



**CHRYSLER**

July 2011

Dealer Service Instructions for:

## **Safety Recall L23**

# **Steering Column Pivot Rivets**

---

### **Models**

- 2011 (JC) Dodge Journey
- 2011 (JK) Jeep® Wrangler
- 2011 (JS) Chrysler 200 Convertible, Chrysler 200 and Dodge Avenger
- 2011 (KA) Dodge Nitro
- 2011 (KK) Jeep Liberty
- 2011 (MK) Jeep Patriot/Compass
- 2011 (PM) Dodge Caliber
- 2011 (RT) Dodge Grand Caravan and Chrysler Town & Country

*NOTE: This recall applies only to the above vehicles built from April 15, 2011 through May 14, 2011 (MDH 041510 through 051401).*

***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 steering column pivot rivets on about 11,000 of the above vehicles may have been improperly installed and/or missing. This could cause compromised steering column performance in the event of a crash.

**Repair**

All involved vehicles must have the steering column pivot rivets inspected. Steering columns found with missing or incorrectly installed rivet(s) will have the rivet(s) replaced.

**SPECIAL NOTE: Less than 20 vehicles within the entire vehicle population will have a rivet issue.**

**Parts Information**

<u>Part Number</u>	<u>Description</u>
05057441AB	Rivet, Structural

Due to the extremely small number of involved vehicles expected to require a rivet(s) replacement, no rivets will be distributed initially. Rivets **should be ordered only after inspection determines that replacement is required**. *Very few vehicles are expected to require rivet replacement.*



Rivet – 05057441AB

**Special Tools**

**The following special tool is required to perform this repair:**

A special air/hydraulic power set riveter tool is required for the installation of the structural rivet(s). ALL dealers previously received ONE (1) **W-AK175ACH** Power Set Riveter, free of charge, through Pentastar Service Equipment (PSE) in December 1998.

Additional power riveters may be ordered through Pentastar Service Equipment (PSE) at dealer cost by calling 1-800-223-5623 or faxing 1-800-578-7375. Additional power riveters are NOT reimbursable by Chrysler.

**NOTE: Order part number 223HK150FR for a replacement rivet gun.**



**Rivet Gun (P/N W-AK175ACH or 223HK150FR)**

**Service Procedure**

**SPECIAL NOTE:** Less than 20 vehicles within the entire vehicle population will have a rivet issue.

**A. Inspect Steering Column Pivot Rivets**

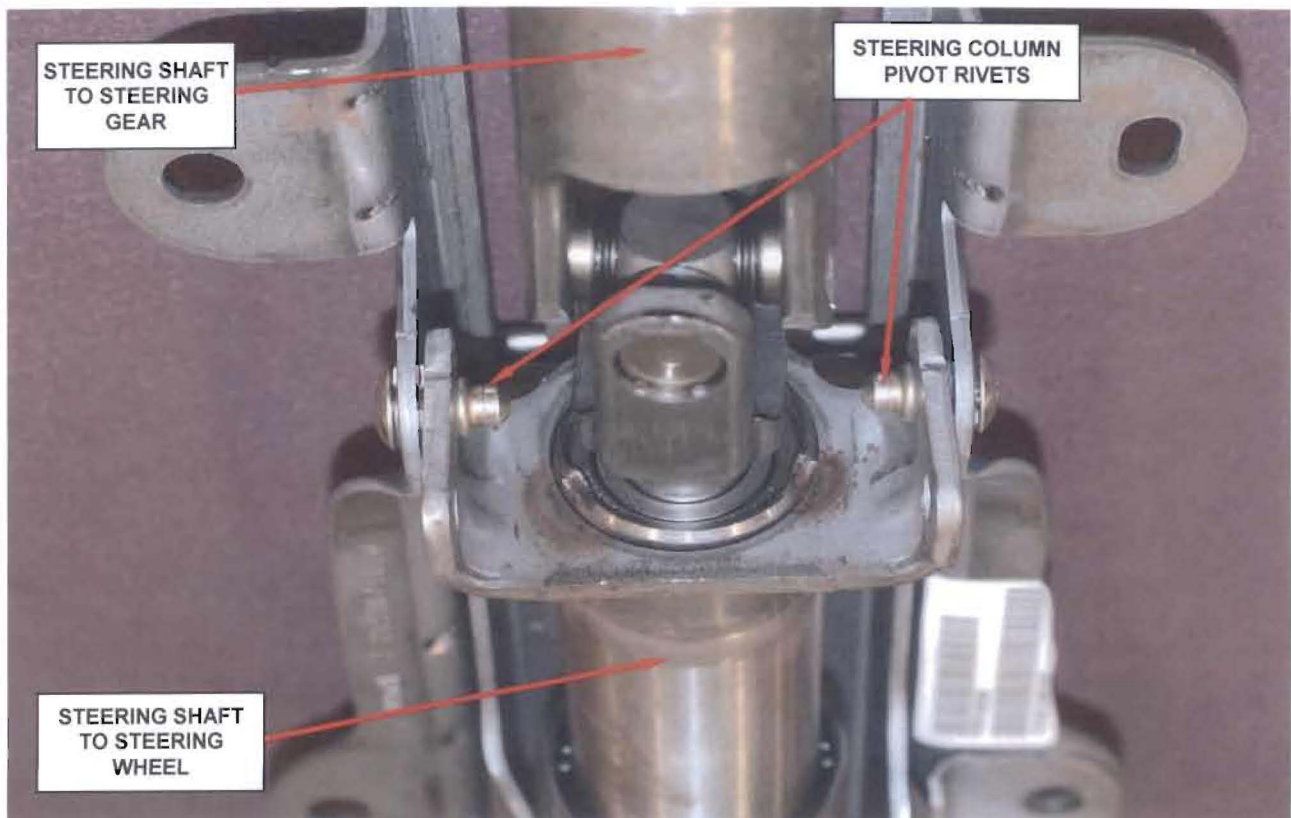
1. **For KA/KK models**, remove the fiber hush panel under the steering column.
2. Looking upward under the instrument panel on the driver's side, inspect the steering column pivot rivets (Figure 1):

**NOTE:** **For JK/JC/RT models**, use a mirror to assist in inspecting the rivets.

- If the rivet head is flush to the bracket and the backside of the rivet is mushroomed, the rivet is good (Figure 2). No further action is required.

**NOTE:** **For KA/KK models**, install the fiber hush panel removed in Step 1.

- If the rivet head is not flush and/or the backside of the rivet is not mushroomed or only partially mushroomed, the rivet(s) must be replaced (Figure 3). Continue with Section B. - Rivet Replacement.



**Figure 1 – Steering Column Pivot Rivets**

**Service Procedure (Continued)**

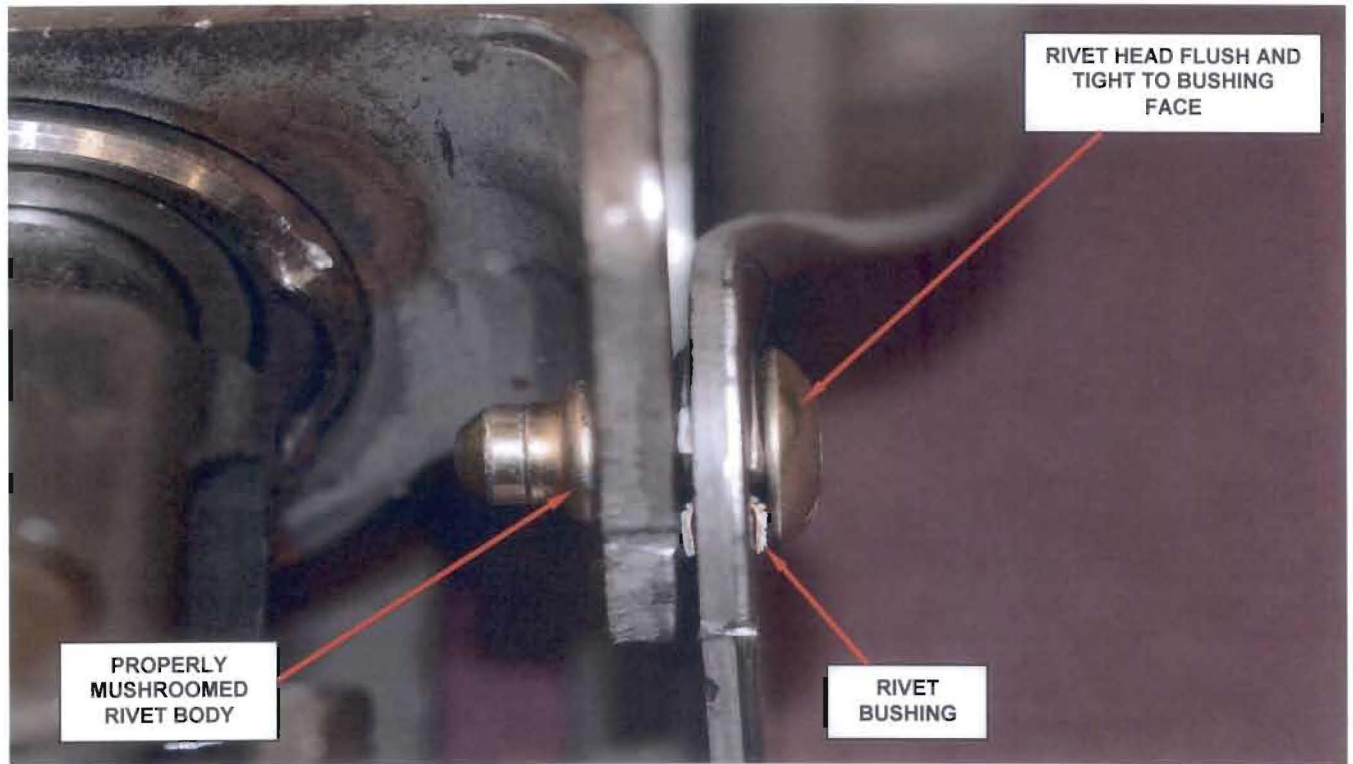


Figure 2 – Correctly Installed Rivet (Above)

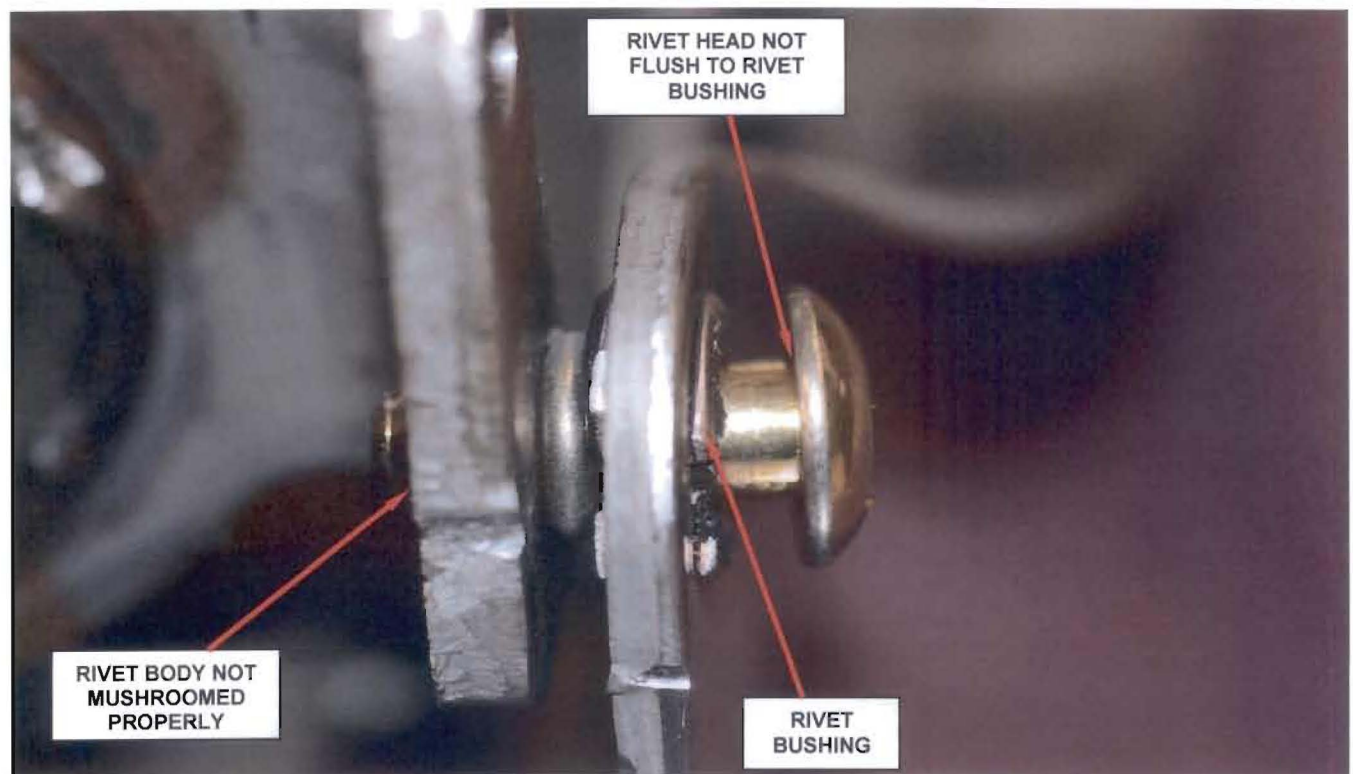


Figure 3 – Incorrectly Installed Rivet

**Service Procedure (Continued)**

**B. Rivet Replacement**

1. Disconnect the negative battery cable.
2. **For JS models only**, remove the center console.
3. **For JS/RT models only**, remove and save the instrument panel end cap.
4. Remove the knee bolster trim panel.
5. Remove the knee bolster.
6. **For JC vehicles only**, reach into the instrument panel and from the backside of the left panel vent, depress the release tabs to remove the left panel vent (Figure 4).



**Service Procedure (Continued)**

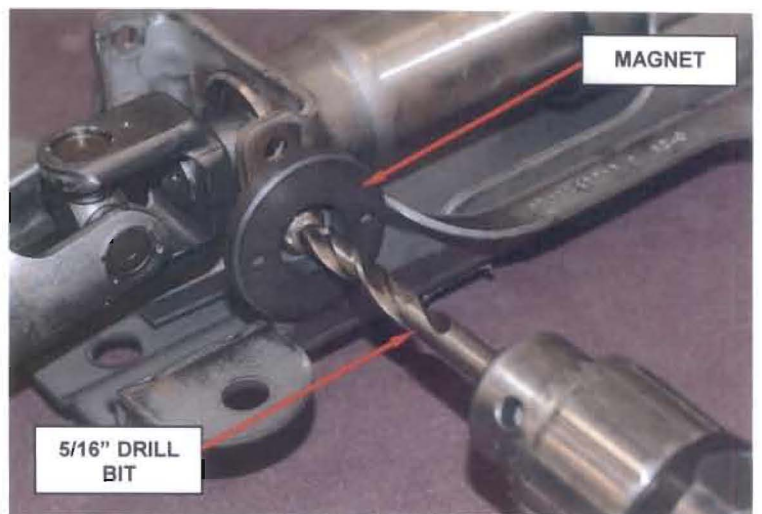
7. **For JC vehicles only**, remove the center trim bezel (Figure 5).
8. **For JC/RT vehicles only**, tilt the steering column to its full down position and unsnap the steering column gap hider.
9. **For JC vehicles only**, remove and save the knee blocker airbag.

**Figure 5 – Center Trim Bezel (JC Only)**

10. **For JC/RT vehicles only**, remove and save the steering column lower shroud.
11. Remove and save the steering column retaining fasteners.
12. Carefully lower the steering column and angle the column as required to gain access to the pivot rivets.
13. Place a magnet on or near the rivet head being drilled to catch the metal shavings created during the rivet head drilling process (Figure 6).
14. Using a 5/16" drill bit, drill out the rivet head (Figure 6).

**CAUTION: Drill just deep enough to remove the rivet head. Drilling beyond the rivet head could damage the bushing located under the rivet head.**

15. Carefully remove the shaving covered magnet.

**Figure 6 – Drill Rivet Head**

### Service Procedure (Continued)

16. Using a small punch and hammer, carefully drive out the remaining body of the rivet (Figure 7).
17. Using power rivet gun **W-AK175ACH** or equivalent, install the new rivet (Figure 8).
18. Repeat steps 13 through 17 if the second rivet requires replacement.
19. Place the steering column into position and install the steering column retaining fasteners.  
Tighten all steering column retaining fasteners to 21 ft. lbs. (28 N·m).
20. **For JC vehicles only**, install the knee blocker airbag.
21. **For JC/RT vehicles only**, with the steering column to its full down position, snap the steering column gap hider into position.
22. **For JC/RT vehicles only**, install the steering column lower shroud.
22. **For JC vehicles only**, install the center trim bezel.
23. **For JC vehicles only**, install the left panel vent.
24. Install the knee bolster.
25. Install the knee bolster trim panel.
26. **For JS/RT models only**, install the instrument panel end cap.
27. **For KA/KK models only**, install the fiber hush panel under the steering column.
28. **For JS models only**, install the center console.
29. Connect the negative battery cable.



Figure 7 – Remove Rivet Body



Figure 8 – Install New Rivet



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

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Inspect two steering column rivets all models	19-L2-31-81	0.2 hours
Inspect two steering column rivets and replace one steering column rivet:	19-L2-31-82	
JK / KA / KK / MK / PM / RT		0.4 hours
JC		0.6 hours
JS		0.7 hours
Inspect two steering column rivets and replace two steering column rivets:	19-L2-31-83	
JK / KA / KK		0.4 hours
MK / PM / RT		0.5 hours
JC / JS		0.7 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 Service / Field Operations  
Chrysler Group LLC



**SAFETY RECALL L23  
STEERING COLUMN PIVOT RIVETS**

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 **2011 model year Chrysler 200 and Town & Country; Dodge Avenger, Caliber, Grand Caravan, Journey and Nitro; Jeep® Liberty, Patriot, Compass, and Wrangler vehicles.**

***The problem is...*** The steering column pivot rivets on your vehicle (VIN: xxxxxxxxxxxxxxxxx) may have been improperly installed and/or missing. This could cause compromised steering column performance in the event of a crash.

***What your dealer will do...*** Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect the steering column pivot rivets and replace them if required. The inspection will take about ½ hour to complete. If rivet replacement is required, an additional hour will be required. However, additional time may be necessary depending on service schedules.

***What you must do to ensure your safety...*** Simply contact your Chrysler, Jeep, or Dodge dealer right away to schedule a service appointment. **Please 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 the Chrysler Group Recall Assistance Center 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 [www.chrysler.com/ownersreg](http://www.chrysler.com/ownersreg), [www.dodge.com/ownersreg](http://www.dodge.com/ownersreg), or [www.jeep.com/ownersreg](http://www.jeep.com/ownersreg).

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

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 L23

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