



11/08/2012

Advanced Field Action Communication – M3511082012

Chrysler Group LLC (Chrysler) announced a safety recall on 2002 and 2003 model year (KJ) Jeep Liberty vehicles built through March 28, 2003 and 2002 through 2004 model year (WJ) Jeep Grand Cherokee vehicles built through May 23, 2003.

The above vehicles may experience a front airbag, side curtain airbag, and/or seatbelt pretensioner inadvertent deployment.

Chrysler will conduct a voluntary safety recall on all affected vehicles to install an in-line diode filter jumper harness. The jumper harness incorporates diodes to perform the intended function of an internal Occupant Restraint Control (ORC) module component which filters transient electrical signals from firing the Application Specific Integrated Circuits (ASIC) in the ORC module.

Jumper harnesses for this issue are being manufactured and you will be notified as soon as sufficient quantities are available. An owner letter that explains the condition and the latest parts situation will be mailed to all vehicle owners in January of 2013.

- If a vehicle owner has a concern over this issue, reassure the customer that the failure rate for this issue is less than 0.03% and that there have been no reported crashes, fires, or fatalities related to this issue. Reported injuries associated with this issue have been minor.
- If a customer's vehicle has had an apparent inadvertent airbag deployment, follow normal diagnosis procedures. If there is a Diagnostic Trouble Code (DTC) related to the ORC module, replace the module, repair the vehicle and submit a warranty claim. Warranty claims need to be submitted via RA (requires authorization) to the warranty contact center for payment. If you have questions, contact your local area manager.
- If a customer's vehicle has an airbag warning light illuminated for more than a very short period of time and no airbag deployment, then inform the customer that it is highly unlikely that the warning is a result of the recall condition. Use standard diagnostic procedures to determine the cause. Advise the customer of the required repair and associated costs. The diagnosis and repair cost for an illuminated airbag warning light unrelated to the ORC module are the responsibility of the customer.

Dealers will be notified of the launch of this safety recall by way of established methods when parts become available.

We ask that you please take the time to ensure that your personnel are aware of this communication and are prepared to execute a customer friendly process for inquiries on involved vehicles.

Customer Services Field Operations
Chrysler Group LLC