio speaker wire routing christmas tree retainers from the top cover.

Service Procedure (Continued)

26. **Vehicles equipped with headlamp sensor**, remove and disconnect the headlamp sensor located in the center of the top cover (Figure 6).
27. Carefully remove the top cover from the vehicle.
28. Transfer the defroster ducts, passenger airbag module, radio bracket and remote start antenna (if equipped) to the new top cover.
29. Place the new top cover into the vehicle.
30. **Vehicles equipped with headlamp sensor**, Connect the wiring to the headlamp sensor located in the center of the top cover and then install the sensor (Figure 6).
31. Connect the radio speaker wire routing christmas tree retainers onto the new top cover.
32. Route the instrument panel cluster wiring connectors through the top cover opening.
33. Place the new top cover into position on the instrument panel being careful not to pinch any wires.
34. Install the top cover-to-instrument panel retaining screws (Figures 3, 4, 5, 6, and 8).
35. Install the two passenger airbag module-to-cross car beam bolts. Tighten the bolts to 115 in. lbs. (13 N·m).
36. Connect the passenger airbag wiring to the passenger airbag module.
37. Install the glove box assembly.
38. Install the passenger side hush panel.
39. Install the passenger side radio speaker and cover.
40. Install the instrument panel fence line nuts located in each of the defroster air outlet openings.
41. Install the defroster duct grills.

Service Procedure (Continued)

- 42. Install the passenger side “A” pillar grab handle.
- 43. Install the passenger side end cap (Figure 1).
- 44. Install the passenger side front door weather strip.
- 45. Install the driver side radio speaker and cover.
- 46. Install the instrument panel gauge cluster and cluster hood.

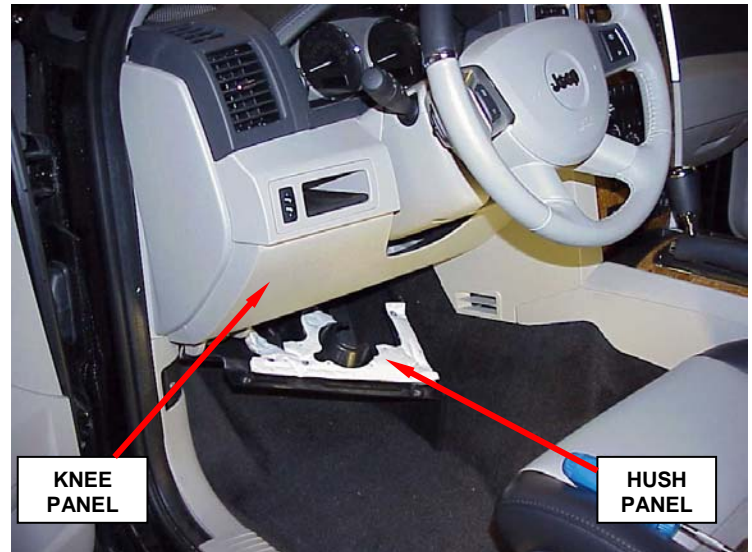


Figure 9 – Panel Locations

- 47. Install the driver side “A” pillar grab handle.
- 48. Install the driver side instrument panel end cap (Figure 1).
- 49. Install the driver side front door weather strip.
- 50. Install the instrument panel storage bin (Figure 7).
- 51. Install the driver side knee panel and hush panel (Figure 9).
- 52. Install the radio.
- 53. Install the instrument panel center stack bezel (Figure 2).
- 54. Install the shifter console wood grain shifter bezel and chrome trim ring (Figure 2).
- 55. Connect the negative battery cable to the battery.
- 56. Close the hood.
- 57. Clean instrument panel top cover with Mopar Total Clean All Purpose Cleaner.

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 Chrysler to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

| | <u>Labor Operation Number</u> | <u>Time Allowance</u> |
|--|--|----------------------------------|
| Replace the instrument panel top cover | 23-J3-31-82 | 2.0 hours |

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

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 Chrysler 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
Chrysler Group LLC



SAFETY RECALL J33 – INSTRUMENT PANEL TOP COVER

Dear: (Name)

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2010 model year Jeep® Grand Cherokee vehicles.**

The problem is... **The instrument panel top cover on your vehicle (VIN: xxxxxxxxxxxxxxxxx) may not have been manufactured properly. As a result, the passenger airbag may not deploy properly, which can increase the risk of injury to the passenger side front seat occupant during a crash.**

What your dealer will do... **Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will replace the instrument panel top cover. The work will take about 2 hours to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply **contact your dealer** right away to schedule a service appointment. Ask the dealer to hold the part for your vehicle or to order it before your appointment. **Remember to bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact Chrysler at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at
CCCCCCCCCCCCCCCCCCCCCCCCCCCC

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Recall Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations
Chrysler Group LLC
Notification Code J33

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.