

Dealer Service Instructions for:

Safety Recall No. B02

Floor Shifter Secondary Detent System

Models

1993-1998 (ZJ) Jeep® Grand Cherokee

1993 (ZJ) Jeep® Grand Wagoneer

NOTE: This recall applies only to the above vehicles equipped with an automatic transmission.

IMPORTANT: Some of the involved vehicles may be in dealer used vehicle inventory. **Dealers should complete this recall service on these vehicles before retail delivery.** Dealers should also perform this recall on vehicles in for service. Involved vehicles can be determined by using the DIAL VIP System.

Subject

When a driver has not placed the shifter lever fully into the “Park” position on about 1,500,000 of the above vehicles, the vehicle may unexpectedly move rearward after seeming to be stable. Unintended rearward movement of the vehicle could injure those in and/or near the vehicle.

Repair

A secondary detent system must be installed onto the floor shifter assembly.

Parts Information

Part Number Description

CCXRB020 Floor Shifter Secondary Detent Package

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Shifter Yoke Collar
1	Spring Rod Assembly
1	Spring Rod Bracket
1	Detent Lever and Pivot Base
4	Washers

Each dealer to whom vehicles in the recall were invoiced will receive enough Floor Shifter Detent Packages to service about **5%** of those vehicles.

Service Procedure

1. Secure the vehicle to prevent it from rolling while performing the repair procedure.
2. Place the shifter in the low “1” position.
3. Using a strong upward pulling motion, remove the shifter knob.

WARNING: Keep your face, neck and chest clear of the shifter knob while applying upward force to prevent personal injury.

4. Using a plastic trim stick or equivalent, remove the shifter PRNDL bezel and disconnect the PRNDL light.
5. Some vehicles may have an additional plastic lip on the console bracket (Figure 1). If this lip is present, score the lip with a razor knife as shown in Figure 1 and then flex the lip to detach it from the console bracket. Discard the lip, it is not required for proper shifter function.

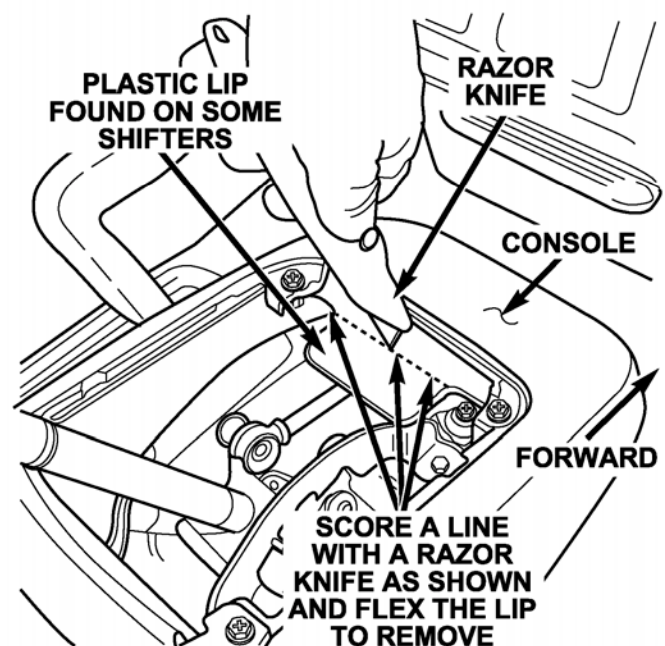


Figure 1

Service Procedure (Continued)

6. Remove the front and rear passenger side floor shifter mounting nuts.
7. Install the shifter yoke collar over the shifter yoke (Figure 2).

NOTE: The shifter yoke collar must be fully seated on the shifter yoke saddle. On some vehicles the roller on the shifter yoke collar may not pass by the detent plate and fully seat. To correct this condition, bend the detent plate with pliers near both rivets just enough to allow the shifter yoke roller to pass by the detent plate without contact.

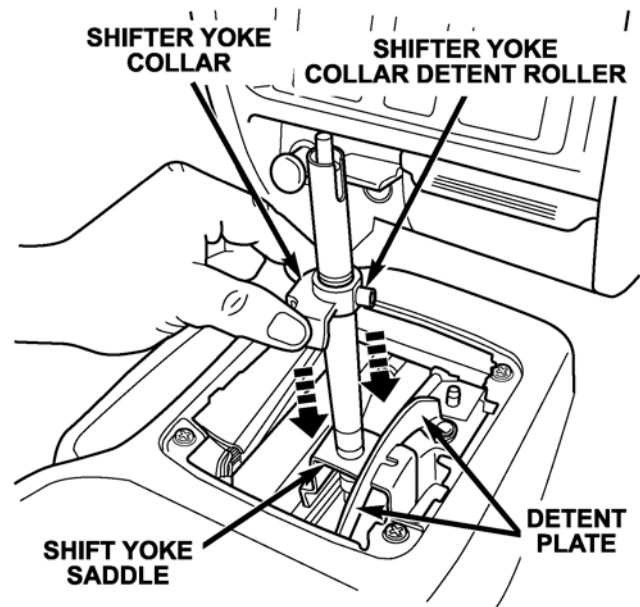


Figure 2

8. Insert the spring rod through the spring rod bracket as shown in Figure 3.

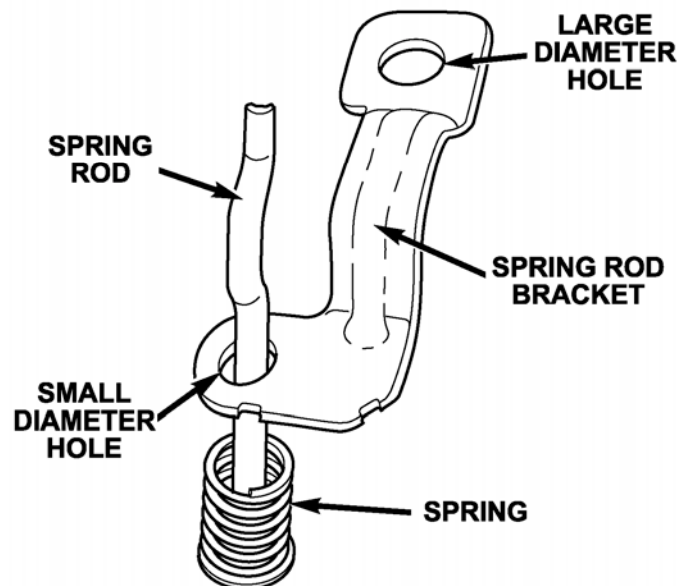


Figure 3

Service Procedure (Continued)

9. Install the spring rod and spring rod bracket assembly under the detent plate and onto the front mounting stud (Figure 4).
10. Install the front floor shifter mounting nut onto the stud. Tighten the nut to 220 in-lbs. (24 N·m).
11. Move the shifter lever to the reverse “R” position.
12. Hook the spring rod through the detent lever (Figure 5).

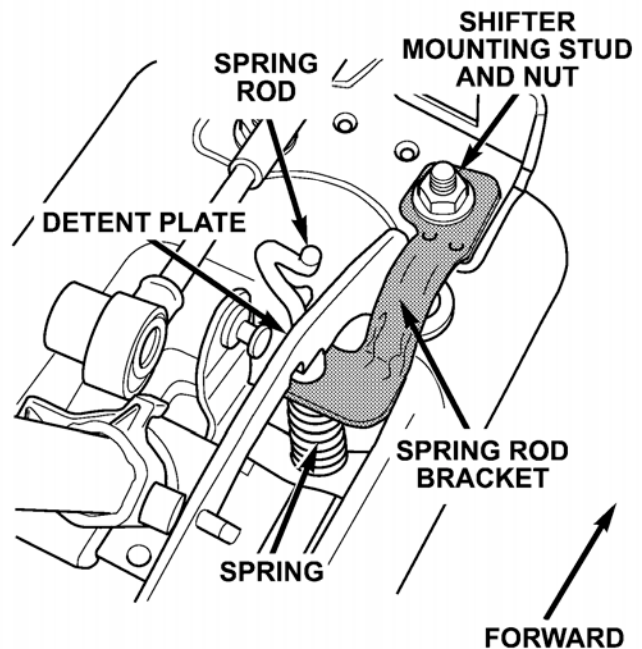


Figure 4

NOTE: The spring rod must be oriented through the detent lever as shown in Figure 5.

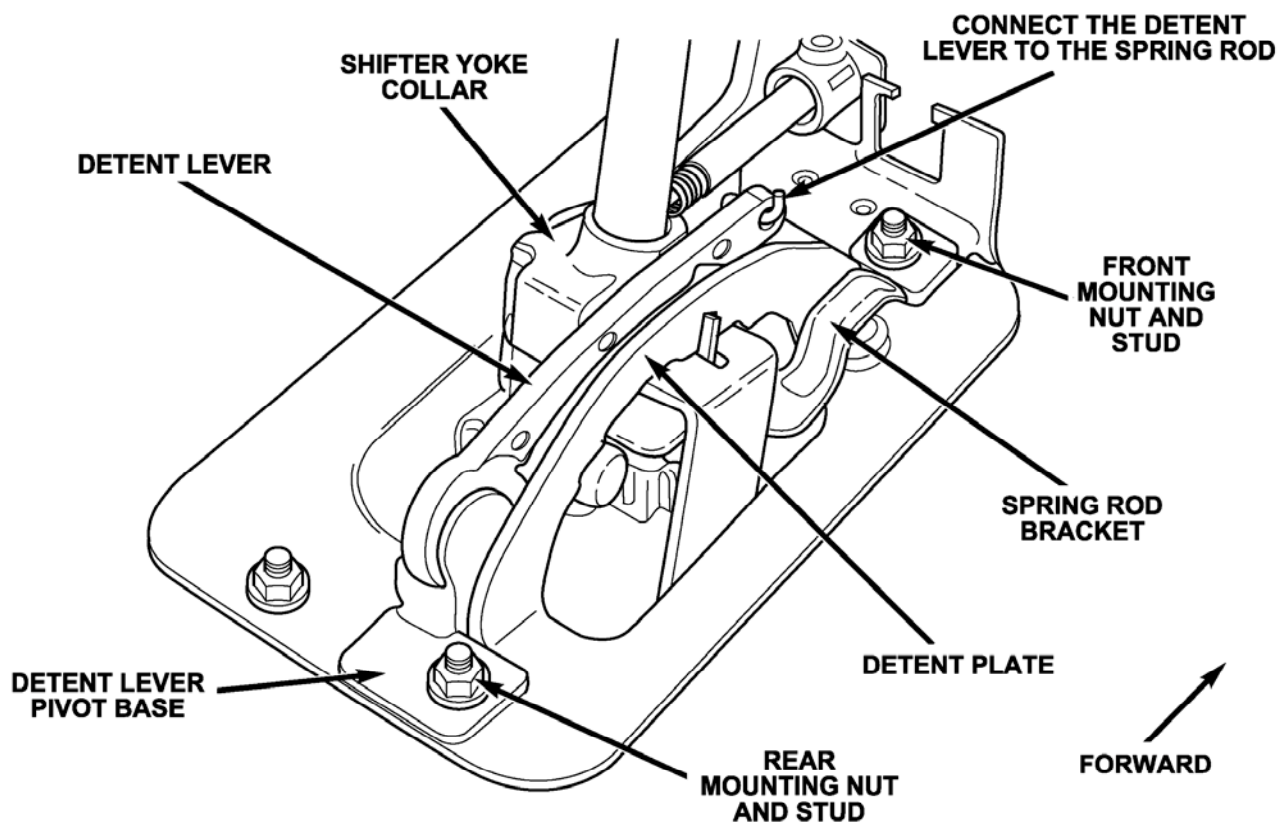


Figure 5

Service Procedure (Continued)

13. Install the detent lever pivot base over the rear shifter mounting stud (Figure 5).
14. Install the rear floor shifter mounting nut onto the stud and tighten to 220 in-lbs. (24 N·m).

CAUTION: The shifter must be in the reverse “R” position when tightening the floor shifter mounting nut.

15. Verify that the detent lever is positioned (centered) directly over the shifter yoke collar detent roller (Figure 6).
16. Cycle the shifter lever from reverse “R” to “1” and then to the park “P” position.

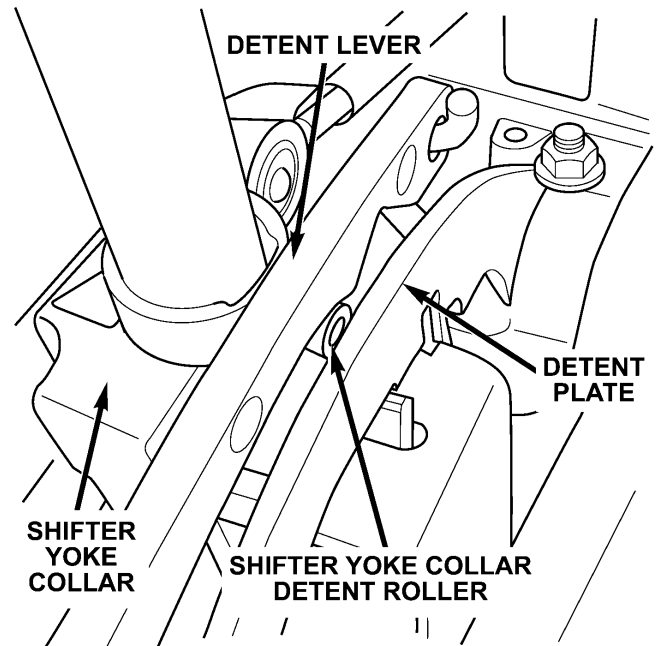


Figure 6

17. Place the ignition key in the “LOCK” position and verify that the key can be removed from the lock cylinder.
18. Remove the four (4) console-to-console bracket Phillips head mounting screws (Figure 7).
19. Lift the console slightly and place one (1) washer between the console mounting bracket and the console at each of the four (4) screw locations to shim the console upward (Figure 7).

20. Reinstall the four (4) console mounting screws (Figure 7).
21. Install the light into the PRNDL bezel.
22. Snap the PRNDL bezel into the console.
23. Install the shifter knob.

24. Cycle the shifter lever from “PARK” to “1” and back to “PARK” to verify proper shift indicator ribbon routing and that the shifter knob is fully seated.

25. Verify that the PRNDL illuminates properly by turning on headlights.

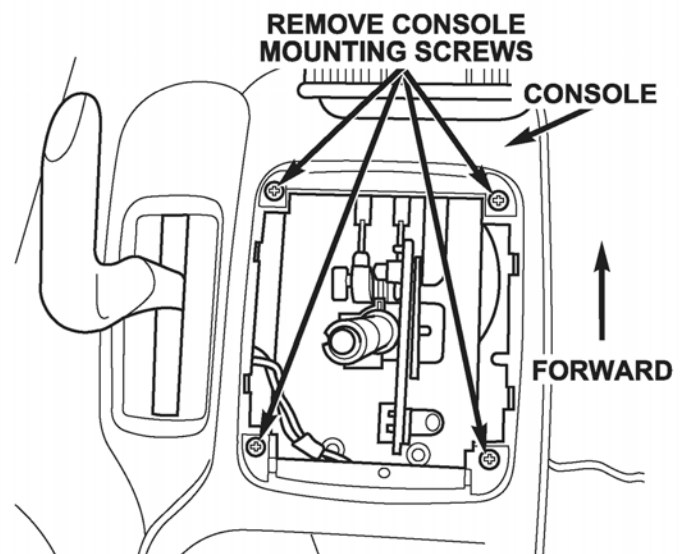


Figure 7

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DIAL System. Claims submitted will be used by DaimlerChrysler to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Install shifter secondary detent system	21-B0-21-82	0.3 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.

Parts Return

Not applicable.

Dealer Notification and Vehicle List

All dealers will receive a copy of this dealer recall notification letter by first class mail. Two additional copies will be sent through the DCMMS, and the MDS2 will be updated to include this recall in the near future. **Each dealer to whom involved vehicles were invoiced will receive a list of their involved vehicles.** The vehicle list is arranged in Vehicle Identification Number (VIN) sequence. Owners known to DaimlerChrysler are also listed. The lists are for dealer reference in arranging for service of involved vehicles.

DIAL System Functions 53 and VIP

All involved vehicles have been entered to DIAL System Functions 53 and VIP for dealer inquiry as needed.

Function 53 provides involved dealers with an updated VIN list of their incomplete vehicles. The customer name, address and phone number are 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 “ORDB02”.

Owner Notification and Service Scheduling

All involved vehicle owners known to DaimlerChrysler 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 letter is attached.

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

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 DaimlerChrysler Mobile Service approved repair.

Vehicle Not Available

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

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

Additional Information

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

Customer Services Field Operations
DaimlerChrysler Corporation

DAIMLERCHRYSLER

SAFETY RECALL TO INSTALL A SECONDARY DETENT SYSTEM ON YOUR VEHICLE'S FLOOR SHIFTER

Dear Grand Cherokee/Grand Wagoneer Owner:

To facilitate the safe operation of your vehicle, DaimlerChrysler Corporation will modify the floor shifter of some **1993 through 1998 model year Jeep® Grand Cherokee and 1993 model year Jeep Grand Wagoneer vehicles** equipped with an automatic transmission.

This modification will help ensure that you have properly placed the shifter lever fully into the "Park" position by making it very difficult to inadvertently place the shifter lever between the "Park" and "Reverse" positions.

The problem is...

DaimlerChrysler has determined that, in certain circumstances when a driver has not placed the shifter lever fully into the "Park" position and leaves the engine running, the vehicle may unexpectedly move rearward after seeming to be stable. Unintended rearward movement of a vehicle could injure those in and/or near the vehicle.

As with all vehicles, you should never exit the vehicle while the engine is running and should always remove the key from the ignition and apply the parking brake before leaving the vehicle.

What DaimlerChrysler and your dealer will do...

DaimlerChrysler will modify your vehicle (identified on the enclosed form) **free of charge (parts and labor)**. To do this, your dealer will install a secondary detent system to the floor shifter assembly. The work will take less than 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 form with you to your dealer.** It identifies the required service to the dealer.

If you need help...

If you have questions or concerns which the dealer is unable to resolve, please contact the DaimlerChrysler Customer Assistance Center at 1-800-853-1403. A representative will assist you.

If your dealer fails or is unable to remedy this condition 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, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

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

Buckle

up

Customer Services Field Operations
DaimlerChrysler Corporation
B02