

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.



Customer Notification

No. 712

April, 1997

To: All Dodge, Chrysler-Plymouth and Jeep® & Eagle Dealers

Subject: Customer Notification #712 -- Passenger Air Bag Safety

Models: The Following Dodge, Chrysler, Plymouth, Jeep and Eagle Vehicles Built Through February 24, 1997 (MDH 0224XX) Equipped With a Passenger Air Bag:

- 1993-1997 Intrepid, Concorde, New Yorker, LHS and Vision (LH)
- 1994-1997 Caravan, Voyager and Town & Country (AS/NS)
- 1994-1995 LeBaron Convertible (AJ)
- 1994-1996 Stealth (B7)
- 1995-1996 Summit (B9) and Summit Wagon (B8)
- 1995-1997 Avenger, Sebring and Talon (FJ)
- 1995-1997 Neon (PL)
- 1995-1997 Stratus, Breeze and Cirrus (JA)
- 1996-1997 Sebring Convertible (JX)
- 1996-1997 Viper Coupe (SR)
- 1996-1997 Grand Cherokee (ZJ)
- 1997 Cherokee (XJ)
- 1997 Wrangler (TJ)
- 1997 Dakota (AN)

The enclosed owner notification letters advise owners of the above vehicles of the steps that can be taken to minimize the risk of harm from a deploying air bag. One letter was mailed to 1993 through 1996 vehicle owners and one to 1997 vehicle owners. Four (4) air bag warning labels were enclosed with each letter. Owners were requested to install two (2) labels on each sun visor.

Involved dealers should use the enclosed 1997 model year VIN list to install labels on any 1997 models that are still in new vehicle inventory. Note that **1997 model year vehicles** equipped with a passenger side air bag **built on or after February 25, 1997 (MDH 0225XX)** have already had labels installed at the assembly plants.

In addition, dealers should install these labels on the above listed 1993 through 1997 models in used vehicle inventory. Use the above model descriptions to determine which 1993 through 1996 model year vehicles require labels as there will be no VIN lists provided for these vehicles.

Details of this service action are explained in the following sections.

Service Procedure Videotape

No videotape of the service procedure for this notification will be provided.

Dealer Notification & Vehicle List

Involved dealers: Each dealer to whom involved 1997 model year vehicles were invoiced (or the current dealer at the same street address) will receive a copy of this dealer notification letter and a list of the involved 1997 model year vehicles by first class mail.

The 1997 model year 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 still in dealer inventory.

All other dealers: Each Dodge, Chrysler-Plymouth and Jeep & Eagle dealer who does not receive a Vehicle List will receive a copy of this dealer notification letter by first class mail.

DIAL System Functions 53, 70 and VIP

Vehicles will NOT be entered to DIAL System Functions 53, 70 or VIP.

Parts

Each involved dealer, to whom 1997 model year vehicles in the notification were invoiced (or the current dealer at the same street address), will receive and be billed for, 100 **Air Bag Warning Labels, PN 4897875AA**. Each label part number is a sheet that contains one large label and one small label. **Additional labels may be ordered as needed to support customer demand. There is a minimum sales quantity of six (6) labels per order, or enough labels for three vehicles.**

Owner Notification and Service Scheduling

All involved vehicle owners known to Chrysler have been notified of the service requirement by first class mail. They were requested to install the Air Bag Warning labels themselves. Copies of the owner notification letters are attached.

Service Procedure

Four labels (See [Figure 1](#)) are required for every vehicle (two labels per sun visor). Each air bag warning label sheet contains one large label and one small label, as shown below. The following instructions for mounting the labels onto the sun visors also appear on the back of the label sheet. (See [Figure 2](#)) **To ensure proper bonding of the labels, please warm up the interior of the vehicle to at least 50° Fahrenheit.**

Completion Reporting and Reimbursement

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

Use the following labor operation number and time allowance:

Description	Labor Operation No.	Time Allowance
Install four (4) Air Bag Warning labels	23712182	0.2 hours

Add the cost of the labels plus applicable dealer allowance to your claim.

Note: See the Warranty Administration Manual, Recall Claim Processing Section for complete claim processing instructions.

Parts Return

Not applicable.

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

Customer Notification #712 -- Passenger Air Bag Safety

- This service requirement applies only to following Dodge, Chrysler, Plymouth, Jeep and Eagle vehicles built through February 24, 1997 (MDH 0224XX) equipped with a passenger air bag:
 - 1993-1997 Intrepid, Concorde, New Yorker, LHS and Vision (LH)
 - 1994-1997 Caravan, Voyager and Town & Country (AS/NS)
 - 1994-1995 LeBaron Convertible (AJ)
 - 1994-1996 Stealth (B7)
 - 1995-1996 Summit (B9) and Summit Wagon (B8)
 - 1995-1997 Avenger, Sebring and Talon (FJ)
 - 1995-1997 Neon (PL)
 - 1995-1997 Stratus, Breeze and Cirrus (JA)
 - 1996-1997 Sebring Convertible (JX)
 - 1996-1997 Viper Coupe (SR)
 - 1996-1997 Grand Cherokee (ZJ)
 - 1997 Cherokee (XJ)
 - 1997 Wrangler (TJ)
 - 1997 Dakota (AN)
- The enclosed owner notification letters advise owners of the above vehicles of the steps that can be taken to minimize the risk of harm from a deploying air bag. Dealers are requested to install sun visor labels on the involved vehicles still in inventory. Note that **1997 model year vehicles** equipped with a passenger side air bag **built on or after February 25, 1997 (MDH 0225XX)** have already had labels installed at the assembly plants.

Parts Packages:

- Each involved dealer, to whom 1997 model year vehicles in this notification were invoiced, will receive 100 Air Bag Warning Labels to service 50 vehicles.



IMPORTANT NEW AIR BAG SUN VISOR LABELS FOR YOUR SAFETY

TO: Owners of 1993-1996 Chrysler Corporation Vehicles Equipped with Passenger Air Bags

We recently sent you a letter providing important air bag safety information. That letter was intended to help you understand how to make you and your passengers, especially children, as safe as possible in your vehicle. We explained that, while air bags save lives and are very effective supplemental safety devices, they can cause harm in some circumstances.

We emphasized the importance of wearing lap and shoulder belts properly. We also told you that the child deaths in vehicles equipped with passenger air bags occurred to children riding in the front passenger seat. Almost without exception, these children were not restrained or were improperly restrained. And, we provided four simple steps you can take to minimize the risk of harm from a deploying air bag.

This letter provides you with self-stick labels for each of your vehicle's sun visors. The labels provide clear reminders of potential air bag dangers and suggest the best way to keep all your passengers, especially children, safe. All new vehicles equipped with passenger air bags built on or after February 25, 1997 will have these labels as required by U.S. federal law. **Please install them.** By doing so, you, your passengers and any other operator of your vehicle will have convenient, easy-to-read instructions about air bag safety.

Instructions for mounting the labels on your vehicle's sun visors appear on the back of the labels. Please follow them carefully. **To ensure proper bonding of the labels, please warm up your interior to at least 50° Fahrenheit.**

As a reminder, the following are the four simple steps you can follow to minimize the risk of harm from a deploying air bag:

1. Children 12 years old and under should ride buckled up in a rear seat:

- Infants in rear-facing child safety seats (designed for children up to one year or 20 pounds) should **NEVER** ride in the front seat of a vehicle with a passenger side air bag. An air bag deployment can cause severe

injury or death to infants in this position.

- Children (up to 60 pounds) should be secured in the rear seat in child safety seats or booster seats. If the booster seat is not equipped with a front shield, the child should be seated in either rear outboard seat area to take advantage of the added safety of the available lap and shoulder belt.
- Older children who do not use child safety seats or booster seats should ride properly buckled up in the rear seat, in the outboard seat area if possible.
- Never allow children to slide the shoulder belt behind them or under their arm;

2. **All occupants should wear their lap and shoulder belts properly;**
3. **Driver and front passenger seats should be moved back as far as practical to allow the air bags room to inflate, and;**
4. **You should read your vehicle owner's manual and instructions provided with your child safety or booster seat to make sure you are using it correctly.**

Again, we hope you never have an accident. But if you do, these important steps will increase the safety of you and your passengers.

Sincerely,

Chrysler Corporation



IMPORTANT INFORMATION ABOUT AIR BAG SAFETY

TO: Owners of 1997 Model Year Chrysler Corporation Vehicles Equipped with Passenger Air Bags

Air Bags Save Lives, But They Can Cause Harm Too

Chrysler would like to share some important information with you regarding an automotive industry issue. You may have heard over the last few months, news regarding some tragic child deaths and injuries due to passenger side air bag deployments. We have been concerned and saddened by these tragedies and want to improve the future safety of children in vehicles equipped with passenger side air bags. Nothing could be more important than that.

This letter is intended to help you understand how to make you and your passengers, especially children, as safe as possible.

First, let us reassure you: **Air bags are very effective supplemental safety devices.** They are put there to save lives, and they do. You should be aware, however, that seat belts are the most important safety devices in your vehicle. Seat belts save thousands of lives every year.

The deaths of children in vehicles equipped with passenger air bags, while extremely rare, are nonetheless tragic. All of these infants or children were riding in the front passenger seat. Almost without exception, they were not properly restrained with lap and shoulder belts and/or an appropriate child safety or booster seat.

What We Ask You To Do

These are four simple steps you can take to minimize the risk of harm from a deploying air bag:

1. **Children 12 years old and under should ride buckled up in a rear seat:**
 - **Infants** in rear-facing child safety seats (designed for children up to one year or 20 pounds) should **NEVER** ride in the front seat of a vehicle with a passenger side air bag. An air bag deployment can cause severe injury or death to infants in this position.
 - **Children** (from 20 to 60 pounds) should be secured in a rear seat in child safety seats or booster seats. If the booster seat is not equipped with a front shield, the child should be seated in a rear outboard seat area to take advantage of the added safety of the available lap and shoulder belt.
 - **Older children** who do not use child safety seats or booster seats should ride properly buckled up in a rear seat, in an outboard seat area if possible.

- **Never** allow children (or anyone) to slide the shoulder belt behind them or under their arm;

If your vehicle does not have a rear seat:

- **Infants** (up to 1 year or 20 pounds) **should never ride in the vehicle**, because the rear facing child seat places them too close to the passenger air bag in the event of a crash.
- **Children from 1 to 12 years old:** Move the passenger seat as far back as possible. Children from 20 to 60 pounds should be secured in the appropriate child safety seat or booster seat. If the booster seat does not have a front shield, the child should be seated outboard to take advantage of the added safety of the lap and shoulder belt. If too large for a booster seat, the child should wear the lap/shoulder belt properly. **Children should never be allowed to lean forward toward the instrument panel** (dashboard), as a passenger air bag deployment could cause severe injury or death to a child in this position.

2. **All occupants should wear their lap and shoulder belts properly;**
3. **Driver and front passenger seats should be moved back as far as practical to allow the air bags room to inflate, and;**
4. **You should read your vehicle owner's manual and the instructions provided with your child safety or booster seat to make sure you are using it correctly.**

Included with this letter are self-stick labels for each of your vehicle's sun visors. The labels (specified by federal regulation) provide clear reminders of potential air bag dangers and suggest the best way to keep all your passengers, especially children, safe. All new vehicles equipped with passenger air bags and built on or after February 25, 1997 will have these labels as required by U.S. federal law. **Please install them.** By doing so, you, your passengers and any other operator of your vehicle will have convenient, easy-to-read instructions about air bag safety.

Instructions for mounting the labels on your vehicle's sun visors appear on the back of the labels. Please follow them carefully. **To ensure proper bonding of the labels, please be sure the interior of your vehicle is at least 50° Fahrenheit.**

We hope you never have an accident. But if you do, these important steps will increase the safety of you and your passengers. Please include this letter in your owner's manual as a reminder to others.

*Customer Services Field Operations
Chrysler Corporation
712*

*Buckle up
for Safety* 