

Technical Service Bulletin

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GROUP: Heating & A/C

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THIS BULLETIN SUPERSEDES TECHNICAL SERVICE BULLETIN 24-20-99, DATED OCT. 8, 1999, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE ADDITIONAL PARTS AND PROCEDURES.**

SUBJECT:

While In Bi-level Mode, Air Flow From Panel Vents Is Less Than That Of The Floor Vents

OVERVIEW:

This bulletin involves installing a panel-defrost control lever ****and a retaining push nut****.

MODELS:

1997 - 2000 (AN) Dakota

1998 - 2000 (DN) Durango

SYMPTOM/CONDITION:

While in bi-level mode, air flow from panel vents is less than that of the floor vents.

DIAGNOSIS:

While in bi-level mode, there should be an approximately 50% air distribution between the panel vents and the heater outlets. Operate the heater A/C system in panel, bi-level, and heater modes. If the air distribution is good in the heater and panel modes, but when in bi-level mode, air distribution to the heater outlets is greater than the panel outlets, perform the Repair Procedure.

PARTS REQUIRED:

1 03847858 Lever, Panel-Defrost Control

****1** 06031147 Push Nut******

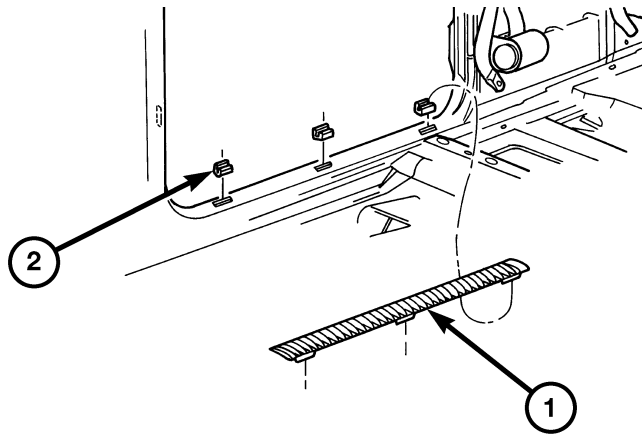
REPAIR PROCEDURE:

THIS REPAIR IS COMPATIBLE WITH DAIMLERCHRYSLER'S MOBILE SERVICE PROGRAM AND DOES NOT REQUIRE HOISTS OR OTHER FULL SERVICE FACILITY SPECIAL EQUIPMENT.

WARNING: REFER TO THE APPROPRIATE SERVICE MANUAL, GROUP 8M-PASSIVE RESTRAINT SYSTEMS, BEFORE ATTEMPTING TO SERVICE THE HEATER-A/C HOUSING ASSEMBLY. FAILURE TO TAKE THE PROPER PRECAUTIONS COULD RESULT IN ACCIDENTAL AIRBAG DEPLOYMENT AND POSSIBLE PERSONAL INJURY.

1. Rotate the steering wheel so that the steering wheel is in an upside down position then, remove the ignition key to lock the steering wheel in this position.
2. Position the front seats in the full rearward position.
3. Disconnect and isolate the battery negative cable.

- Using a trim stick, pry up the door sill trim cover from the door sill on both sides of the vehicle (Figure 1) and separate the cover from the vehicle.

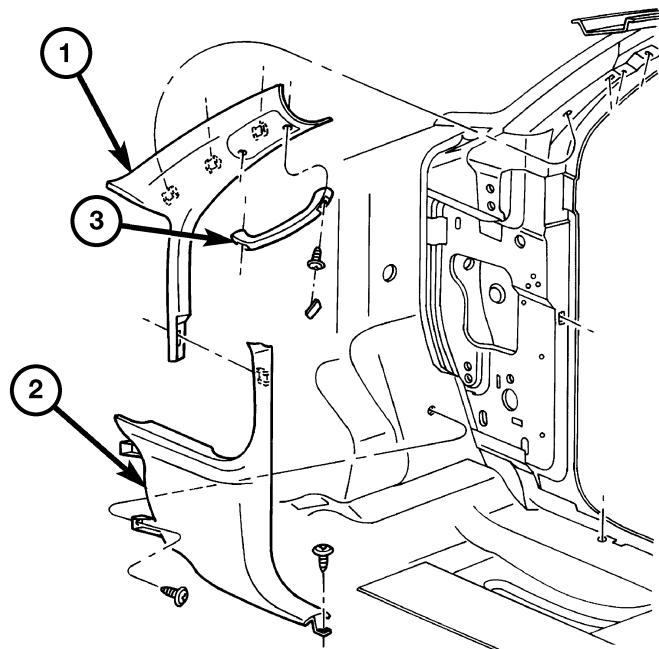


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- 1 - SILL TRIM COVER
- 2 - CLIP

FIGURE 1

- Remove the two screws that attach the cowl trim cover to the cowl (Figure 2).

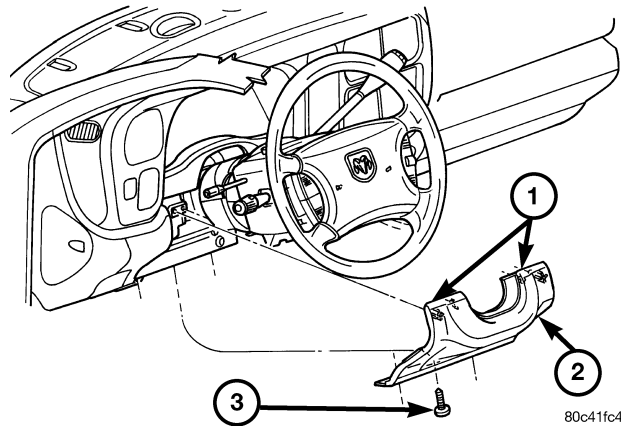


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- 1 - A-PILLAR TRIM
- 2 - COWL TRIM COVER
- 3 - GRAB HANDLE

FIGURE 2

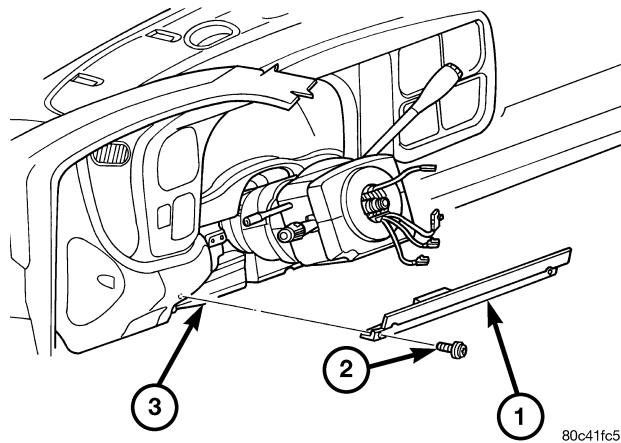
6. Using a trim stick, pry the cowl trim cover away from the cowl to disengage the clips.
7. Separate the cowl trim cover from the vehicle.
8. Remove the three screws that secure the lower edge of the steering column opening cover to the lower instrument panel reinforcement (Figure 3).



- 1 - SNAP CLIPS
- 2 - COVER
- 3 - SCREW

FIGURE 3

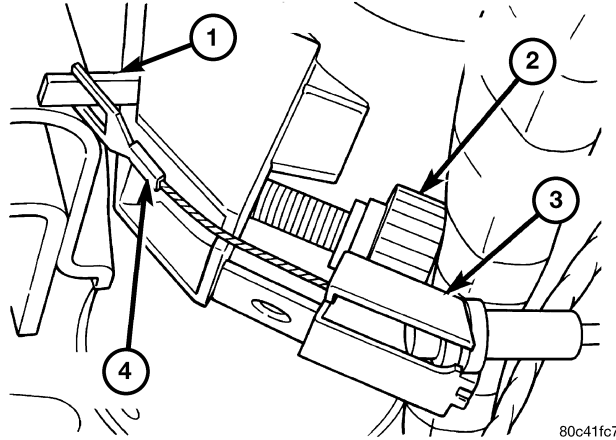
9. Using a trim stick, disengage the snap clip retainers from the receptacles in the instrument panel by gently prying the upper edge of the steering column opening cover away from the instrument panel. Pry on the cover just below the instrument cluster bezel on each side of the steering column.
10. Remove the steering column opening cover from the instrument panel.
11. Remove the four screws that secure the lower reinforcement to the instrument panel (Figure 4).



- 1 - REINFORCEMENT
- 2 - SCREW
- 3 - INSTRUMENT PANEL

FIGURE 4

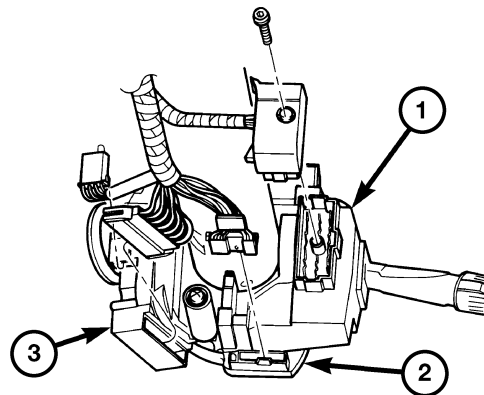
12. If the vehicle is equipped with a column shift automatic transmission, put the transmission range selector into Park. Then, remove the PRNDL drive cable from the PRNDL lever (Figure 5). Push the tabs on top of the cable retainer, then squeeze the sides to remove the retainer from the column.



- 1 - PRNDL LEVER
- 2 - THUMB SCREW
- 3 - CABLE RETAINER
- 4 - PRNDL CABLE

FIGURE 5

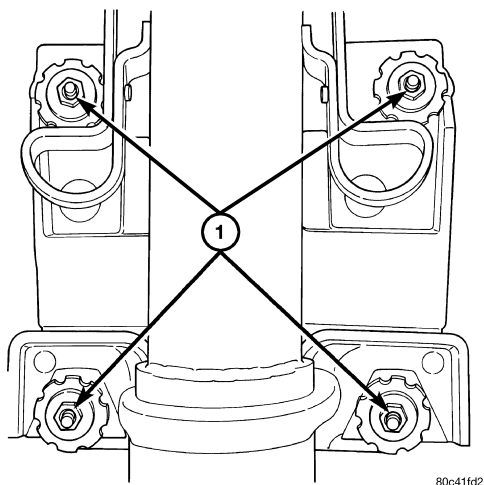
13. Disconnect the driver side airbag module wire harness connector from the instrument panel wire harness near the instrument panel lower reinforcement.
14. If the vehicle is so equipped, disconnect the overdrive lockout switch wire harness connector from the instrument panel wire harness near the instrument panel lower reinforcement.
15. Remove the tilt lever from the steering column.
16. Remove the lower and upper steering column shrouds.
17. Disconnect the multifunction switch, speed control switch, and ignition switch wiring harnesses. (Figure 6).



- 1 - MULTIFUNCTION SWITCH
- 2 - SPEED CONTROL
- 3 - IGNITION SWITCH

FIGURE 6

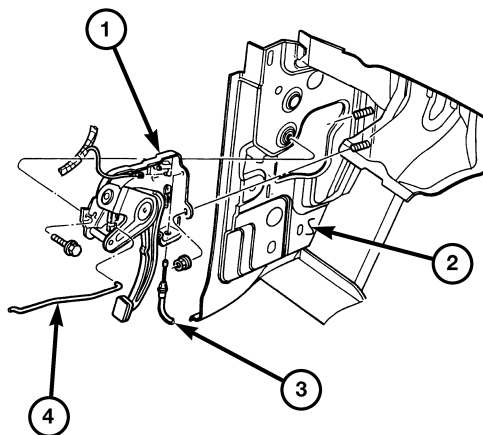
18. Remove the steering column mounting nuts (Figure 7) and lower the steering column to the floor.



1 - MOUNTING NUTS

FIGURE 7

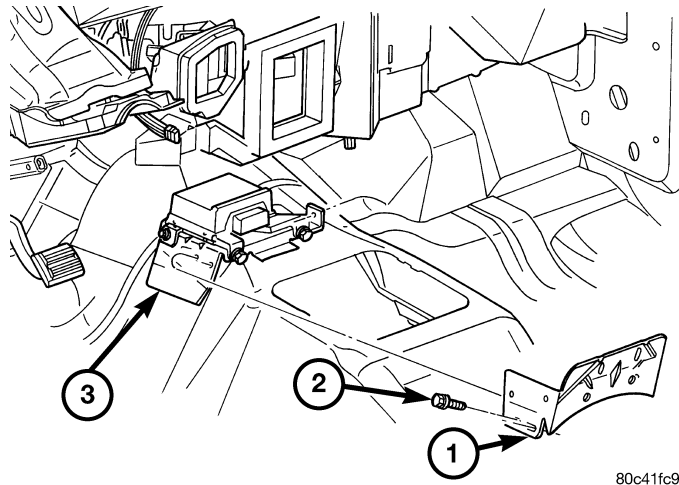
19. Remove the screw from the center of the headlamp and dash to instrument panel bulkhead wire harness connectors and disconnect the connectors.
20. Disconnect the two body wire harness connectors from the two instrument panel wire harness connectors that are secured to the outboard side of the instrument panel bulkhead connectors.
21. Disconnect the three wire harness connectors (one from the body wire harness and two from the headlamp and dash wire harness) from the three junction block connector receptacles located closest to the dash panel.
22. Disconnect the instrument panel wire harness connector from the stop lamp switch connector receptacle.
23. Remove the park brake release rod from the pedal assembly (Figure 8).



**1 - PARKING BRAKE ASSEMBLY
2 - LEFT COWL PANEL
3 - FRONT PARK BRAKE CABLE
4 - PARK BRAKE RELEASE ROD**

FIGURE 8

24. Pull the floor carpet back from the front of the floor panel transmission tunnel far enough to access the center support bracket mounting screws.
25. Remove the two screws that secure the center support bracket to the instrument panel.
26. Remove the two screws on the left and one screw on the right that secure the instrument panel center support bracket to the Airbag Control Module (ACM) bracket on the floor panel transmission tunnel (Figure 9).

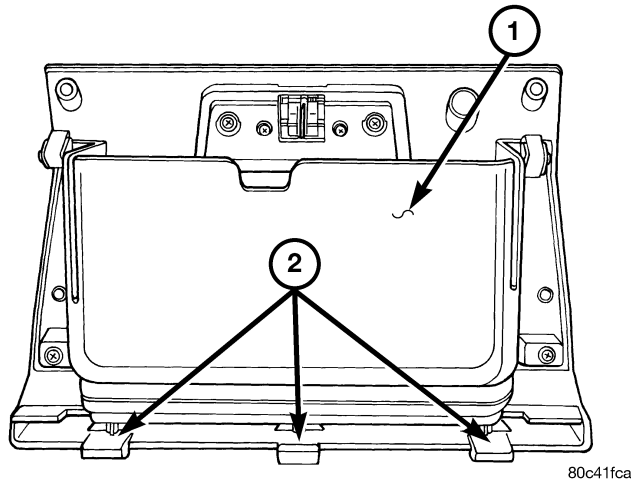


- 1 - CENTER SUPPORT BRACKET
 2 - SCREW
 3 - AIRBAG CONTROL MODULE BRACKET

FIGURE 9

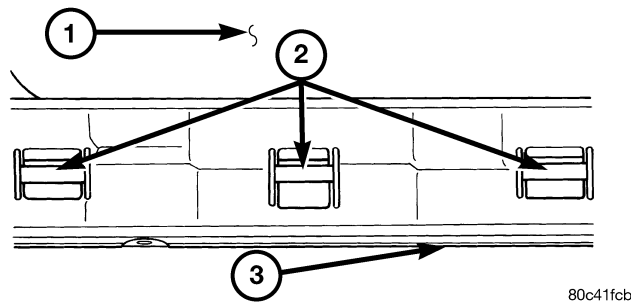
27. Remove the center support bracket from the instrument panel.
28. Disconnect the vacuum harness connector located near the left end of the heater-A/C housing
29. Remove the screw that secures the instrument panel wire harness ground eyelets to the left side of the Airbag Control Module (ACM) mount on the floor panel transmission tunnel.
30. Disconnect the instrument panel wire harness connector from the ACM connector receptacle.
31. Open the glove box.
32. Locate the three screws in the bottom of the glove box bin. Remove only the center screw.
33. Depress the two sides of the glove box bin far enough so that the rubber stop bumpers located on each side of the bin will clear the metal stops located on the bracket on each side of the glove box opening.
34. While holding the sides of the glove box bin depressed, roll the glove box downward until the stop bumpers are beyond the stops, then release the sides of the bin.
35. Grasp the upper outboard corner of the glove box door securely with both hands.

- 36. Pull the door firmly and quickly away from the instrument panel to unsnap the three glove box hinge hooks (Figure 10) from the three hinge pins on the instrument panel (Figure 11).



- 1 - GLOVE BOX
- 2 - HINGE HOOKS

FIGURE 10

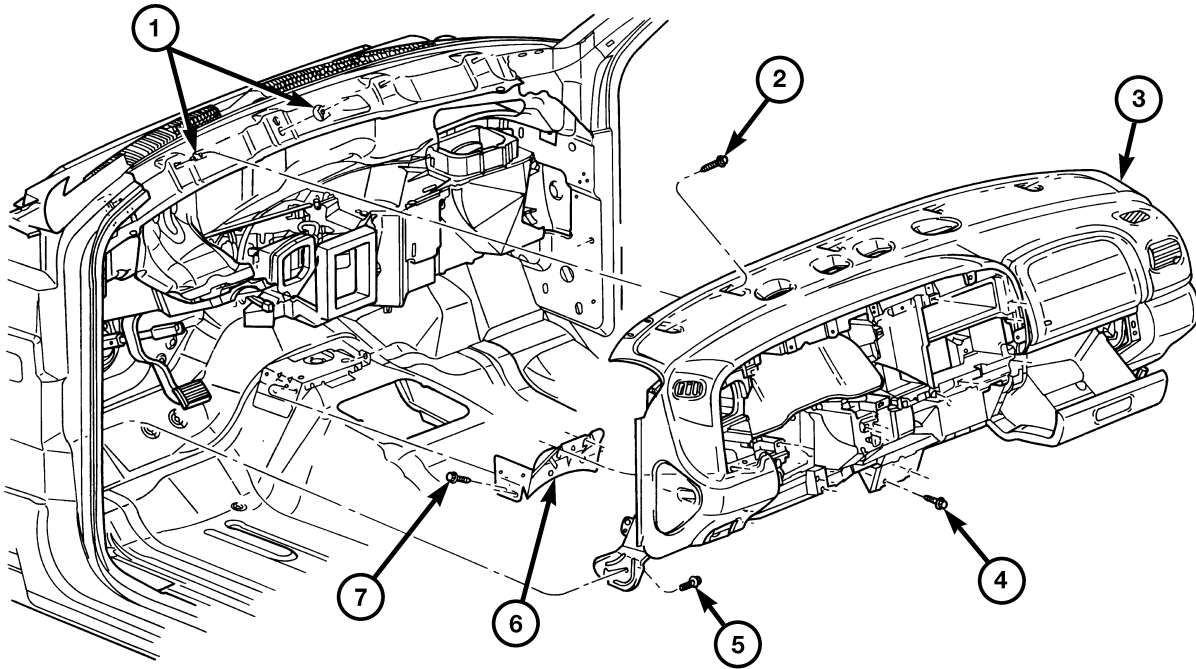


- 1 - GLOVE BOX OPENING
- 2 - HINGE PINS
- 3 - INSTRUMENT PANEL

FIGURE 11

- 37. Reaching through the instrument panel glove box opening, perform the following:
 - a) Disconnect the two halves of the radio antenna coaxial cable connector near the center of the lower instrument panel glove box opening.
 - b) Disengage the antenna half of the radio antenna coaxial cable from the retainer clip near the outboard side of the lower instrument panel glove box opening.

- 38. From under the passenger side of the instrument panel , perform the following:
 - a) If the vehicle is so equipped, disconnect the two instrument panel wire harness connectors from the infinity speaker amplifier connector receptacles on the right cowl side inner panel.
 - b) Remove the nut that secures the instrument panel wire harness radio ground eyelet to the stud on the right cowl side inner panel.
- 39. Loosen the right and left instrument panel cowl side roll-down bracket screws about 6 mm (0.25 in.) (Figure 12).



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- 1 - CLIPS
- 2 - SCREW
- 3 - INSTRUMENT PANEL
- 4 - SCREW

- 5 - SCREW
- 6 - CENTER SUPPORT BRACKET
- 7 - SCREW

FIGURE 12

- 40. Remove the five screws that secure the top of the instrument panel to the top of the dash panel, removing the center screw last.
- 41. Pull the lower instrument panel rearward until the right and left cowl side roll-down bracket screws are in the roll-down slot position of both brackets (Figure 13).
- 42. Roll down the instrument panel and install a temporary hook in the center hole on top of the instrument panel. Secure the other end of the hook to the center hole in the top of the dash panel. The hook should support the instrument panel in its rolled down position about 46 cm (18 in.) from the dash panel.

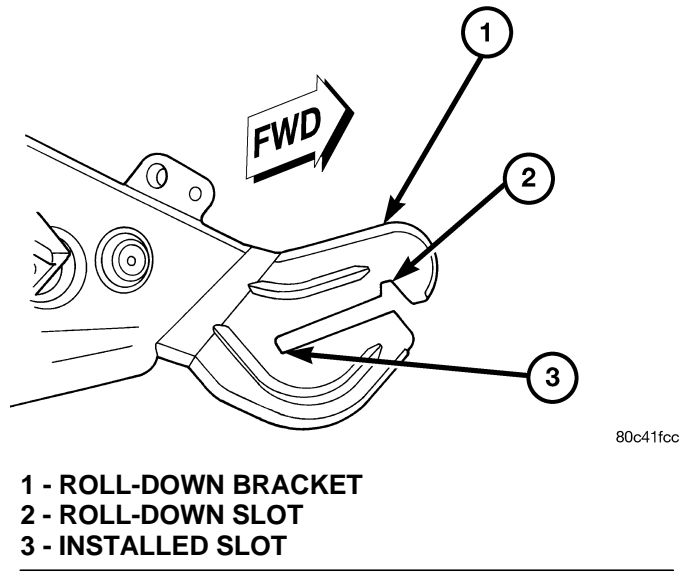


FIGURE 13

43. Using a trim stick, gently pry the panel-defrost door lever off the panel-defrost door pivot shaft (Figure 14).

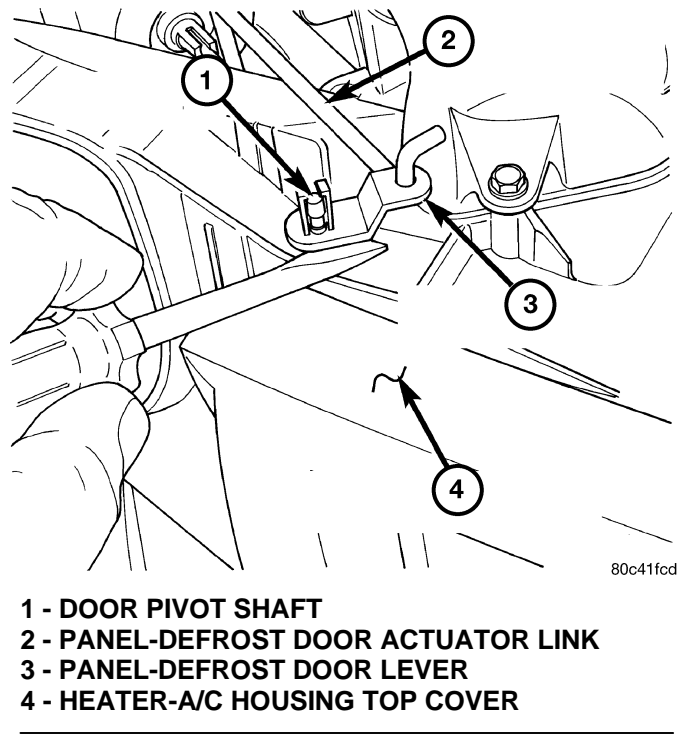


FIGURE 14

44. Slide the panel-defrost door lever off from the panel-defrost door actuator link.

45. Slide the new panel-defrost door lever, p/n 03847858, onto the panel-defrost door actuator link.
46. Snap the panel-defrost door lever onto the panel-defrost door pivot shaft.
47. ****Slide push nut p/n 06031147 over the end of the actuator link until the push nut is tight against the panel-defrost door actuator lever (Figure 15).****

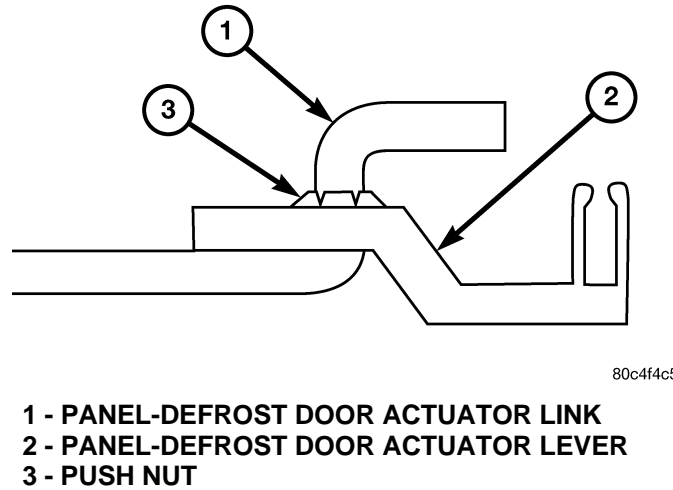


FIGURE 15

48. Push the lower instrument panel forward until the right and left cowl side roll-down bracket screws are in the installed slot position of both brackets.
49. Remove the temporary hook from the instrument panel and roll the instrument panel up to the installed position against the dash panel.
50. Install and tighten the five screws that secure the top of the instrument panel to the top of the dash panel. Tighten the screws to 3.2 N•m (28 in. lbs.).
51. Tighten the right and left instrument panel cowl side roll-down bracket screws. Tighten the screws to 12 N•m (105 in. lbs.).
52. From under the passenger side of the instrument panel, perform the following:
 - a) If the vehicle is so equipped, reconnect the two instrument panel wire harness connectors to the Infinity speaker amplifier connector receptacles on the right cowl side inner panel.
 - b) Install and tighten the nut that secures the instrument panel wire harness radio ground eyelet to the stud on the right cowl side inner panel. Tighten the nut to 3.9 N•m ((35 in. lbs.).
52. Reaching through the instrument panel glove box opening, perform the following:
 - a) Reconnect the two halves of the radio antenna coaxial cable connector near the center of the lower instrument panel glove box opening.
 - b) Engage the antenna half of the radio antenna coaxial cable into the retainer clip near the outboard side of the lower instrument panel glove box opening.
53. Position the glove box to the instrument panel with the bin inserted in the glove box opening far enough so that the rubber stop bumpers, located on each side of the bin, are behind the metal stops located on the bracket on each side of the glove box opening.

54. Starting on the outboard side of the glove box, insert the first glove box hinge hook over the first hinge pin on the instrument panel.
55. Use a slight twisting action on the glove box door to insert the second hinge hook under the second hinge pin.
56. Finally, again using a slight twisting action on the glove box door, insert the last hinge hook under the last hinge pin.
57. Depress the two sides of the glove box bin far enough so that the rubber stop bumpers located on each side of the bin will clear the metal stops located on the bracket on each side of the glove box opening. Then, push the glove box up until the rubber stop bumpers are past the stop bumper brackets.
58. Install and tighten the center screw in the bottom of the glove box bin. Tighten the screw to 2.2 N•m (20 in. lbs.).
59. Close the glove box and then reopen it to check for proper hinge operation.
60. Install and tighten the screw that secures the instrument panel wire harness ground eyelets to the left side of the ACM mount on the floor panel transmission tunnel. Tighten the screw to 3.4 N•m (30 in. lbs.).
61. Reconnect the instrument panel wire harness connector to the ACM connector receptacle.
62. Position the center support bracket to the ACM bracket on the floor panel transmission tunnel.
63. Install and tighten the two screws on the left and the one screw on the right that secure the instrument panel center support bracket to the ACM bracket on the floor panel transmission tunnel. Tighten the screws to 12 N•m (105 in. lbs.).
64. Align the screw holes in the instrument panel with the mounting holes in the center support bracket.
65. Install and tighten the two screws that secure the center support bracket to the instrument panel. Tighten the screws to 12 N•m (105 in. lbs.).
66. Reposition the floor carpet on the front of the floor panel transmission tunnel to conceal the instrument panel center support bracket.
67. From under the driver side of the instrument panel, perform the following:
 - a) Reconnect the headlamp and dash to instrument panel bulkhead wire harness connector. Tighten the screw in the center of the connector to 3.5 N•m (31 in. lbs.).
 - b) Reconnect the two body wire harness connectors to the two instrument panel wire harness connectors that are secured to the outboard side of the instrument panel bulkhead connector.
 - c) Reconnect the three wire harness connectors (one from the body wire harness, and two from the headlamp and dash wire harness) to the three junction block connector receptacles located closest to the dash panel.
 - d) Engage the linkage rod end into the lever on the back side of the park brake release handle and snap the plastic retainer clip that secures the rod to the lever over the linkage rod.
 - e) Reconnect the instrument panel wire harness connector to the stop lamp switch connector receptacle.
 - f) Reconnect the vacuum harness connector located near the left end of the heater-A/C housing.

68. Position the steering column to the panel bracket and attaching studs. Install the mounting nuts but only tighten them finger tight at this time.
69. Bounce the steering wheel lightly in a vertical motion to normalize the alignment.
70. Without influencing the new location of the steering column, tighten the passenger side rearward nut to 12 N•m (105 in. lbs.).
71. Next, tighten the front driver side nut to 12 N•m (105 in. lbs.).
72. Tighten the remaining steering column attaching nuts to 12 N•m (105 in. lbs.).
73. Reconnect the multifunction switch wiring harness. Tighten the assembly using a 7 mm socket to 2 N•m (17 in. lbs.).
74. Reconnect the speed control switch and ignition switch wire harnesses.
75. Install the lower upper steering column shrouds.
76. Install the tilt lever onto the steering column.
77. If the vehicle is equipped with a column shift automatic transmission, install the PRNDL drive cable. Place the gear selector into the Park position. If the indicator needs adjusting, turn the thumb screw on the cable retainer to adjust the cable.
78. If the vehicle is so equipped, reconnect the overdrive lockout switch wire harness connector to the instrument panel wire harness connector located near the instrument panel lower reinforcement.
79. Reconnect the driver side airbag module wire harness connector to the instrument panel wire harness connector located at the instrument panel lower reinforcement.
80. Position the lower reinforcement onto the instrument panel.
81. Install the four screws that secure the lower reinforcement to the instrument panel. Tighten the screws to 2.2 N•m (20 in. lbs.).
82. Position the steering column opening cover to the instrument panel.
83. Align the snap clip retainers on the steering column opening cover with the receptacles in the instrument panel.
84. Press firmly on the steering column opening cover over the snap clip locations until each of the snap clips are fully engaged in their receptacle.
85. Install and tighten the three screws that secure the lower edge of the steering column opening cover to the lower instrument panel reinforcement. Tighten the screws to 2.2 N•m (20 in. lbs.).
86. Position the cowl trim cover onto the cowl.
87. Press the cowl trim cover into place to engage the retaining clips. Then, install and tighten the two retaining screws.
88. Position the front edge of the door sill trim cover over the cowl trim cover and align the tabs.
89. Align door sill trim cover and press into place.
90. Adjust the temperature control cable. Refer the appropriate Service Manual, Group 24 for information regarding Temperature Control Cable adjustment.
91. Connect the battery negative cable and reset the clock on the radio.

POLICY: Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No: 24-50-33-91 1.4 Hrs.

FAILURE CODE: P8 - New Part