

NOTE: BEFORE ATTEMPTING THIS RECALL, REVIEW VIP OR VEHICLE HISTORY TAB TO VERIFY THAT THE RECALL APPLIES TO THIS VEHICLE AND HAS NOT BEEN COMPLETED.



Recall Notification

No. 773
April, 1998

To: All Jeep® Dealers

Subject: Safety Recall #773 -- Steering Column Clockspring

Models: 1997 Model Year Jeep Wrangler (TJ) Vehicles Equipped With Manual Steering (Sales Code -- SAA)

The steering column "clockspring" on about 1,600 of the above listed vehicles, may break when the steering wheel is turned to the full left or right position. A broken clockspring will result in deactivation of the driver's airbag, illumination of the airbag warning light and loss of horn operation. To correct this condition, the clockspring must be replaced.

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 as determined by using DIAL System Function 70.

Dealer Notification & Vehicle List

All dealers will receive a copy of this dealer recall notification letter by first class mail. **Each dealer to whom involved vehicles were invoiced** (or the current dealer at the same street address) **will receive a list of their involved vehicles.** The Vehicle List is arranged in Vehicle Identification Number (VIN) sequence. Owners known to Chrysler are also listed. The lists are for dealer reference in arranging for service of involved vehicles.

DIAL System Functions 53, 70 and VIP

All involved vehicles will be entered to DIAL System Functions 53, 70 and VIP at the time of recall implementation for dealer inquiry as needed.

Function 53 provides involved dealers with an updated VIN list of incomplete vehicles. The customer name, address and phone number is listed if known. Completed vehicles are removed from Function 53 within several days of repair claim submission. To use this system, type "53" at the "ENTER FUNCTION" prompt, then type "ORD773".

Parts

IMPORTANT: A quantity of parts will be distributed initially and billed to all involved dealers. This quantity will cover a portion of the total vehicles involved. Additional parts may be ordered as needed to support customer demand.

Each involved dealer, to whom vehicles in the recall were invoiced (or the current dealer at the same street address), will receive enough Steering Column Clockspring Packages, Recall **PN CCA17730**, to service about 50% of those vehicles. Each parts package contains one (1) clockspring assembly.

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 copy of the owner notification letter is attached.

Enclosed with each owner notification is an Owner Notification Form. The involved vehicle and recall are identified on the form for owner or dealer reference as needed.

Service Procedure

1. Turn the steering wheel until the front wheels are in the straight ahead position.
2. With the ignition key in the OFF position, disconnect the battery. Wait two (2) minutes for the airbag system capacitor to discharge.

Note: To enhance customer satisfaction, remember to record all radio settings before disconnecting the battery and to reset all electronic memory (clock, radio settings, etc.) when you have completed the service procedure.

3. Remove the two (2) screws that secure the driver airbag module to the steering wheel ([Figure 1](#)).
4. Remove the airbag module from the steering wheel, unplug the airbag and horn switch electrical connectors from the back of the airbag module and then set the airbag module aside (inflator side down/face up for safety).
5. Remove the steering wheel retaining nut and then using a steering wheel puller (Special Tool C-3428B), remove the steering wheel.
6. **For vehicles equipped with a tilt steering column:** Move the column to the fully raised position.
7. Turn the ignition switch to the ON position.
8. Insert a small screwdriver or pin punch through the access hole in the lower steering column shroud and depress the ignition lock cylinder retaining tumbler ([Figure 2](#)).
9. While depressing the retaining tumbler, pull the ignition lock cylinder and key out of the ignition lock housing.
10. Remove the two (2) screws that secure the steering column cover to the instrument panel ([Figure 3](#)).
11. Lower the steering column cover by pulling the upper edge away from the instrument panel, past the headlamp switch knob. It is not necessary to remove the cover completely.
12. Remove the three (3) lower steering column shroud to upper shroud retaining screws ([Figure 2](#)).
13. Remove the lower steering column shroud ([Figure 2](#)).
14. Unclip the clockspring assembly locating fingers from the steering column ([Figure 4](#)).
15. Unplug the two (2) electrical connectors from the steering column side of the clockspring and then discard the clockspring ([Figure 4](#)).
16. Ensure that the turn signal switch lever is in the neutral position.
17. Connect the two (2) clockspring-to-steering column electrical connectors to the new clockspring assembly ([Figure 4](#)). Make sure that the connector locking tabs are engaged.
18. Clip the new clockspring onto the steering column.
19. Install the lower steering column shroud ([Figure 2](#)). Tighten the retaining screws securely.
20. Install the steering column cover ([Figure 3](#)). Make sure that the hooks are fully engaged in the instrument panel pivots. Tighten the mounting screws securely.
21. Install the ignition lock cylinder.
22. Remove the shipping pin from the clockspring assembly ([Figure 5](#)). Make sure that the clockspring rotor flats are horizontal and that the clockspring wiring is at the bottom.

CAUTION: It is not necessary to center the new clockspring assembly. Do NOT rotate the clockspring after removing the shipping pin.

23. Route the airbag and horn switch electrical connectors through the lower hole in the steering wheel hub and then install the steering wheel. Tighten the steering wheel nut to 45 ft-lbs (61 N•m).

NOTE: Be sure to index the clockspring rotor flats with the steering wheel hub before installing the steering wheel ([Figure 5](#)).

24. Connect the horn switch electrical connector.
25. Connect the airbag module electrical connector and then install the airbag module ([Figure 1](#)). Tighten the airbag module fasteners to 90 in-lbs (10.2 N•m).
26. Turn the ignition switch to the ON position and exit the vehicle.
27. Reconnect the negative battery terminal.
28. **From outside the vehicle,** turn the ignition switch to the OFF position for about 10 seconds and then back to the ON position.
29. Observe the airbag warning light in the instrument cluster. It should illuminate for 6-8 seconds and then go out.

NOTE: If the airbag warning light fails to light or lights and stays on, there is a system malfunction. Refer to the proper Body Diagnostic Procedures manual to diagnose and repair the problem.

Completion Reporting and Reimbursement

Claims for vehicles which have been serviced must be submitted on the DIAL System. 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:

Description	Labor Op. No.	Time
Replace clockspring	08773182	0.4 Hrs.

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.

Parts Return

Not required.

Vehicle Not Available

If a vehicle is not available for service for a known reason, let us know by filling out the pre-addressed Vehicle Disposition Form portion of the Owner Notification Form or describe the reason on a postcard and mail to:

Chrysler Corporation
CIMS 482-00-85
800 Chrysler Drive East
Auburn Hills, Michigan 48326-2757

Following the above procedures will expedite the processing of your claim.

If you have any questions or need assistance in completing this action, please contact your Zone Service Office.

Customer Services Field Operations
Chrysler Corporation

IMPORTANT

DEALER SERVICE INSTRUCTIONS

Safety Recall #773 -- Steering Column Clockspring

- This service requirement applies only to 1997 model year Jeep Wrangler (TJ) vehicles equipped with manual steering (Sales Code -- SAA).
- The steering column "clockspring" on the above listed vehicles, may break when the steering wheel is turned to the full left or right position. To correct this condition, the clockspring must be replaced.
- Dealers are encouraged to consider alternative scheduling and servicing approaches for this recall. This repair does not require hoists or other full service facility special equipment and is a CHRYSLER MOBILE SERVICE approved repair.

Parts Packages:

- Each involved dealer, to whom vehicles in the recall were invoiced, will receive enough Clockspring Packages to service about 50% of those vehicles.
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SAFETY RECALL TO REPLACE YOUR VEHICLE'S CLOCKSPRING

Dear Wrangler Owner:

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

Chrysler Corporation has determined that a defect which relates to motor vehicle safety exists in some **1997 Jeep Wrangler vehicles equipped with manual steering**.

The problem is...

The steering column "clockspring" (wiring assembly) on your Wrangler (identified on the enclosed form), **may break when the steering wheel is turned to the full left or right position. A broken clockspring will cause the driver's airbag to become inoperative which could result in increased injury to the driver under certain accident conditions. A broken clockspring will also cause the horn to become inoperative. The airbag warning light will stay on if the clockspring breaks.**

What Chrysler and your dealer will do...

Chrysler will repair your Wrangler free of charge (parts and labor). To do this, your dealer will replace the clockspring. The work will take about ½ hour to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

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 parts for your vehicle or to order them before your appointment.

☐ **Bring the enclosed Owner Notification Form with you to your dealer.** It explains the required service to the dealer.

If you need help...

If you have trouble getting your vehicle repaired, please **call the Chrysler Customer Center, toll free, at 1-800-992-1997**. A representative will assist you in getting your vehicle repaired. 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, 400 Seventh Street, S.W., Washington, D.C. 20590, or call the Toll Free Auto Safety Hotline at 1-800-424-9393. (Washington, D.C. area residents may call 1-202-366-0123.)

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

*Customer Services Field Operations
Chrysler Corporation
773*

*Buckle up
for Safety* 