



December 2017

Dealer Service Instructions for:

# **Safety Recall T73 / NHTSA 17V-732 Passenger Airbag Module**

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## **Models**

**2018 (MP) Jeep® Compass**

*NOTE: This recall applies only to the above vehicles built from August 30, 2017 through November 13, 2017 (MDH 083006 through 111300).*

**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 Passenger Airbag (PAB) module on about 27,200 of the above vehicles may experience loose PAB inflator mounting nuts in the PAB module assembly. Inflator mounting nuts outside of the cushion assembly can become potential projectiles during PAB deployment. Inflator mounting nuts inside of the cushion assembly can potentially strike an occupant through the cushion fabric. Either of these conditions may result in occupant injury during a crash that requires PAB deployment.

**Repair**

For sold vehicles, the PAB must be removed and replaced. For unsold vehicles, the PAB must be removed, shipped for inspection and replaced with a part that passed inspection as explained below.

**Parts Information**

Parts will be initially allocated and distributed to dealers based on the number of **Customer Sold** vehicles. Additional parts required will be restricted and will be on Vin Specific Campaign Inbox order process. Only **Customer Sold** Vins approved by the [campaignteam@fcagroup.com](mailto:campaignteam@fcagroup.com) will receive additional quantities. Additional quantities will be on managed allocation based on sales group size.

<u>Part Number</u>	<u>Description</u>
<b>CSEJT731AA</b>	<b>Module, Passenger Airbag (NAFTA) (Sales Code YAB-)</b>
<b>LXXXXXXXXXX</b>	<b>For Unsold Vehicles with a part that passed inspection (Green Tape &amp; Sticker), IN ADDITION TO CSEJT731AA, the Last 10-Digits of the Airbag Serial Number (Starting with “L”) Must Be Entered in the Part Number Field on the Claim - A \$0.01 Allowance Should Be Manually Entered in the Price Field</b>
<b>CSEJT734AA</b>	<b>HazMat Transport Package Kit</b>

**Parts Return**

**No parts return required for Sold vehicles.**  
 Dispose of all non-deployed airbags in a manner consistent with state, provincial, local and federal regulations. Refer to the Hazardous Substance Control System for proper disposal.  
**For Unsold vehicles, see Service Procedure for the exchange parts process.**

**Special Tools**

The following special tools are required to perform this repair:

- NPN wiTECH micro pod II
- NPN Laptop Computer
- NPN wiTECH Software

**Service Procedure**

For **SOLD** Vehicles continue with **Section B. Remove Passenger Airbag Module.** **SOLD** vehicles must have the PAB Module replaced, no inspection procedure is required.

**A. UNSOLD VEHICLES ONLY – Package & Ship Passenger Airbag Module for Inspection**

Follow the procedure in **Section B. Remove Passenger Airbag Module** to remove the PAB.

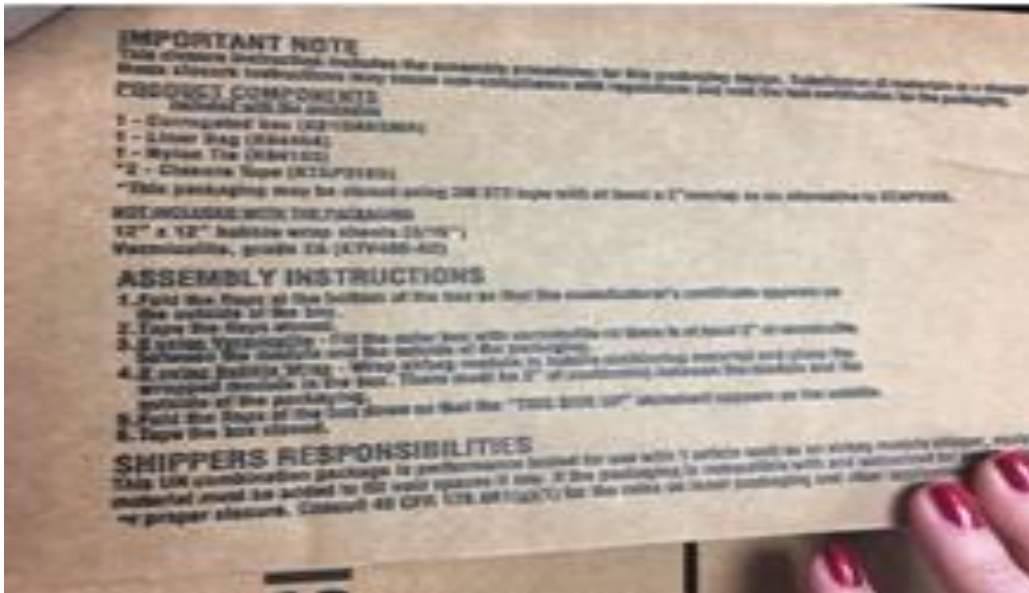
**Package and ship PAB module for inspection:**

Dealers should ensure that the individuals involved in the packaging, labeling and signing of MRA shipping papers for the Airbag return have been Hazmat trained.

1. Passenger Air Bag (PAB) exchange box parts will be initially allocated to your dealership based on the number of Unsold vehicles. Initial allocation of the boxes will start on 12/28/2017. Additional boxes will be able to be ordered through Dealer Connect Vin specific ordering. Please order PAB Exchange box part number CSEJT734AA in these cases. Do not order additional boxes until initial allocation has been distributed (12/28/2017).

**Service Procedure (Continued)**

- 2. Follow service removal instructions and return the suspect service part number 68242369AE in the PAB Exchange box. Packaging closure instructions are printed on the box.



- 3. Please return suspect parts back to your facing PDC using MRA Code 02 and refer to special packaging requirements from your PDC.
- 4. Dealers are to add the PAB serial number in the comments section of the MRA. Serial number starts with TV as highlighted below.



**Service Procedure (Continued)**

5. Please securely place this label on the top of PAB box being returned to the PDC. The PDC will supply the label with the PAB exchange box.

## MP Airbag Campaign

Please attach to each box prior to return. Also, attach to the cage that the airbags are loaded into.

6. The returned suspect Passenger Airbag (PAB) will be inspected at the facing PDC by a 3rd Party prior to return. The box of each PAB passing inspection will be marked with a sticker and green tape.

The PDC will reorder your Passenger Airbag (PAB) (CSEJT731AA).

If any of your exchange returns are found to be non-conforming, a new Passenger Airbag (CSEJT731AA) will be ordered and shipped to replace your exchange return(s).



**Service Procedure (Continued)**

Dealers should ensure that the people involved in the packaging, labeling and signing of MRA shipping papers for the Airbag return have been Hazmat trained.

**The Importance of Completing Hazmat MRA Paperwork**

The U.S. Department of Transportation (DOT) strictly regulates the transportation of hazmat, and as a Mopar dealer you must comply with these regulations when returning hazmat via the Mopar Material Return Authorization (MRA) Process.

A declaration signature is required in the certification statement portion of the return document as noted below. In order to correctly return hazardous materials, the individual signing the MRA document must have completed DOT Hazmat training. Note: Mopar has made special arrangements with Coordinating Committee for Automotive Repair (CCAR) to provide Hazmat training via an on-line web based program known as HazmatU. A link to the training course can be found on the “training” tab of DealerConnect.

Follow the procedure in **Section C. Install Airbag Module and Instrument Panel Cover** to install the returned PAB after inspection at the facing depot by a 3rd Party.

**Service Procedure (Continued)****B. Remove Passenger Airbag Module**

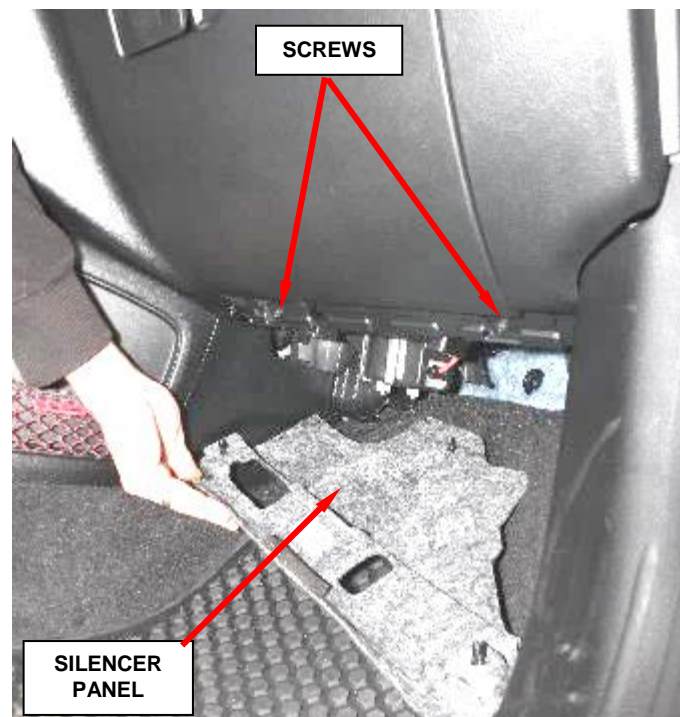
**WARNING:** To avoid serious or fatal injury on vehicles equipped with airbags, disable the Supplemental Restraint System (SRS) before attempting any steering wheel, steering column, airbags, airbag curtains, knee blocker, seat belt tensioner, impact sensor or instrument panel component diagnosis or service. Disconnect the Intelligent Battery Sensor (IBS)/negative battery cable assembly from the negative battery post, 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.

**NOTE:** The following procedure is for replacement of suspect Passenger Airbag (PAB). If the airbag is not deployed, review the recommended procedures for Handling Non-Deployed Supplemental Restraints.

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

**NOTE:** If equipped, disconnect the axillary negative battery cable.

2. Use the following steps to remove the glove box from the instrument panel.
3. Lower the silencer panel, and remove the screws at the bottom of the glove box (Figure 1).



**Figure 1 - Silencer Panel**

**Service Procedure (Continued)**

- Using a trim stick, remove the right-side A-pillar and A-pillar extension panel (Figure 2).

**NOTE: Right side shown, left side similar.**



**Figure 2 – Right Side A-Pillar**

- Lift the right side scuff panel at the rear, then pull rearward and remove (Figure 3).

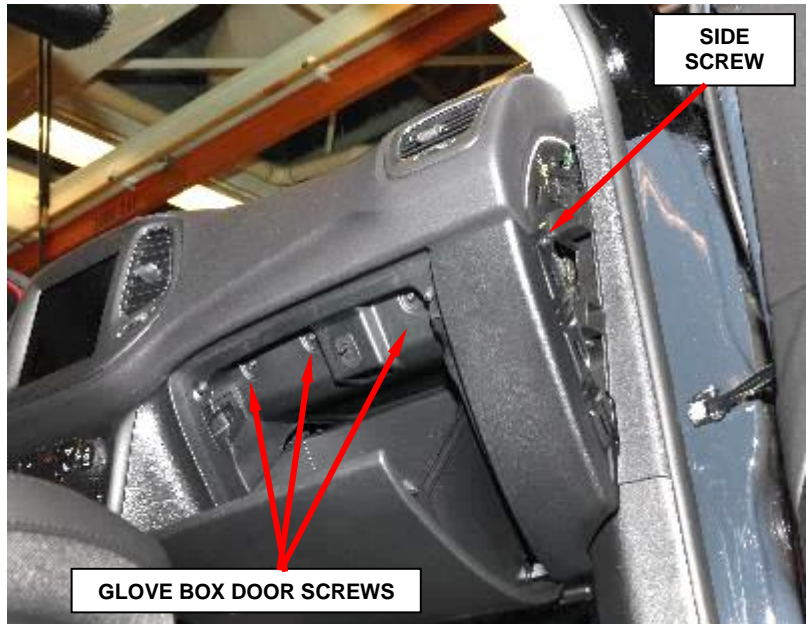


**Figure 3 – Scuff Panel**



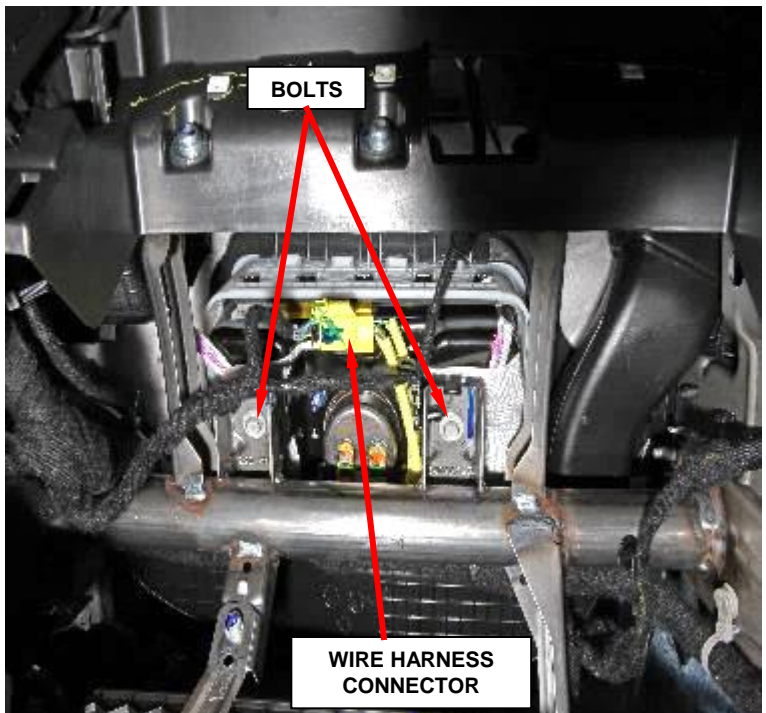
**Service Procedure (Continued)**

6. Remove both instrument panel end caps, and remove the right side screw (Figure 4).
7. Open the glove box door and remove the three screws (Figure 4).
8. Pull rearward to release the retaining clips and remove the glove box assembly.
9. Disconnect the wire harness connector and remove the glove box.



**Figure 4 – Glove Box**

10. Reach through the instrument panel glove box opening to access and remove the two bolts that secure the Passenger Airbag (PAB) lower mounting bracket to the instrument panel structural support (Figure 5).
11. Reach through the instrument panel glove box opening to access and disconnect the instrument panel wire harness connector from the PAB jumper wire harness connector (Figure 5).



**Figure 5 - PAB Mounting Bolts**

**Service Procedure (Continued)**

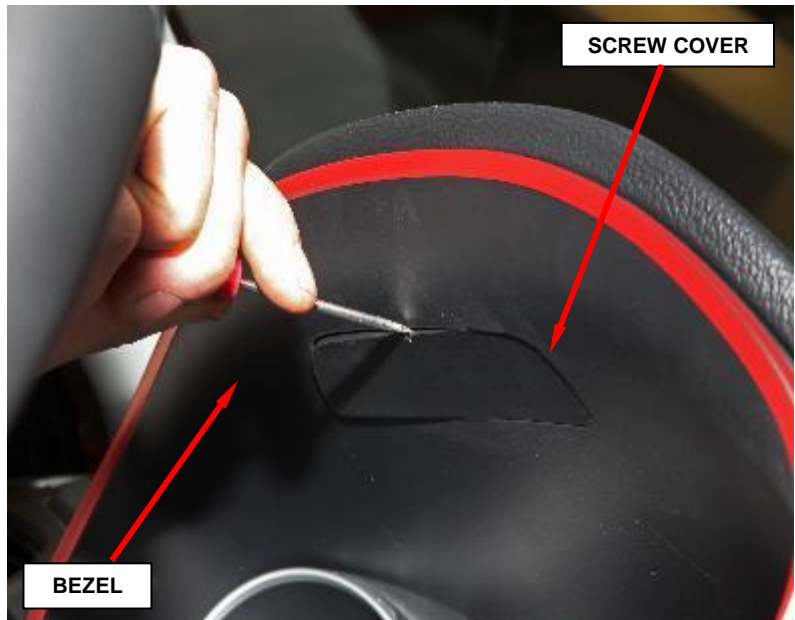
12. Lower the steering column to the lowest position and telescope the steering wheel full rearward.

13. Remove the screw cover and the two screws (Figure 6).

14. With a trim stick or equivalent, using extreme care not to damage the bezel, release the clips (5) on both sides and bottom of the instrument cluster bezel (4) and pull the outboard side rearward to access the gap hider (Figure 7).

15. Remove the gap hider flap (2) from the retainers (3), on both sides of the instrument cluster bezel (Figure 7).

16. Using a trim stick or equivalent, release the two clips (1) and separate the gap hider from the instrument cluster bezel. Remove the instrument cluster bezel (Figure 7).



**Figure 6 – Instrument Cluster Bezel Screw Cover**



**Figure 7 – Instrument Cluster Bezel**

**Service Procedure (Continued)**

17. Remove the four screws that secure the instrument panel cluster to the instrument panel (Figure 8).
18. Disconnect the instrument panel wiring harness connector from the receptacle on the back of the instrument panel cluster.
19. Remove the instrument panel cluster from the instrument panel.
20. Use the following steps to remove the floor console.

**NOTE: Do not lift the shifter bezel too high. The wire harness for the gear indicator is short. If you pull too hard on the shifter bezel, the shift indicator may get pulled out of its clips and become damaged.**

21. Using a trim stick, release the shifter boot from the shifter bezel and lift slightly (Figure 9).

**NOTE: It is not necessary to remove the shifter boot or shifter handle from vehicle.**

22. Using a trim stick, loosen the shifter bezel. Disconnect the wire harness connectors and remove (Figure 9).

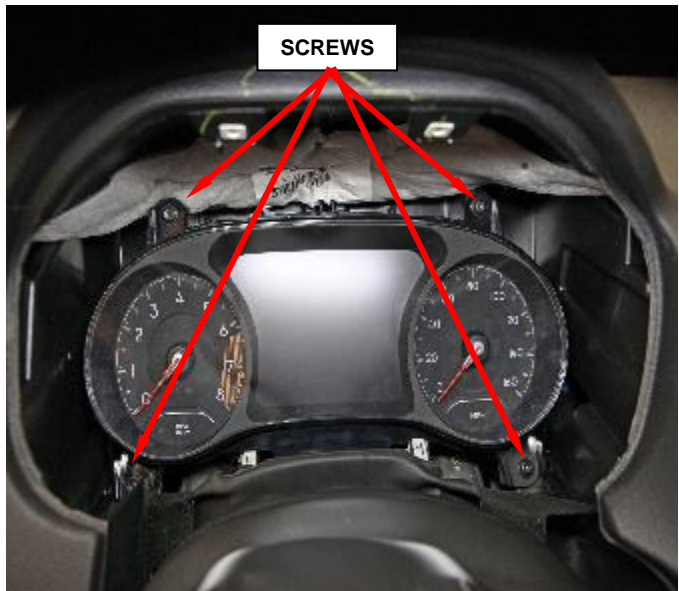


Figure 8 – Instrument Panel Cluster



Figure 9 – Shifter Bezel

**Service Procedure (Continued)**

23. Block the vehicle wheels to ensure vehicle does not move.
  
24. Insert a small screwdriver or similar tool down into the shift lever override access hole and push and hold the override release lever down and place the shifter in the drive (D) position (Figure 10)



**Figure 10 – Override Release Lever**

25. Using a trim stick, remove both floor console side panels (Figure 11).



**Figure 11 – Floor Console Side Panels**

**Service Procedure (Continued)**

26. Remove the two screws from the center console (Figure 12).

27. Move the front seats to the full forward position.

**NOTE:** For power seats it is necessary to temporarily connect the negative battery cable during steps 27 through 29.



Figure 12 – Center Console Mounting Screws

28. Remove the screw covers and the screws on both sides of the floor console (Figure 13).

29. Move the front seats to the full rearward position then disconnect the battery.

30. Pull the floor console slightly rearward and lift. Disconnect the wire harness connectors and remove the floor console.

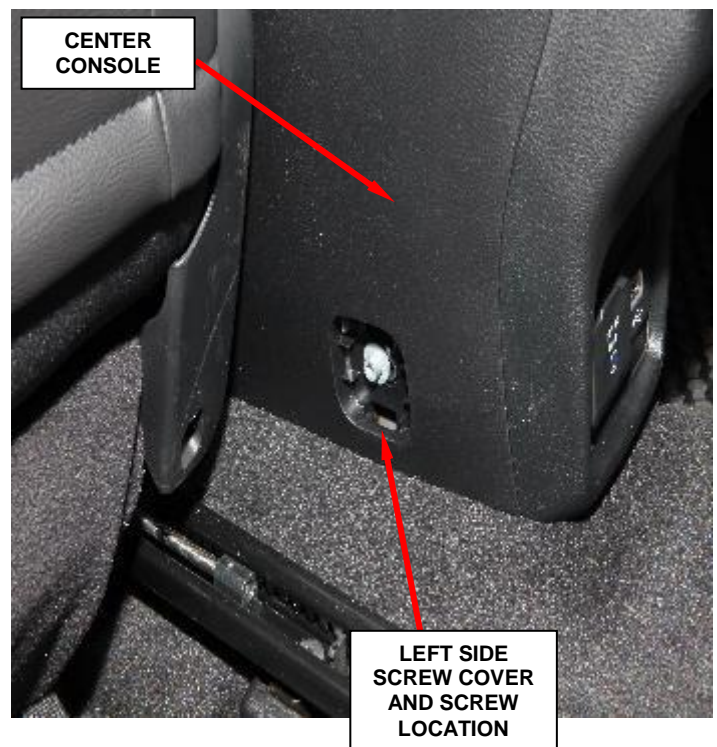
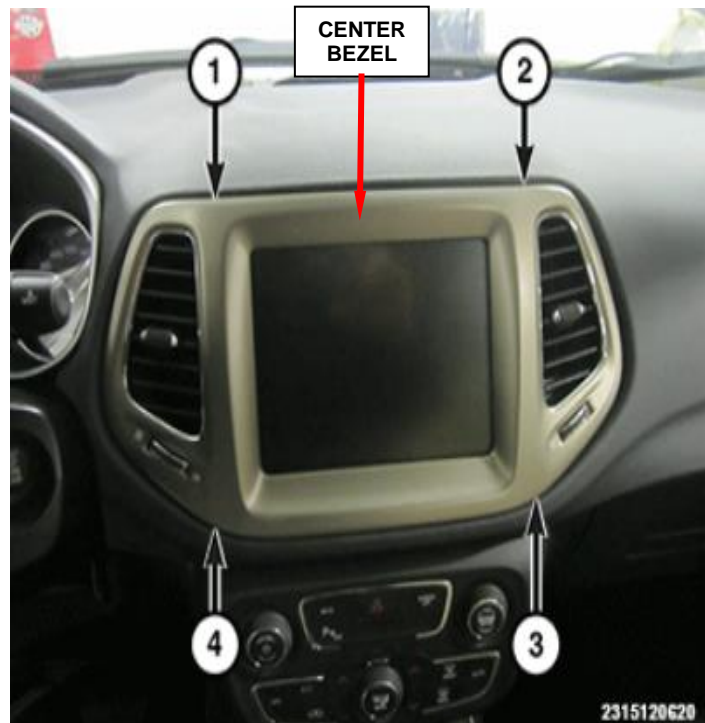


Figure 13 – Floor Console Mounting Screws

**Service Procedure (Continued)**

31. Remove the push fasteners and the heater duct, below the floor console.
  
  
  
  
  
  
  
  
  
  
32. Use the following steps to remove the radio.

**Figure 14 – Center Bezel**

33. Using a trim stick or equivalent, pry the instrument panel center bezel away from the instrument panel, leveraging against the radio frame surface behind and pulling away from the instrument panel (Figure 14).

**NOTE:** Safe pry points are indicated by the location of the arrows. Be sure to follow numbering sequence while removing the instrument panel center bezel (Figure 14).

**Service Procedure (Continued)**

34. Remove the four screws securing the radio to the instrument panel (Figure 15).
35. Pull the radio out far enough to access the back of the radio.
36. Disconnect the antenna cables, and radio wire harness connector.
37. If equipped, disconnect the USB connector.
38. Remove the radio from the instrument panel.
39. Using a trim stick C-4755 or equivalent, remove the Vehicle Feature Controls Center Stack (VFCCS) from the instrument panel (Figure 16).
40. Disconnect the VFCCS wire harness connector from the VFCCS.
41. Remove the VFCCS from the vehicle.



**Figure 15 – Radio**



**Figure 16 - VFCCS**

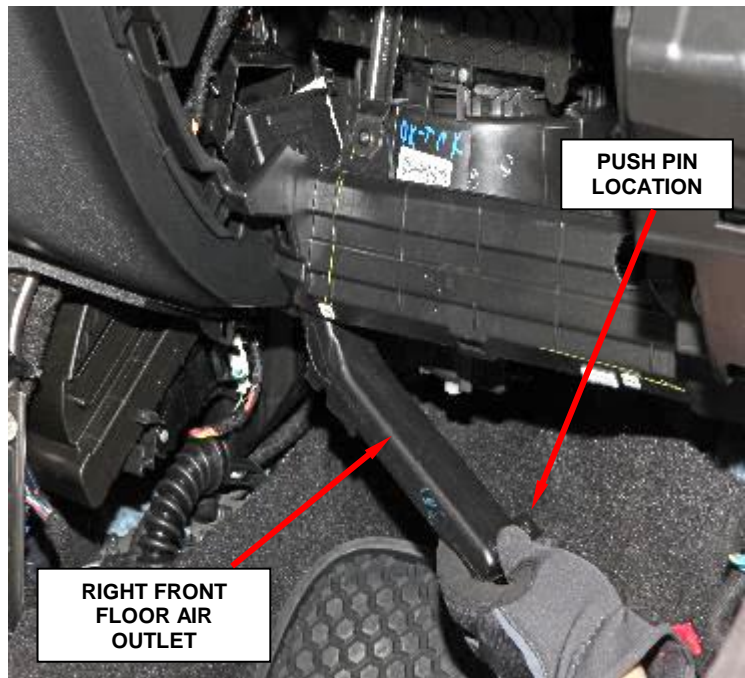
**Service Procedure (Continued)**

- 42. Using a trim stick, remove the left and right air outlets (Figure 17).



**Figure 17 – Right Side Air Outlet Shown**

- 43. Working in the glovebox opening, remove the retaining push pin from the HVAC housing by the blower motor (Figure 18).



- 44. Disengage the right front floor air outlet from the HVAC housing (Figure 18).

- 45. Remove the right front floor air outlet from the vehicle.

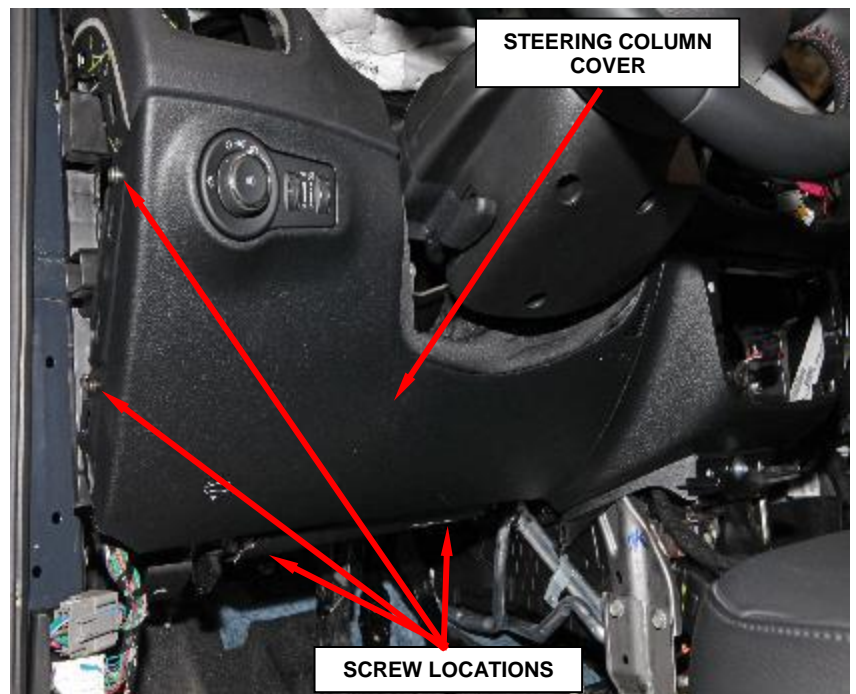
**Figure 18 – Right Front Floor Air Outlet**



**Service Procedure (Continued)**

46. Using a trim stick, remove the left-side A-pillar and A-pillar extension panel. Refer to Figure 2.
  
  
  
  
  
  
  
  
  
  
47. Lift the left-side cowl side trim at the rear, then pull rearward and remove. Refer to Figure 3.

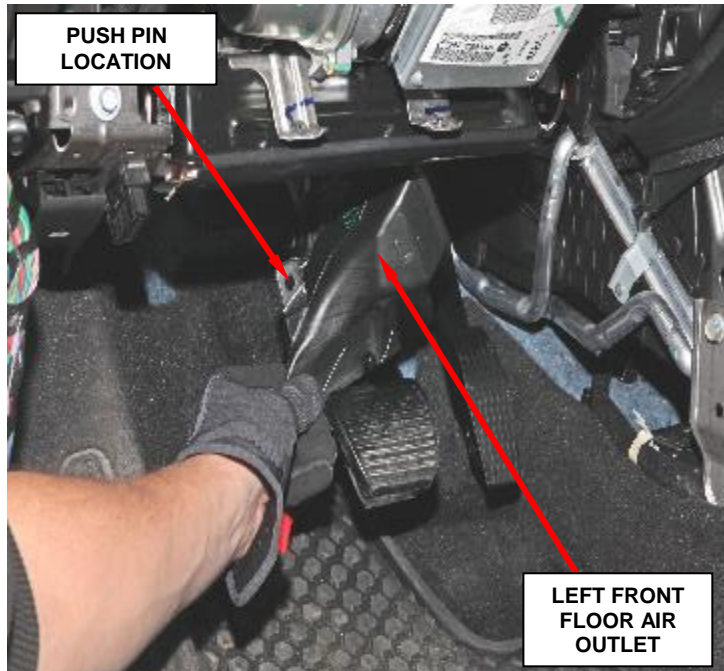
48. To remove the left front floor air outlet, remove the steering column opening cover (Figure 19)



**Figure 19 – Steering Column Opening Cover**

**Service Procedure (Continued)**

- 49. Remove the retaining push pin from the instrument panel carrier (Figure 20).
- 50. Disengage the left front floor air outlet from the HVAC housing (Figure 20).
- 51. Remove the left front floor air outlet from the vehicle (Figure 20).



**Figure 20 - Left Front Floor Air Outlet**

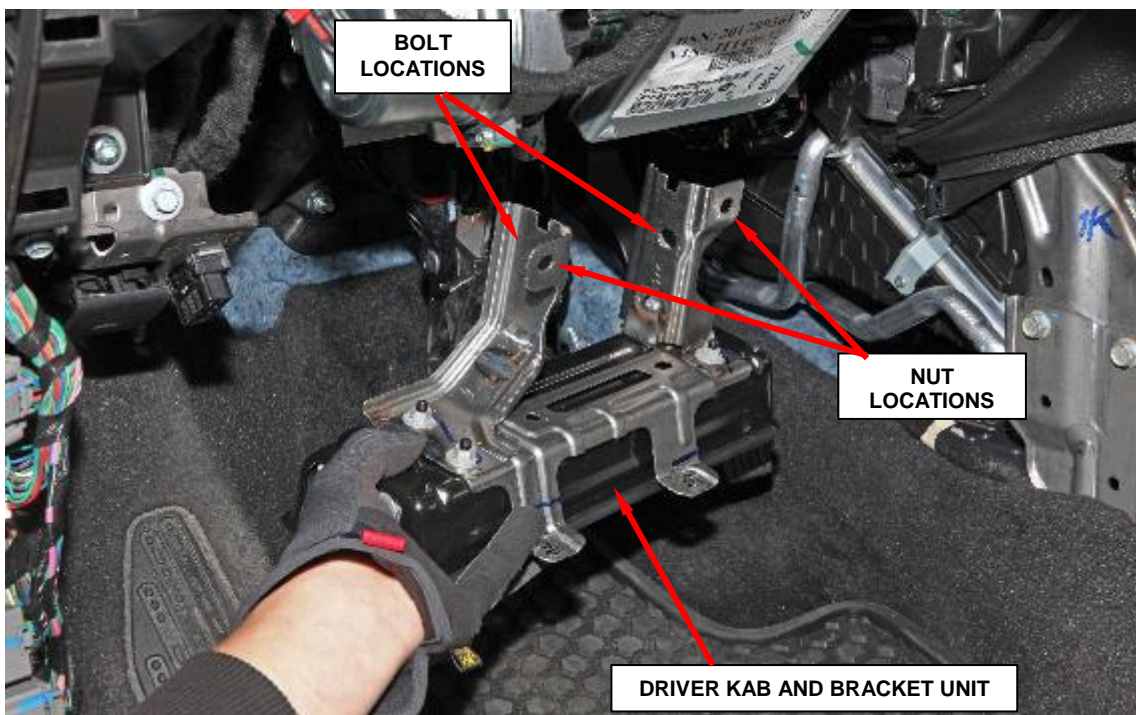
- 52. Using a trim stick or equivalent, lift the rear of the defroster grille to release the retaining clip (Figure 21).
- 53. Lift the defroster grille and disconnect the sun sensor, then remove.



**Figure 21 – Defroster Grille**

**Service Procedure (Continued)**

54. Remove the speakers from the instrument panel cover.
55. From below the instrument panel remove and save the two nuts that secure the driver Knee Airbag (KAB) (Figure 22).
56. Remove and save the two bolts that secure the driver KAB and bracket unit to the lower instrument panel support structure (Figure 22).
57. Pull the driver KAB down and back from the instrument panel far enough to access the electrical connection to the driver KAB inflator initiator connector receptacle on the inboard end of the driver KAB housing.
58. Pull the connector insulator straight out from the inflator initiator to disconnect it from the connector receptacle.
59. Remove the driver KAB and bracket as a unit from the vehicle (Figure 22).

**Figure 22 – Driver KAB**

**Service Procedure (Continued)**

- 60. Remove and save the two rear steering column nuts, and lower the steering column in the vehicle (Figure 23).

**CAUTION:** Position the steering column on the floor to avoid excessive tension on the connected wiring harness pigtails.

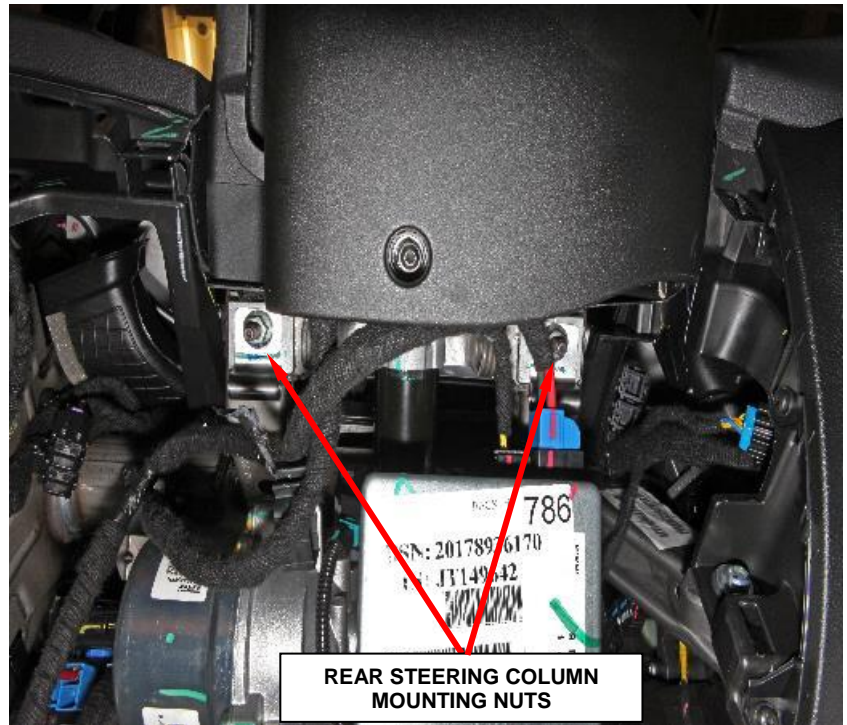


Figure 23 – Steering Column Mounting Bolts

- 61. Remove the two large screws at the left side of the instrument panel cover (Figure 24).

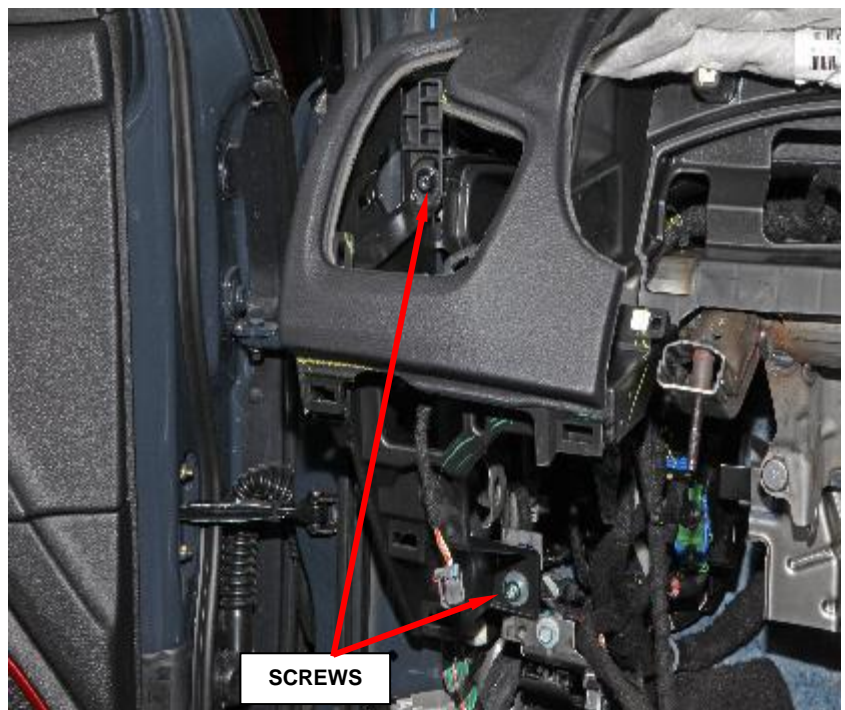
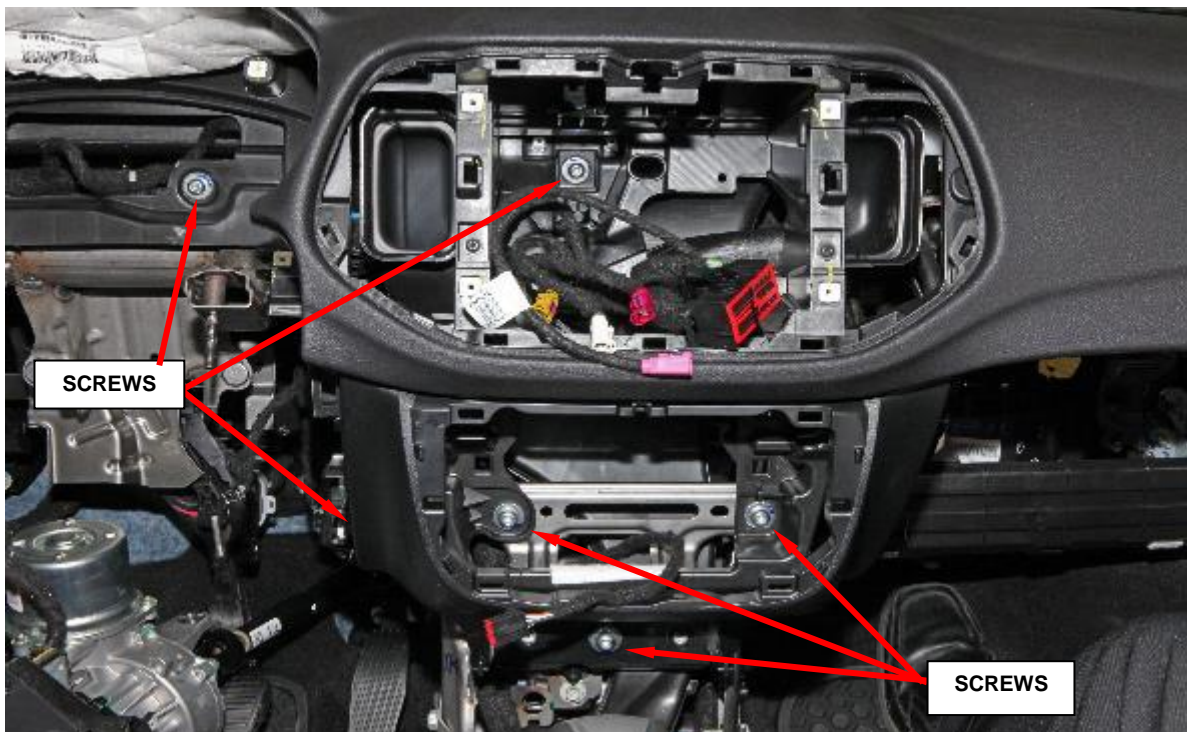


Figure 24 - Left Side Instrument Panel Mounting Screws

**Service Procedure (Continued)**

62. Remove the large screw located in the instrument cluster opening (Figure 25).
63. Remove the large screw located on the left side of the center trim (Figure 25).
64. Remove the large screw located in the center below the VFCCS opening (Figure 25).
65. Remove the two large screws located in the A/C and Heater controls opening (Figure 25).
66. Remove the large screw located in the radio opening (Figure 25).

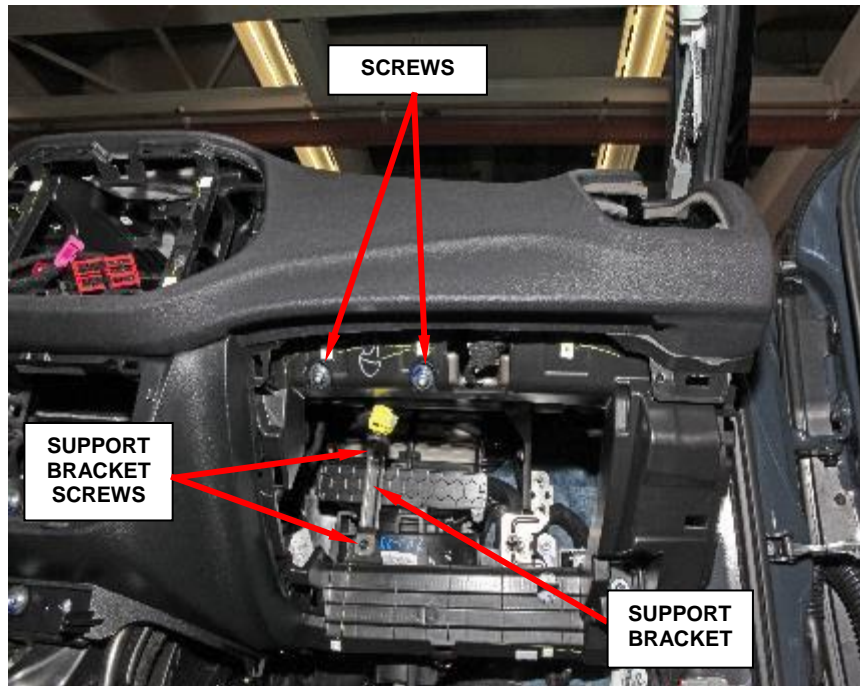


**Figure 25 - Instrument Panel Mounting Screws**

**Service Procedure (Continued)**

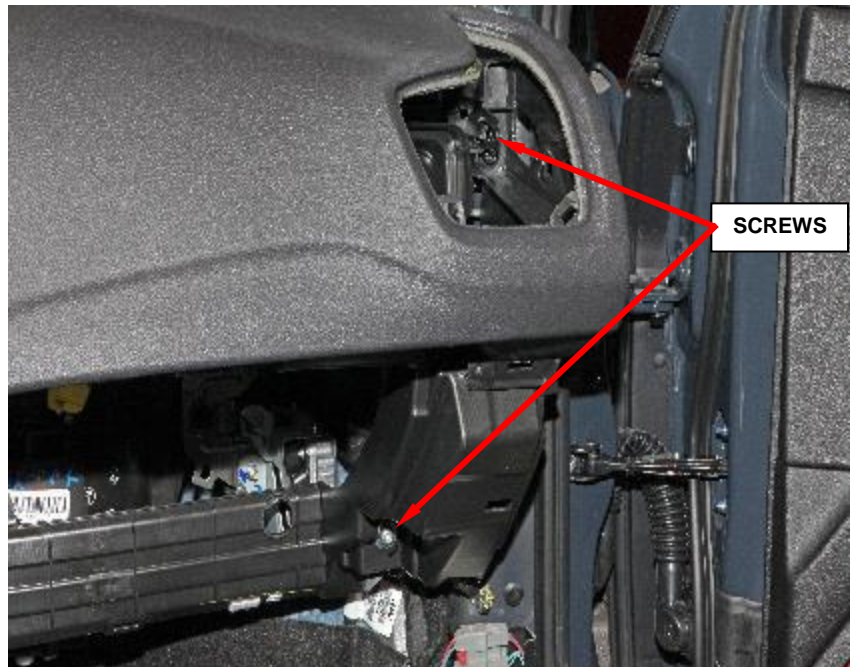
67. Remove the two large screws located at the top of the glove box opening (Figure 26).

68. Remove the screws and the support bracket located deep in the glove box opening (Figure 26).



**Figure 26 – Instrument Panel Mounting Screws**

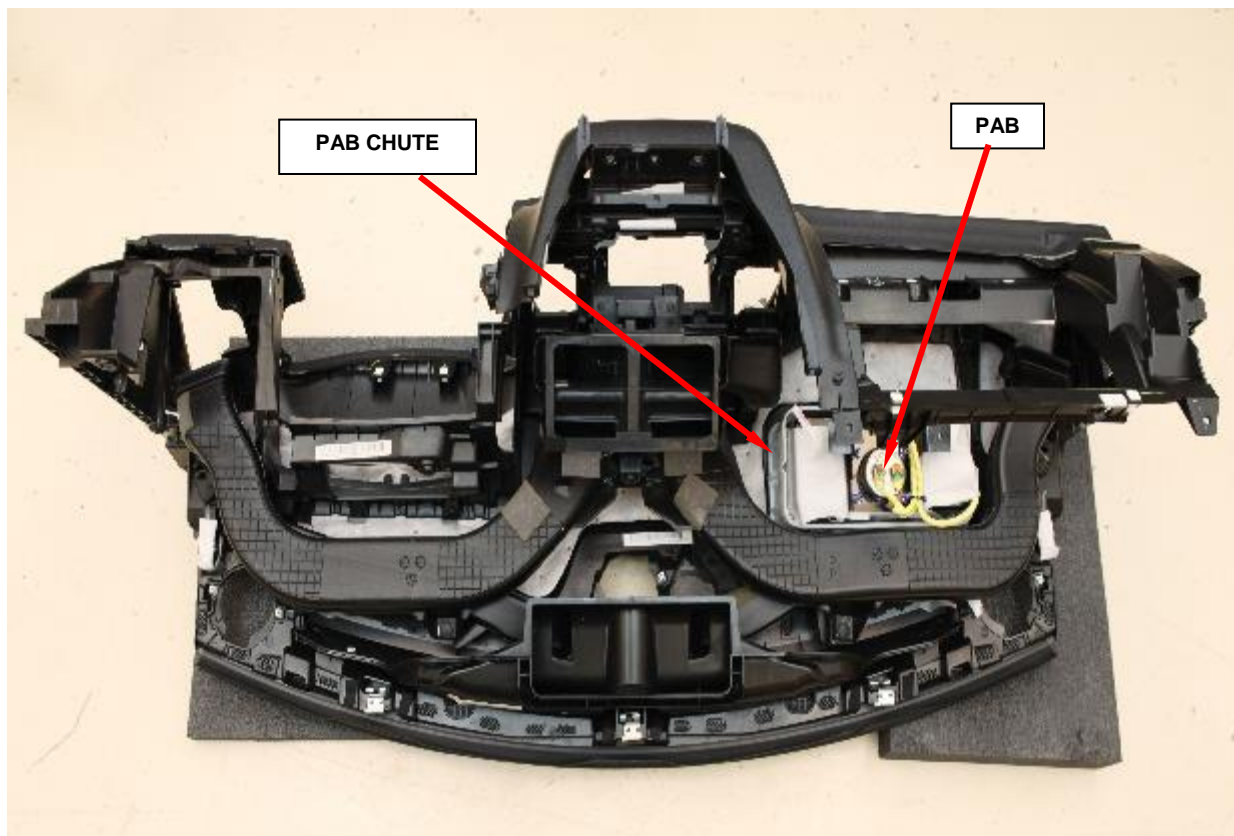
69. Remove the two large screws at the right side of the instrument panel cover (Figure 27).



**Figure 27 – Right Side Instrument Panel Mounting Screws**

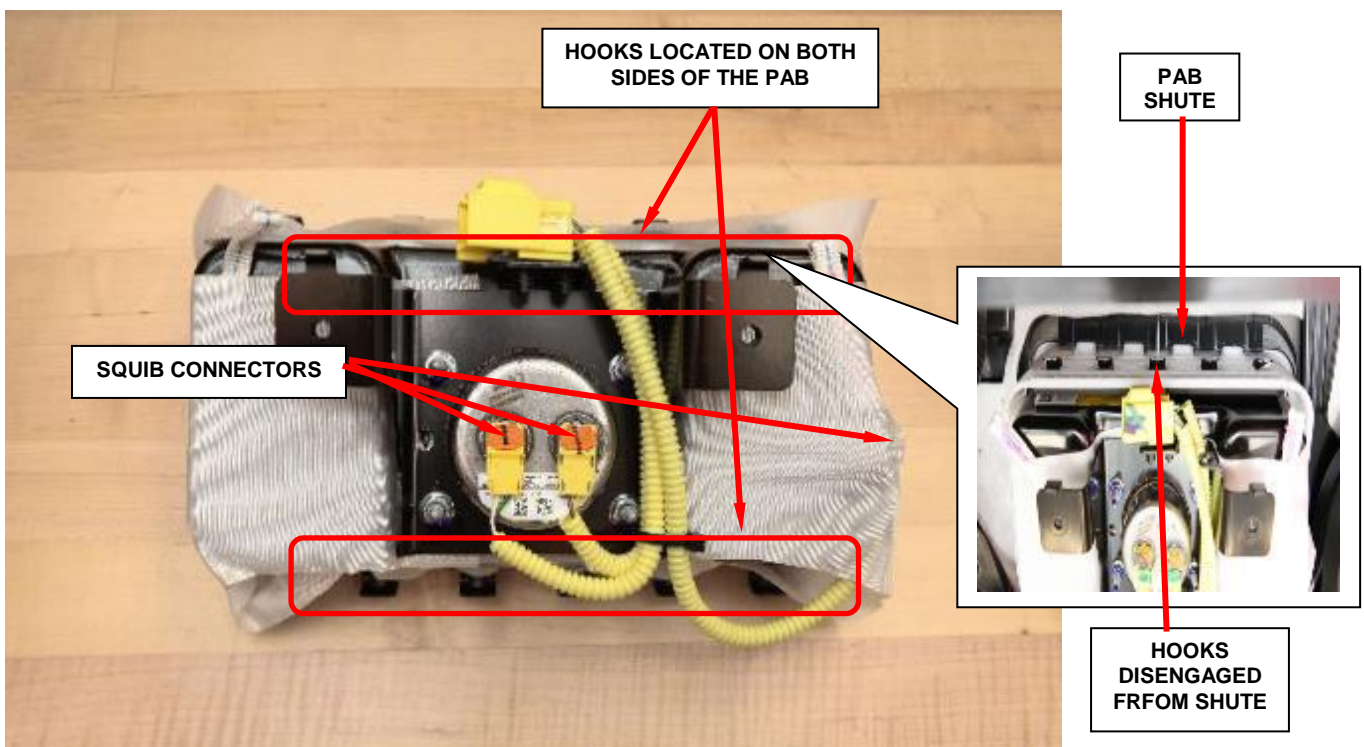
**Service Procedure (Continued)**

70. Unclip the wire harness as necessary, and remove the PAB and instrument panel cover as a unit from the instrument panel structural support.
  
71. Place the instrument panel cover on a suitable work surface with the top facing down. If the cover will be reused, be certain to take the proper precautions to prevent the cover from receiving cosmetic damage during the following procedures (Figure 28).

**Figure 28 – Instrument Panel Cover**

**Service Procedure (Continued)**

72. Using a trim stick, disengage each of the hooks on one side of the PAB housing from the windows in the forward or rearward vertical walls of the PAB chute on the underside of the cover. To disengage the hooks, use a suitable prying tool to pull the upper edge of the receptacle wall outward far enough to disengage the hooks on the adjacent edge of the PAB chute (Figure 28 and 29).
73. With all the hooks on one side of the PAB module disengaged from the chute, rotate that side of the housing upward far enough to disengage the hooks on the opposite side of the housing from the chute.
74. With all the hooks disengaged, lift the PAB module, inflator and cushion as a unit from the receptacle of the PAB chute on the underside of the instrument panel cover.



**Figure 29 – PAB Removal**



**Service Procedure (Continued)**

75. For **UNSOLD** vehicles, follow the package and ship instructions in Section A.
  
76. For **SOLD** vehicles, cut the PAB module wires at the squib connectors (Figure 29) and dispose of all non-deployed airbags in a manner consistent with state, provincial, local and federal regulations. Refer to the Hazardous Substance Control System for proper disposal.
  
77. Continue with **Section C. Install Instrument Panel Cover.**

**Service Procedure (Continued)**

**C. Install Airbag Module and Instrument Panel Cover**

For Unsold Vehicles with a part that passed inspection (Green Tape & Sticker): Record the Last 10-Digits of The Serial Number (Starting With “L”) Of the New Airbag on The Repair Order Prior To Installing. The Serial Number Will Also Need to Be Entered in The Part Number Field on The Claim with A \$0.01 Allowance for Successful Reimbursement. This is in Addition to CSEJT731AA, Which Must Also Be Entered on the Claim.



**Service Procedure (Continued)**

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

**WARNING: To avoid serious or fatal injury, the instrument panel cover must never be painted. Replacement covers are serviced in the original colors. Paint may change the way in which the material of the cover responds to an airbag deployment. Failure to observe this warning could result in occupant injuries upon airbag deployment.**

1. Place the instrument panel trim cover on a suitable work surface with the PAB chute receptacle facing up. Be certain to take the proper precautions to prevent the instrument panel cover from receiving cosmetic damage during the following procedures.
2. Carefully position the **NEW** PAB module to the PAB chute. The side of the PAB module with six hooks faces forward in the vehicle.
3. Engage all the hooks on one side of the PAB module through the windows on the same side of the PAB chute, then rotate the opposite side of the PAB module downward into the chute.
4. Inspect around the perimeter of the PAB making certain each of the hooks on the PAB module is fully engaged through the windows in the forward and rearward vertical walls of the PAB chute.

**Service Procedure (Continued)**

5. Install the PAB and the instrument panel cover onto the instrument panel structural support as a unit. Route the wire harness as necessary.

**CAUTION:** Take care to route the wire harness properly to avoid pinching or rub conditions.

6. Install the 12 large screws to fasten the instrument panel cover to the carrier. Tighten to 71 in. lbs. (8 N·m)
7. Install the support bracket located deep in the glove box opening. Tighten the two screws securely.
8. Position the steering column in the vehicle.
9. Install the two rear steering column support nuts and tighten to 16 ft. lbs. (22 N·m).
10. Position the driver KAB and bracket unit below the instrument panel in a vertical orientation with the KAB inflator initiator connector receptacle facing upward.
11. Connect the driver KAB electrical connector to the driver KAB inflator initiator connector receptacle by pressing straight in on the connector. You can be certain that the connector is fully engaged in its receptacle by listening carefully for a distinct, audible click as the connector latches snap into place.
12. Carefully position the driver KAB and bracket unit to the lower instrument panel support structure.

**Service Procedure (Continued)**

13. Install the two mounting nuts and two mounting bolts that secure the driver KAB and bracket unit to the instrument panel support structure. Tighten the mounting nuts and bolts to 16 ft. lbs. (22 N·m).
14. Install the instrument panel speakers.
15. Install the defroster grill.
16. Install the right and left side floor heater ducts.
17. Install the steering column opening cover.
18. Install the left and right air outlets.
19. Install the right and left side scuff panel, A-pillar extension panel and A-pillar trim.
20. Connect the VFCCS wire harness connectors and install the VFCCS to the instrument panel.
21. Install the radio and bezel.

**Service Procedure (Continued)**

22. Install the floor console.
  - a. Position the floor console into the vehicle and connect the wire harness connectors.
  - b. Locate the floor console to the locating pins and install the front screws and tighten securely.
  - c. Install the rear screws and tighten securely. Install the screw covers.
  - d. Connect the wire harness connector to the shifter bezel and snap into place.
  - e. Position the shifter boot and snap into place.
  - f. Place the shifter in Park.
  - g. Install the screw at the front of the floor console, on the driver side.
  - h. Install the floor console side panels.
  
23. Install the instrument cluster.
  - a. Position the instrument cluster close enough to the instrument panel to access and connect the instrument panel wire harness connector to the receptacle on the back of the cluster housing.
  - b. Install and securely tighten the four screws that secure the instrument panel cluster to the instrument panel.
  - c. Install the instrument cluster bezel.
  
24. Reach through the instrument panel glove box opening to access and connect the instrument panel wire harness connector to the PAB jumper wire harness connector. Be certain the connectors are fully engaged and locked.
  
25. Reach through the instrument panel glove box opening to install the two bolts that secure the PAB lower mounting bracket to the instrument panel structural support. Tighten the bolts to 55 in. lbs. (6 N·m).

**Service Procedure (Continued)**

26. Position the glovebox closeout panel in the instrument panel and install the six mounting screws for the glovebox closeout panel and securely tighten.
27. Install the right and left side end caps.
28. Position the Instrument Panel (IP) closeout panel into place and install three push in retainers.
29. Do not connect the negative cable to the battery at this time. The Supplemental Restraint System (SRS) Verification Test procedure should be performed following service of any SRS component. **Continue with Section D. Supplemental Restraint System (SRS) Verification Test.**

**Service Procedure (Continued)****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 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). If equipped with an Intelligent Battery Sensor (IBS), connect the IBS connector.
4. Open the wiTECH 2 website.
5. Enter your “**User id**”, “**Password**” and “**Dealer Code**” then select “**Sign in**”.
6. Starting at the “**Vehicle Selection**” screen, select the appropriate vehicle and Device Name.
7. From the “**Action Items**” screen select the “**All DTCs**” tab.
8. Clear all DTC’s in all modules.

**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)**

9. 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.
  - 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.
10. Close the hood, remove the wiTECH micro pod II.
11. Return the vehicle to the customer.

**Completion Reporting and Reimbursement**

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims paid will be used by FCA to record recall service completions and provide dealer payments.

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

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Replace Passenger Airbag Module (Sold Vehicles Only)	23-T7-31-82	2.5 hours
Inspect and Replace Passenger Airbag Module (Unsold Vehicles Only)	23-T7-31-83	2.7 hours

**Note: For Unsold Vehicles with a part that passed inspection (Green Tape & Sticker): Record the Last 10-Digits of The Serial Number (Starting With “L”) Of the New Airbag on The Repair Order Prior To Installing. The Serial Number Will Also Need to Be Entered in The Part Number Field on The Claim with A \$0.01 Allowance for Successful Reimbursement. This is in Addition to CSEJT731AA, Which Must Also Be Entered on the 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 FCA 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.

**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

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

T73/NHTSA 17V-732

LOGO

VEHICLE PICTURE

#### YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**  
Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership
- 2. Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can confirm part availability and help schedule an appointment**
- 3. Visit recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App.**

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

#### DEALERSHIP INSTRUCTIONS

Please reference Safety Recall T73.

# IMPORTANT SAFETY RECALL

## Passenger Airbag Module

Dear [Name],

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

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain [2018 (MP) Jeep Compass] vehicles.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

#### WHY DOES MY VEHICLE NEED REPAIRS?

The Passenger Airbag (PAB) module on your vehicle <sup>[1]</sup> may experience loose PAB inflator mounting nuts in the PAB module assembly. **Inflator mounting nuts outside of the cushion assembly can become potential projectiles during PAB deployment. Inflator mounting nuts inside of the cushion assembly can potentially strike an occupant through the cushion fabric. Either of these conditions may result in serious occupant injury or death during a crash that requires PAB deployment.**

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will replace the PAB module. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. The estimated repair time is four hours. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**You are advised to avoid using the front passenger seat until the situation is remedied.**

**TO SCHEDULE YOUR FREE REPAIR CALL 1-800-853-1403  
OR YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

#### WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit [www.fcarecallreimbursement.com](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[3]</sup> Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

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

Customer Assistance/Field Operations  
Fiat Chrysler Automobiles US LLC



**Mr. Mrs. Customer**  
**1234 Main Street**  
**Hometown, MI 48371**

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] 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 you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [safercar.gov](http://safercar.gov).

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

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