



November 2018

Dealer Service Instructions for:

Safety Recall UB6 / NHTSA 18V-786 Right Rear Door Latch

Remedy Available

2018 (JL) Jeep® Wrangler

NOTE: This recall applies only to the above vehicles equipped with Four Doors (Sales Code 5ZR) built from September 26, 2018 through September 28, 2018 (MDH 092606 through 092803).

NOTE: Some vehicles within the above build period may have been identified as not involved in this recall 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 right rear door latch on about 50 of the above vehicles may have been built off location. This may cause the outside door release handle link to bind on the latch reinforcement and potentially result in a non-latch condition. If the outside door release handle link does bind on the latch reinforcement, the right rear door may open unexpectedly due to road or driving conditions, or occupant contact with the door. A vehicle door that opens unexpectedly may result in occupant ejection or increase the risk of injury in the event of a crash.

Repair

Repair the right rear door latch reinforcement.

Parts Information

<u>Part Number</u>	<u>Qty.</u>	<u>Description</u>
NPN	1	Kent® High-Tech Clear Seam Sealer 5 oz. Tube #P10200 - Air-Dry Urethane

NOTE: This part number is for reimbursement only and will need to be claimed for the value of Kent® High-Tech Clear Seam Sealer 5 oz. Tube #P10200 or it will be rejected. A copy of the invoice showing the purchase of the non-MOPAR part or product needs to be attached to the reimbursement claim.

NOTE: No additional parts are anticipated for this campaign. If any additional parts are determined to be required due to collateral damage or consequential repairs caused by a right rear door latch malfunction or caused by following the service procedure, the dealer must first check if a related LOP has been created for repairs prior to performing the repair. If no related LOP is found, the LOP review process must be followed to request a related Recall LOP be added as follows:

Submit a LOP Related Inquiry (located in DealerCONNECT > Service > Claim Administration) for evaluation and update.

- **IF the request is approved** – the related Recall LOP will be added to the Labor Operations and you are to proceed with normal Recall claim entry process.
- **IF the request is not approved** – submit the repair under Warranty (W) if the repair has been pre-authorized by your Area Manager or Business Center representative.

Parts Return

No parts return required for this campaign.

Special Tools

The following special tools are required to perform this repair:

- C-4829A Trim Remover
- L4407B Steering Wheel Puller

Service Procedure

NOTE: The following procedure will disconnect and isolate the batteries and Intelligent Battery Sensor (IBS). Vehicles equipped with Electric Start/Stop (ESS) will have two negative battery cables, the supplemental battery and the main battery, both cables will require disconnection and isolation. Vehicles without ESS will have only one negative battery cable to disconnect and isolate.

NOTE: If the battery negative cables are not isolated it will result in the system still having battery connection and a potential for power spike which can cause damage or deployment of air bags.

1. Remove the nut (2) for the supplemental battery negative cable and isolate the cable (Figure 1).
2. Remove the nut (3) for the main negative cable and isolate the cable (Figure 1).
3. Loosening the nut (1) and isolating the negative cables together will **NOT** disconnect the battery connection for the supplemental battery and the system will have the ability to power up (Figure 1).



Figure 1 – Disconnect Both Negative Battery Cables

WARNING: Both negative battery cables must be separated and individually isolated.

4. Disconnection of the IBS connector (4) will not isolate the battery system and will still allow the system to power up (Figure 1).
5. (Figure 2) shows the battery system completely isolated and leaving the battery clamp (1) still in place and the IBS (2) still connected.

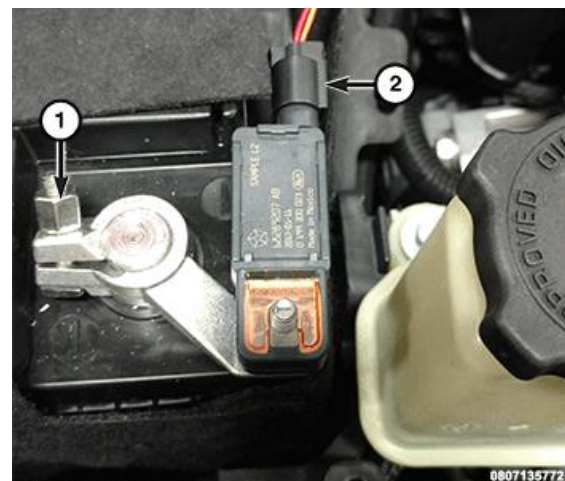


Figure 2 – Battery Isolated

Service Procedure [Continued]

6. Position the weatherstrip aside to access the slide plate screw located rearward of and below the door handle cap (Figure 3).



Figure 3 – Door Weatherstrip

7. Using a suitable tool, turn the screw counter-clockwise to move the slide plate forward in the outside door handle bracket. Do not attempt to remove the slide plate screw (Figure 4).

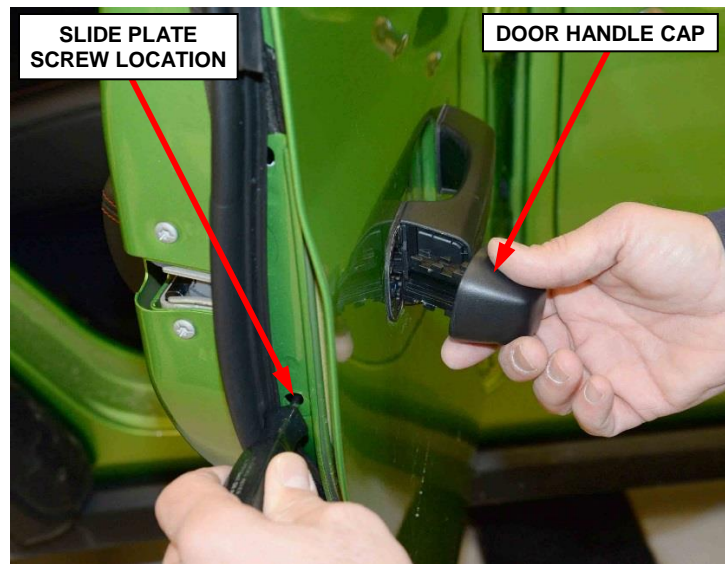


Figure 4 – Door Handle Cap

8. Continue to turn the screw while lightly pulling on the door handle cap until the cap is removed (Figure 4).

Service Procedure [Continued]

9. Pull the exterior door handle out slightly, then slide the handle rearward and out (Figure 5).



Figure 5 – Exterior Door Handle

10. Loosen the exterior door handle bracket support screw but do not remove it, and slide the handle bracket forward (Figure 6).

NOTE: It is not necessary to remove the door handle gasket.

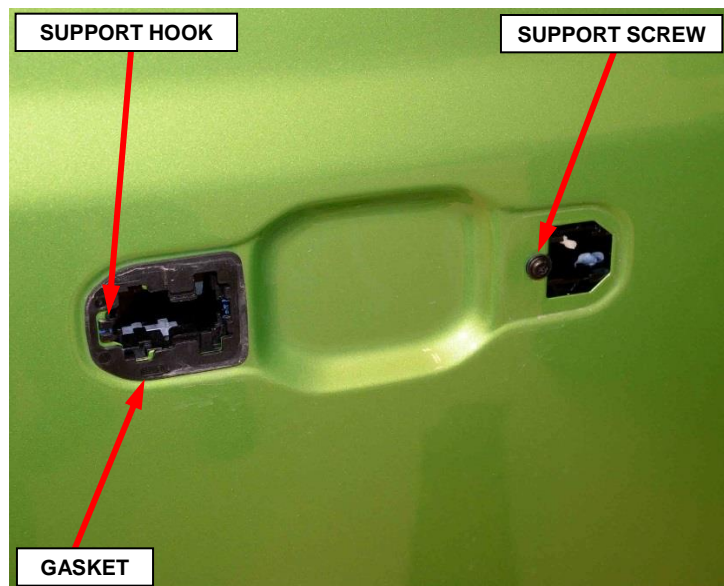


Figure 6 – Exterior Door Handle Bracket

Service Procedure [Continued]

11. If equipped with a manual window regulator, using a standard window handle tool (1), release the handle clip (2) and remove the handle (3) from the window lift mechanism (Figure 7).

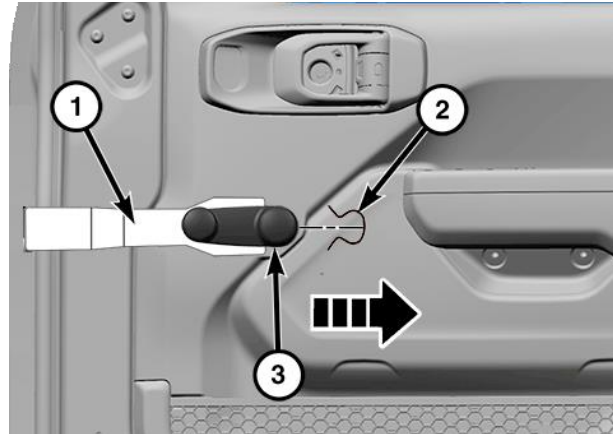


Figure 7 – Window Regulator Handle

12. Using a small pick type tool or equivalent remove the trim cover from within the door handle (Figure 8).



Figure 8 – Door Handle Trim Cover

13. Remove the bolt (Figure 9).

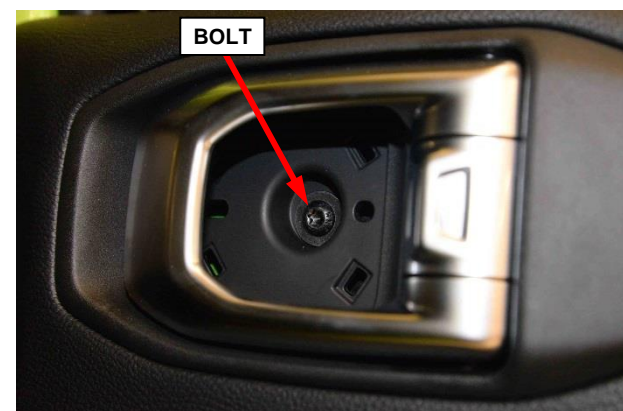


Figure 9 – Door Handle Bolt

Service Procedure [Continued]

14. Remove the armrest bolt (Figure 10).
15. Remove the two lower screws from the door panel (Figure 10).
16. Using Trim Remover C-4829A, separate the six push pin retainers (Figure 11).

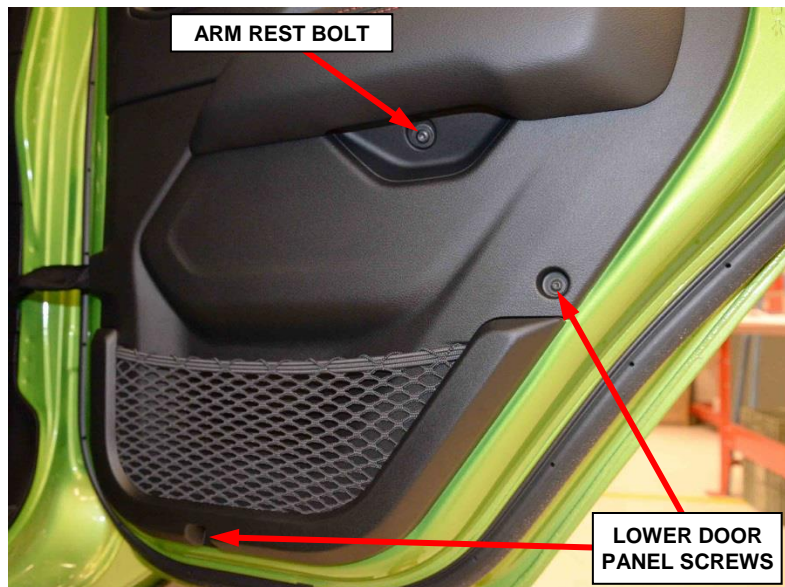


Figure 10 – Arm Rest and Door Panel Fasteners

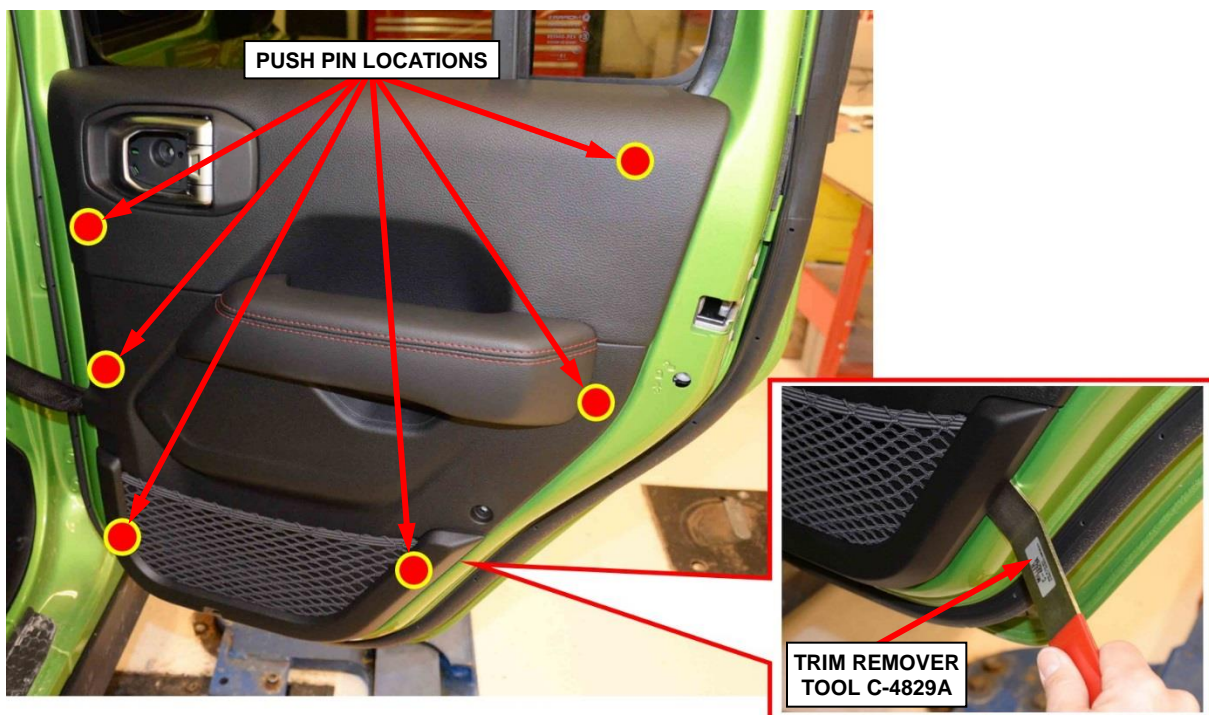


Figure 11 – Door Panel Push Pin Retainers

Service Procedure [Continued]

17. Separate the door trim panel assembly from the door (Figure 12).
18. Disconnect any electrical wire harness connectors from the door trim panel as necessary.
19. Disconnect the interior door handle and lock cable housings (1) then remove the cable ends (2) from the door handle assembly (Figure 12).
20. Remove the door trim panel assembly.

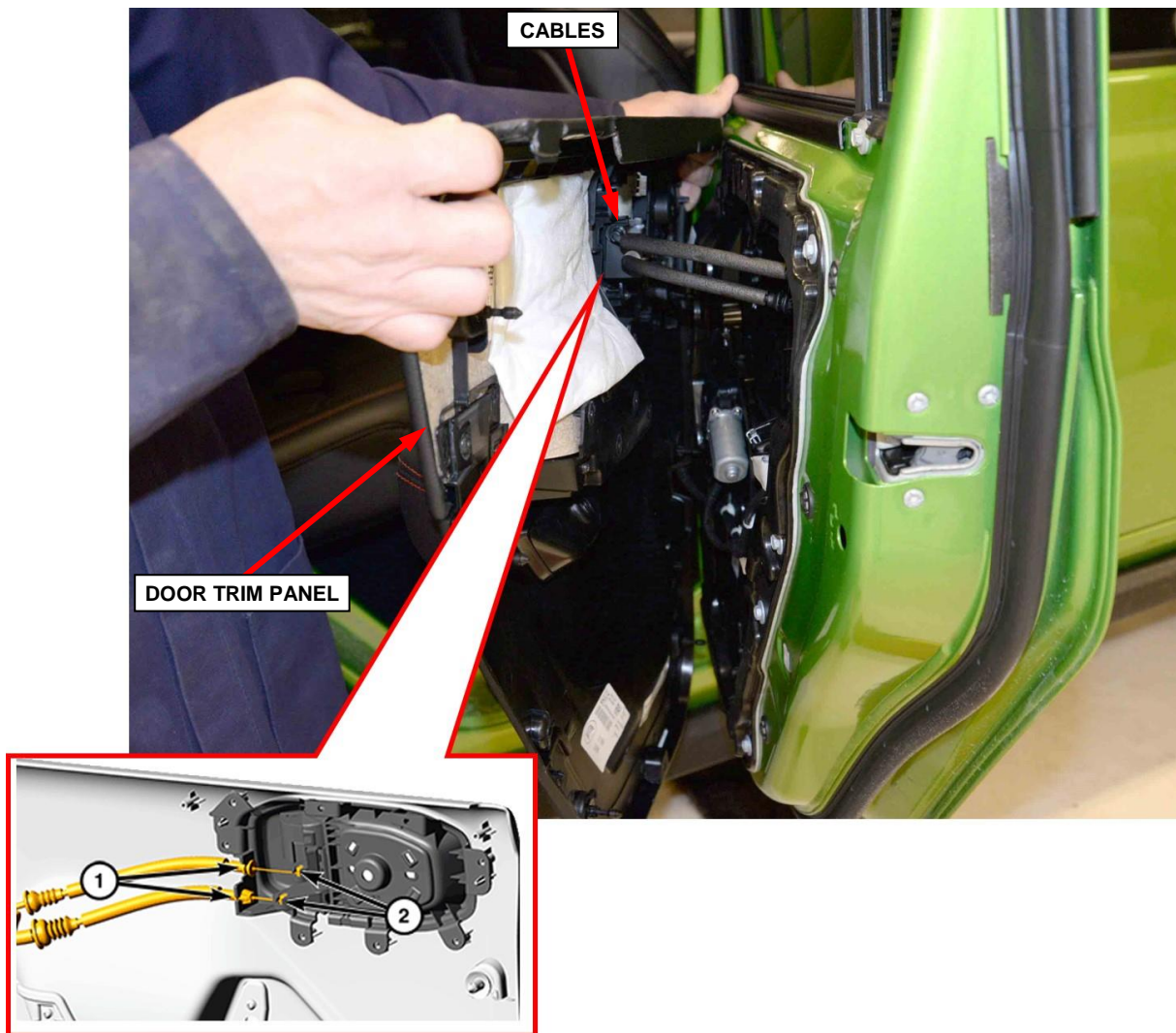
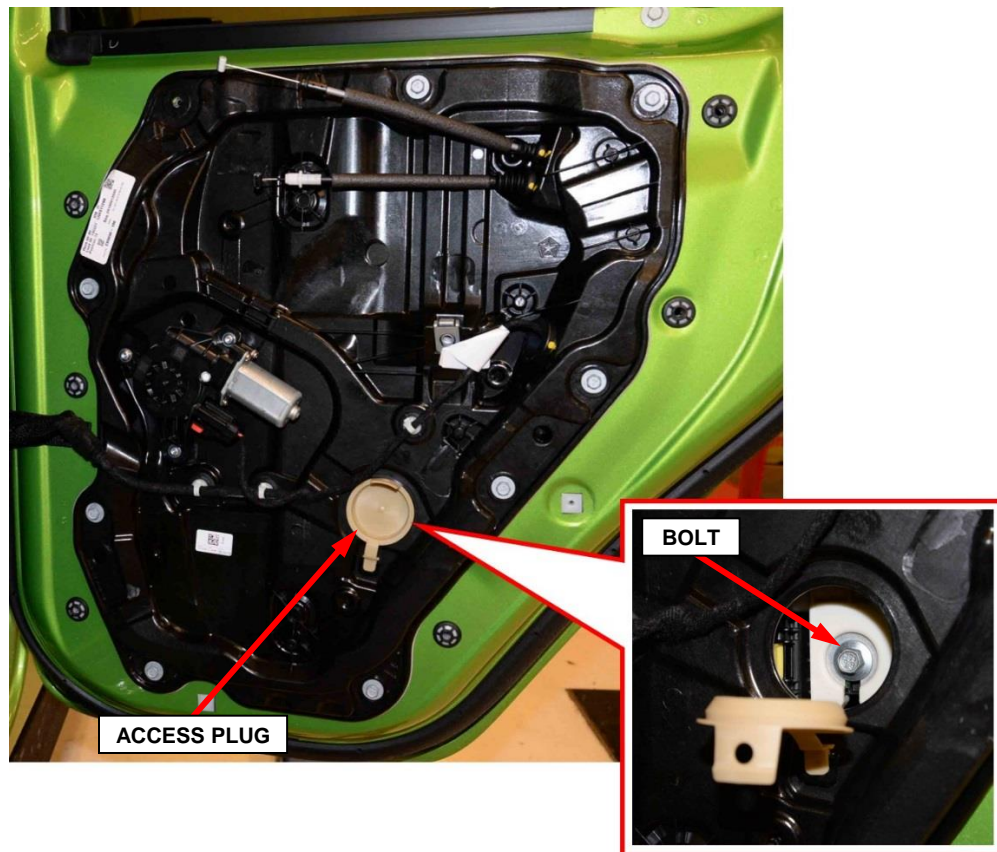


Figure 12 – Door Trim Panel and Interior Door Handle Cables

Service Procedure [Continued]

21. Open the access plug and position aside (Figure 13).
22. If equipped with manual windows, temporarily install the window crank handle and lower the window until the window glass fastener bolt is visible in the access hole then remove the window crank handle (Figure 13).
23. If equipped with power windows, temporarily connect the negative battery cable(s), place the ignition switch in the RUN position, and lower the window until the window glass fastener bolt is visible in the access hole (Figure 13). Place the ignition switch in the OFF position then disconnect and isolate the negative battery cable.
24. Remove the window glass fastener bolt (Figure 13).

**Figure 13 – Window Glass Fastener Bolt**

Service Procedure [Continued]

25. Using a hook-type tool or equivalent, release the lower window glass tabs (1) from the regulator lift plate (2) (Figure 14).

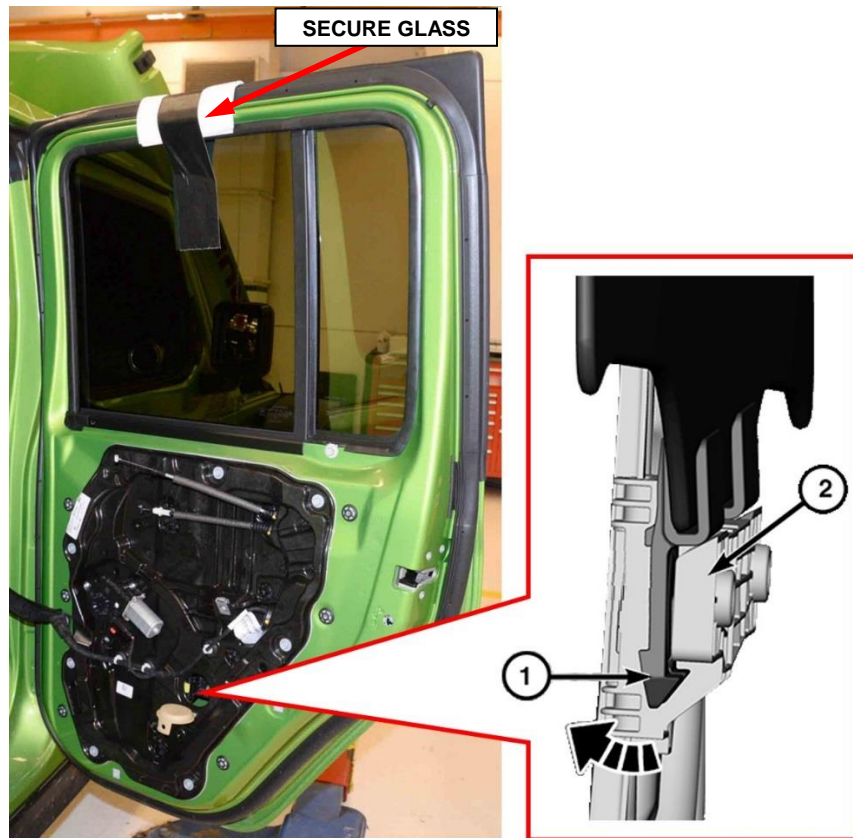


Figure 14 – Window Glass Regulator Lift Plate

27. Remove the three door latch mounting bolts (Figure 15).

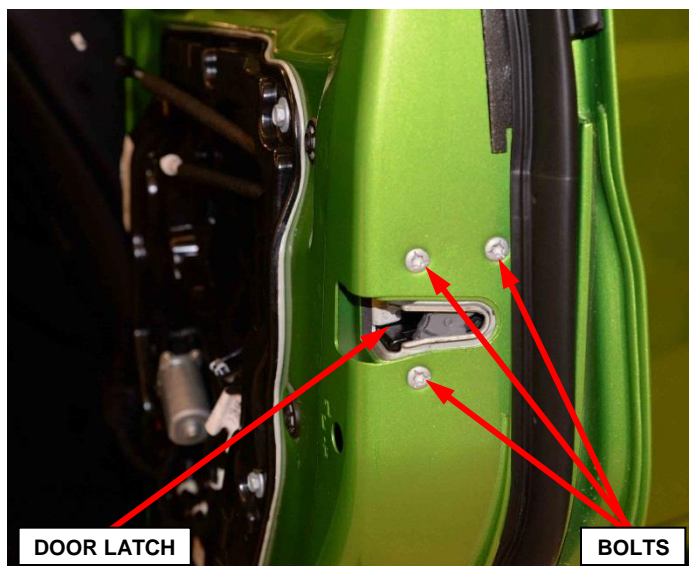


Figure 15 – Door Latch Mounting Bolts

Service Procedure [Continued]

28. Remove the bolt securing the door wire harness to the front of the door (Figure 16).
29. Remove the eight carrier plate bolts then separate the carrier plate assembly from the door (Figure 16).
30. Move the carrier plate with latch assembly forward in the door tilt and remove the carrier plate from the door.

NOTE: There is a locator pin along the right side edge of carrier plate which may catch while attempting to remove the carrier plate.

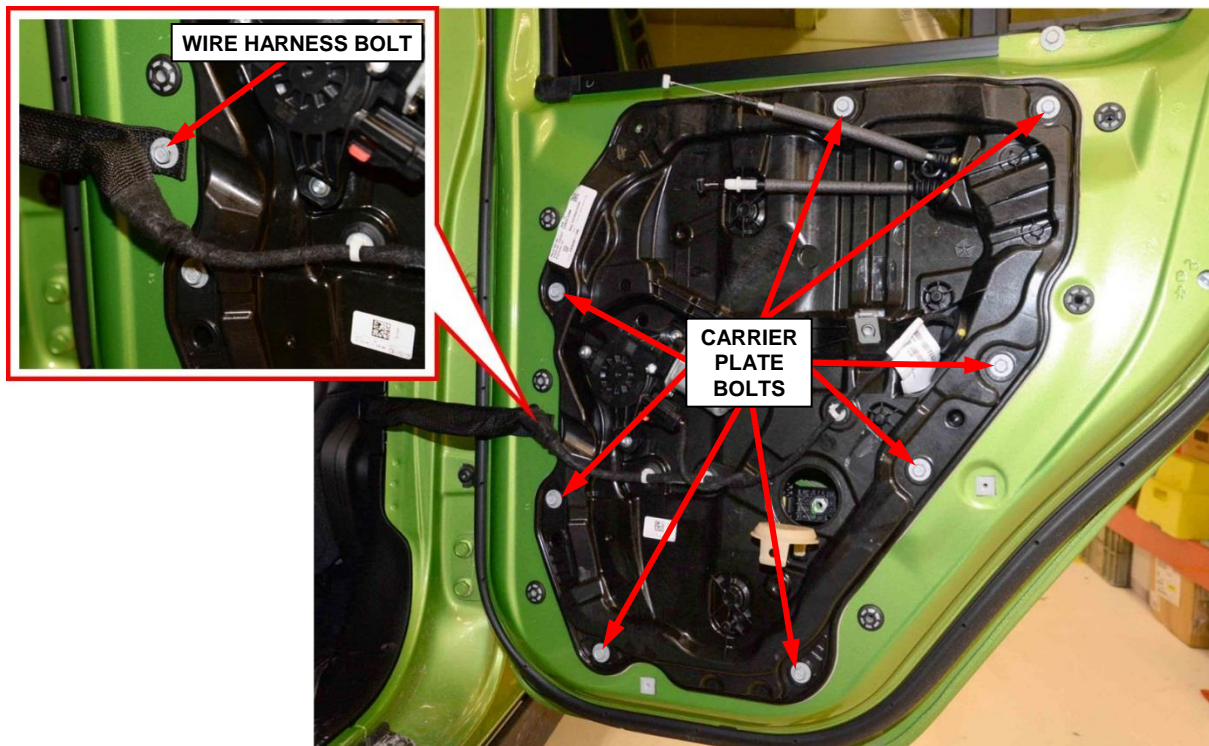


Figure 16 – Wire Harness and Carrier Plate

Service Procedure [Continued]

31. Protect the seats with a cover then position the carrier plate with latch assembly in the vehicle (Figure 17).

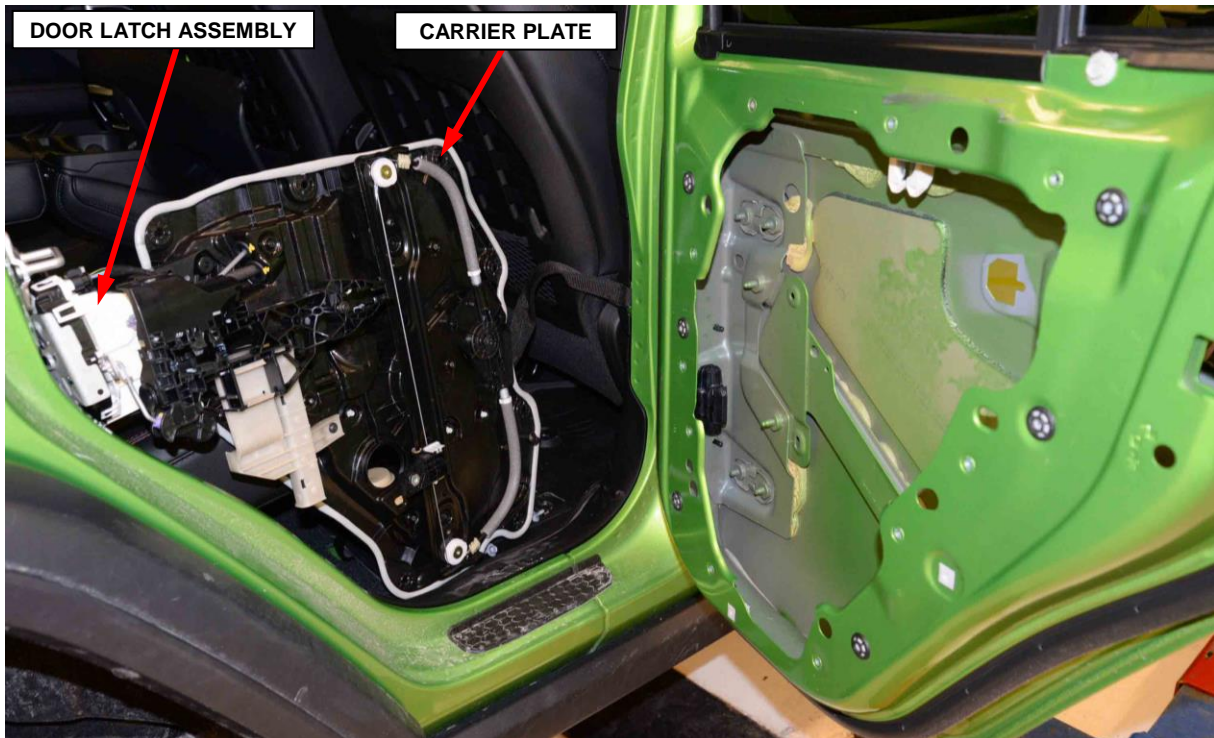


Figure 17 – Carrier Plate with Latch Assembly

32. Disconnect the door latch actuator rod from the door latch (Figure 18).
33. Disconnect the wire harness connector from the door latch (Figure 18).

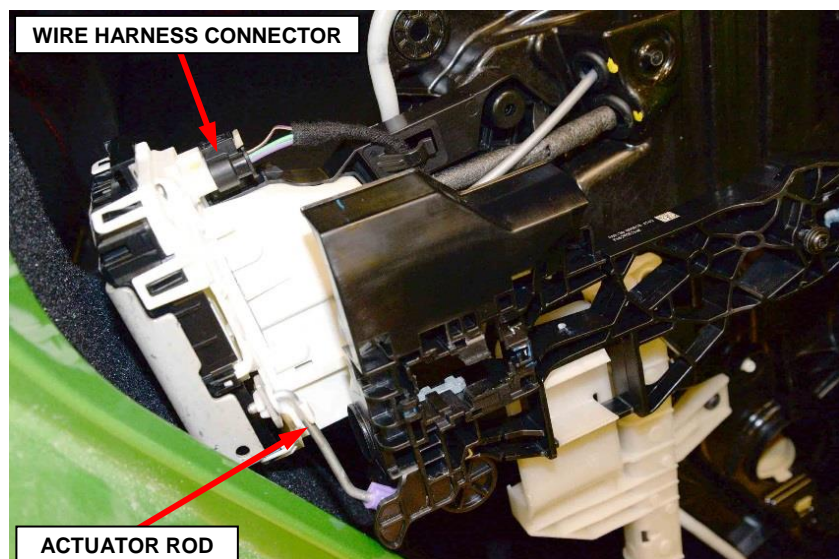


Figure 18 – Actuator Rod and Wire Harness

Service Procedure [Continued]

34. Release the door latch retaining clips then remove the door latch from the carrier plate (Figure 19).

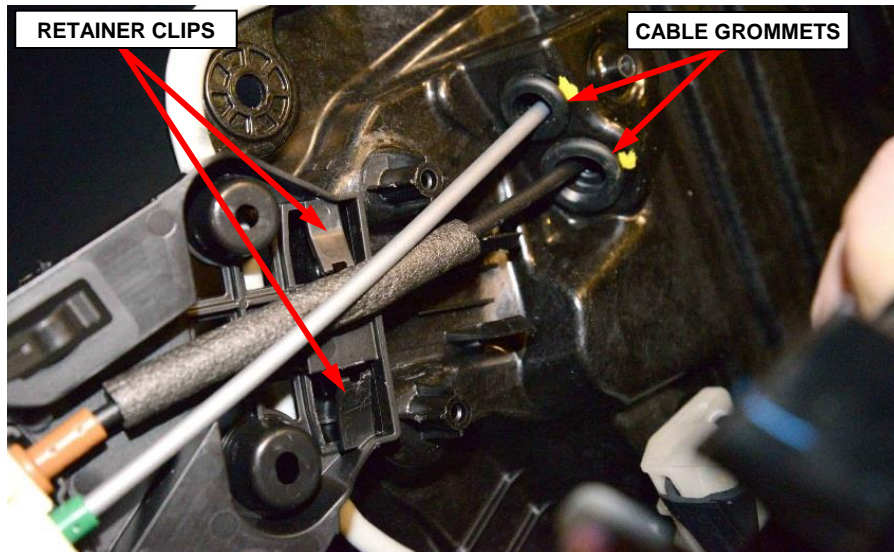


Figure 19 – Door Latch Retainer Clips

35. Release the door handle cable and lock cable grommets from the carrier plate then guide the cables out of the carrier plate (Figure 20).

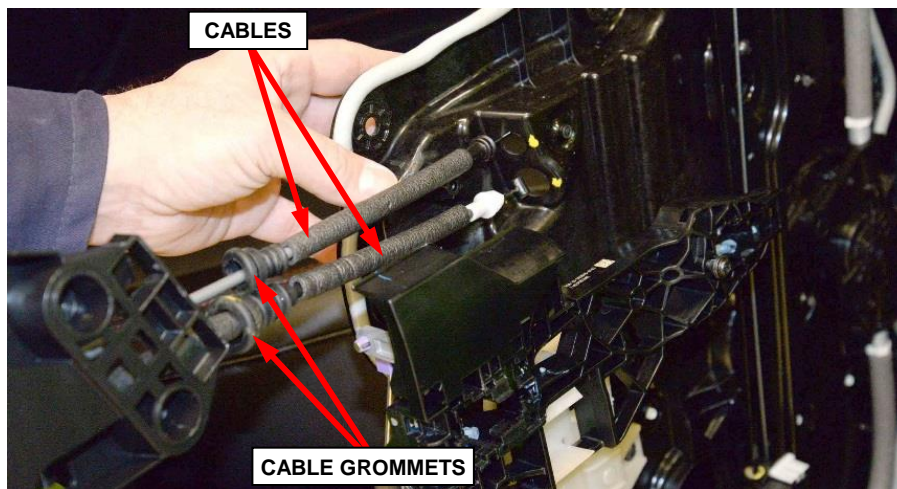


Figure 20 – Door Handle and Lock Cables

Service Procedure [Continued]

36. Temporally install the latch assembly in the door and secure with the three mounting bolts (Figure 21).
37. Using feeler gauges inside the door, measure the distance between the latch link swing arm and latch reinforcement flange (Figure 22).

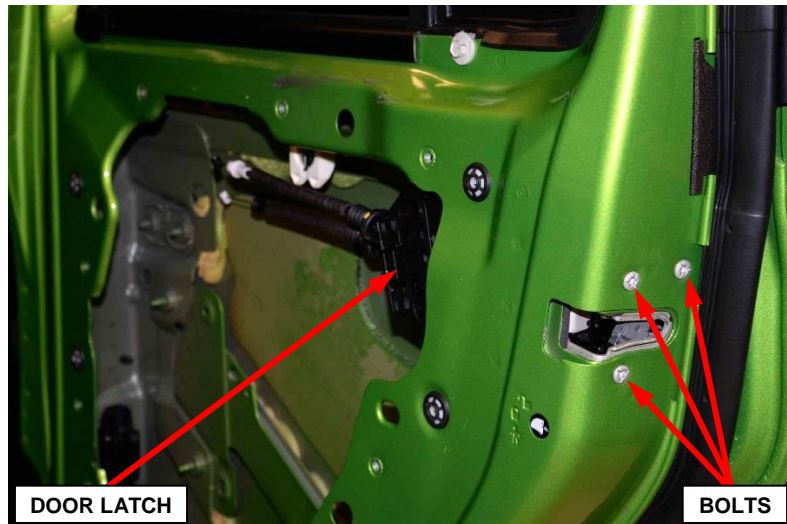


Figure 21 – Temporally install the latch assembly

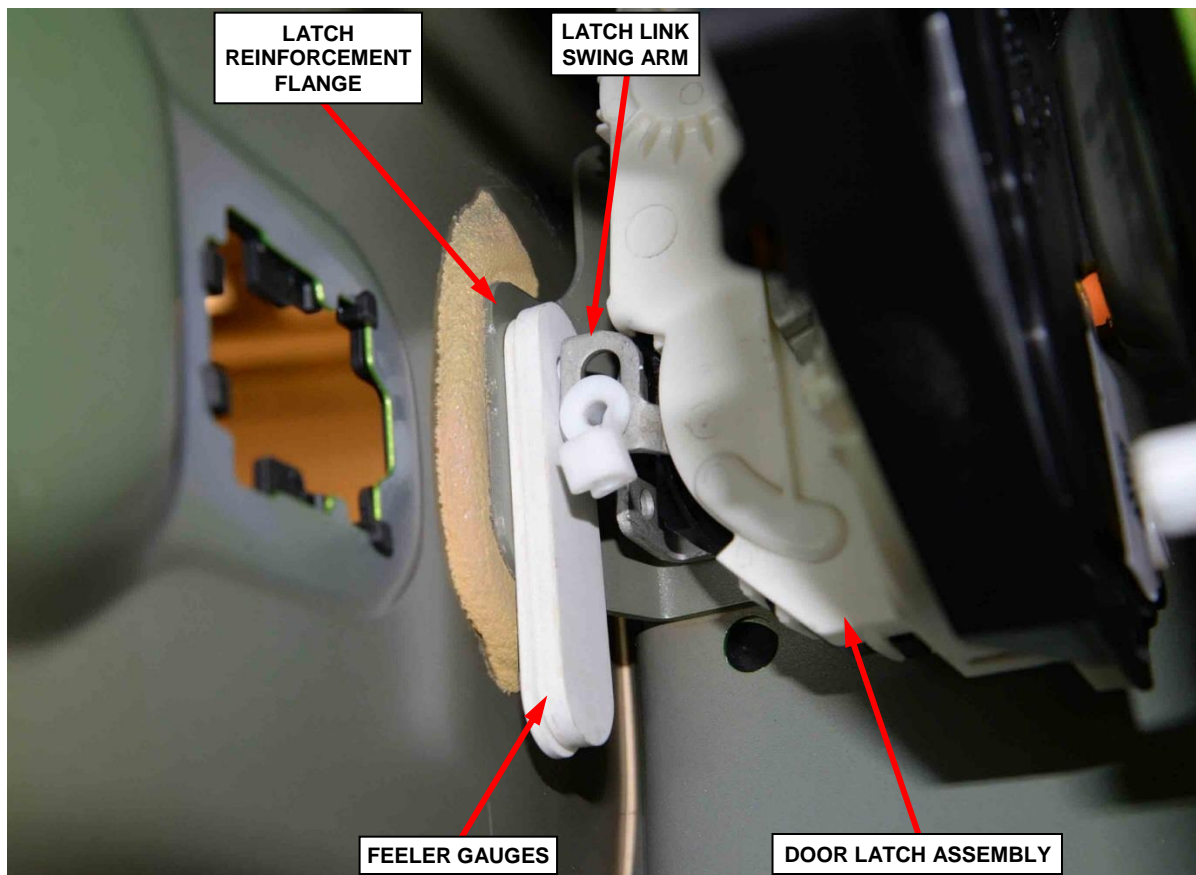


Figure 22 – Measure Between the Latch Link Swing Arm and Latch Reinforcement Flange

Service Procedure [Continued]

38. Remove the three mounting bolts and the latch assembly from the door.
- If the measurement from **Step 37** was less than 4.5mm, proceed with the next steps to remove flocking and bend the latch reinforcement flange in order to achieve a minimum measurement of 4.5mm between the latch link swing arm and the latch reinforcement flange.
 - If the measurement from **Step 37** was 4.5mm or greater, no bending of the latch reinforcement flange is required. The door may be reassembled. Proceed to **Step 53** of door reassembly.
39. Using a saw blade or putty knife or other equivalent tool, remove ALL of the flocking material from between the outer door panel skin and latch reinforcement flange, ensuring to not dent the outer door skin (Figure 23). Remove any loose remaining pieces of flocking material from the door cavity.

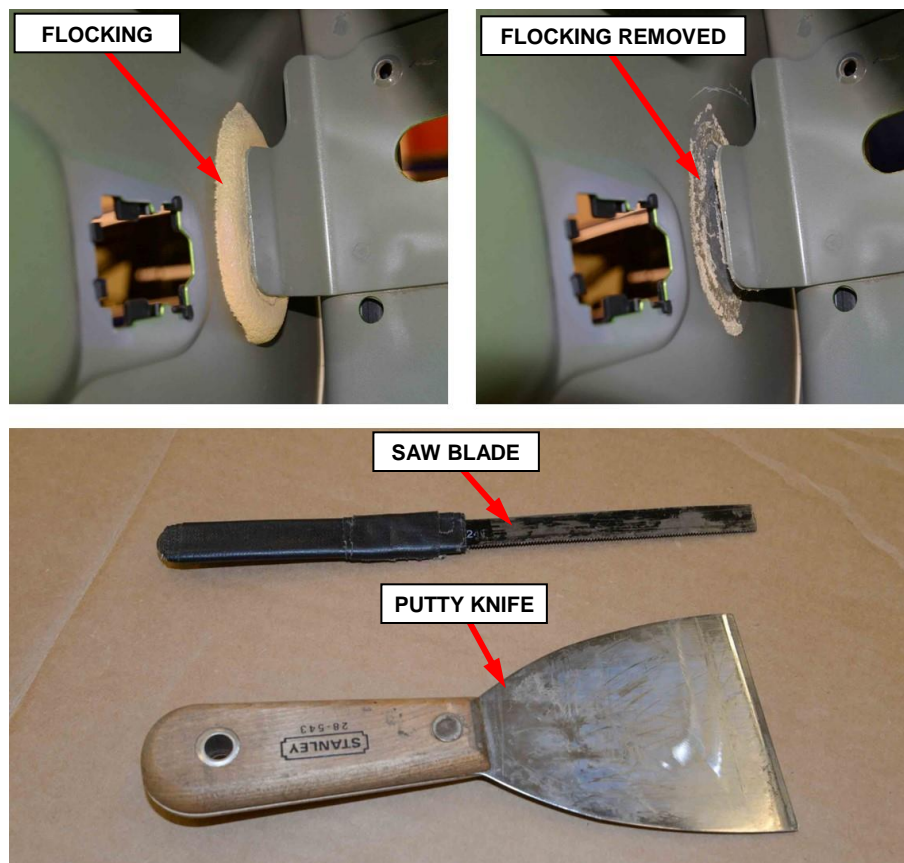


Figure 23 – Remove Flocking Material

Service Procedure [Continued]

40. Using feeler gauges, measure the gap between the latch reinforcement flange and door skin. (Figure 24).

Use this measurement as a guide for how much the latch reinforcement flange moves toward the door skin (away from the latch link swing arm) during the following steps to bend the latch reinforcement flange.

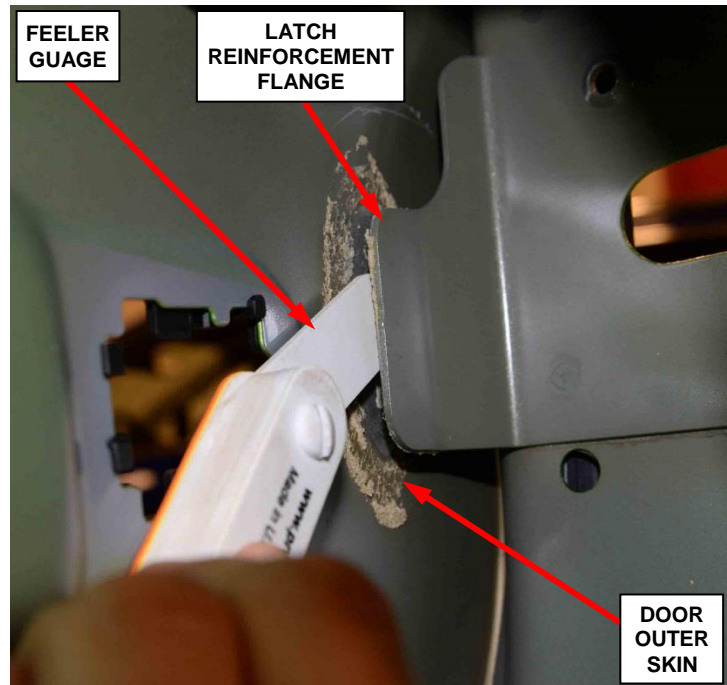


Figure 24 – Measure Between Latch Reinforcement Flange and Door Skin

41. Cover the door latch opening with several layers of tape to protect the paint (Figure 25).



Figure 25 – Protect Latch Opening

Service Procedure [Continued]

42. Install Steering Wheel Puller L4407B in the door pressing against the latch reinforcement flange as shown in (Figure 26).
43. Using the Steering Wheel Puller L4407B as a pushing tool, bend the latch reinforcement flange toward the door skin as much as possible without damaging the door skin.

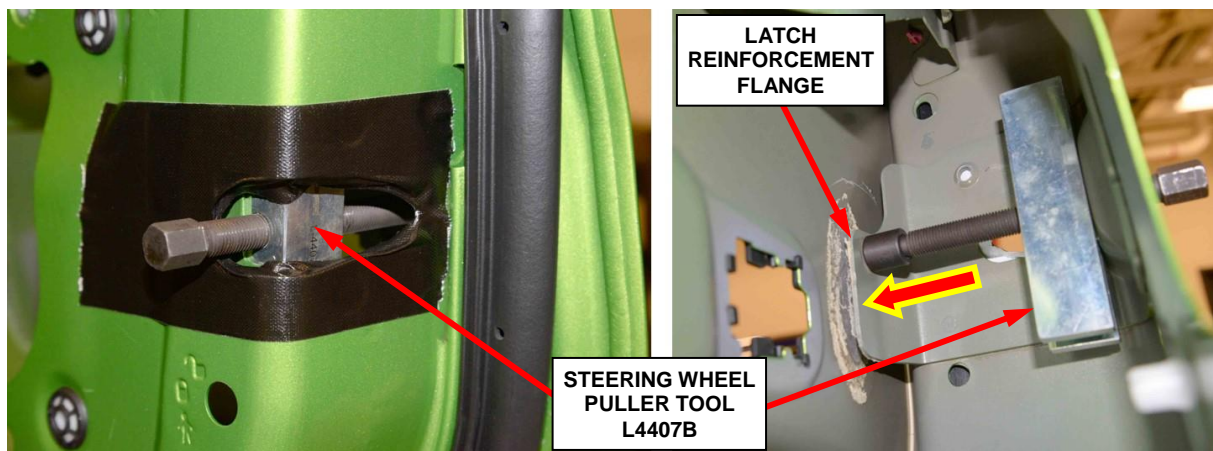


Figure 26 – Bend the Latch Reinforcement Flange Toward the Door Skin

44. Remove the Steering Wheel Puller L4407B from the door.
45. Using feeler gauges, measure the gap between the latch reinforcement flange and door skin. Measurement target is between 1.5mm and 2.5mm (Figure 27).

Repeat **Steps 42-44** if necessary until no more movement of latch reinforcement flange can be achieved using the Steering Wheel Puller.

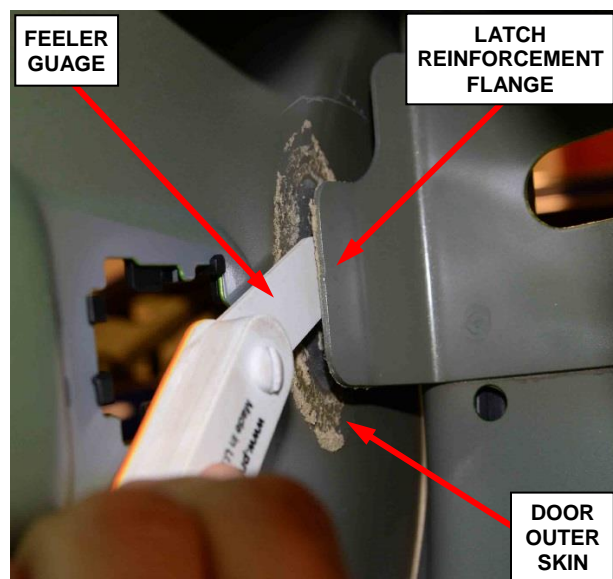


Figure 27 – Measure Between Latch Reinforcement Flange and Door Skin

Service Procedure [Continued]

46. Temporally install the latch assembly in the door as described in **Step 36** (Figure 21) then measure the distance between the latch link swing arm and latch reinforcement flange (Figure 28). Remove the three mounting bolts and the latch assembly from the door after taking measurement.
- If the latch reinforcement flange moved enough that proper clearance of 4.5mm or more was achieved between the latch link swing arm and latch reinforcement flange, proceed to **Step 51** apply an air-dry urethane.
 - If a clearance of 4.5mm or more was NOT achieved between the latch link swing arm and latch reinforcement flange, also if the gap between the latch reinforcement flange and door skin is still greater than 2.5mm, proceed to **Step 47**.
 - If a clearance of 4.5mm or more was NOT achieved between the latch link swing arm and latch reinforcement flange and if the gap between the latch reinforcement flange and door skin is 1.5mm or less, the door will require replacement.

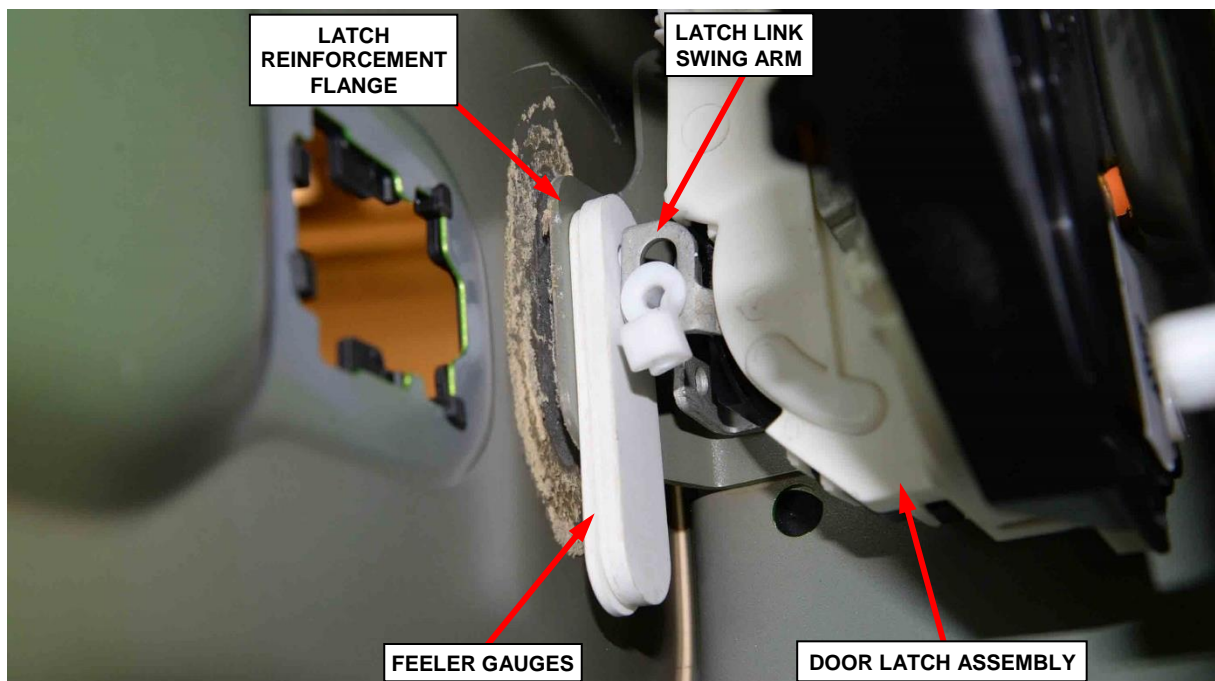


Figure 28 – Measure Between the Latch Link Swing Arm and Latch Reinforcement Flange

Service Procedure [Continued]

47. Place a drift punch through the door latch opening. Attempt to bend the latch reinforcement flange towards the outer door skin using a hammer (Figure 29).

NOTE: The assistance of a second technician will be required to hold the door steady while performing Step 47 to prevent damage to the door hinges.

CAUTION: Be careful to not allow the drift punch to slip off the latch reinforcement flange while striking with hammer. Damage to the outer door skin may occur.

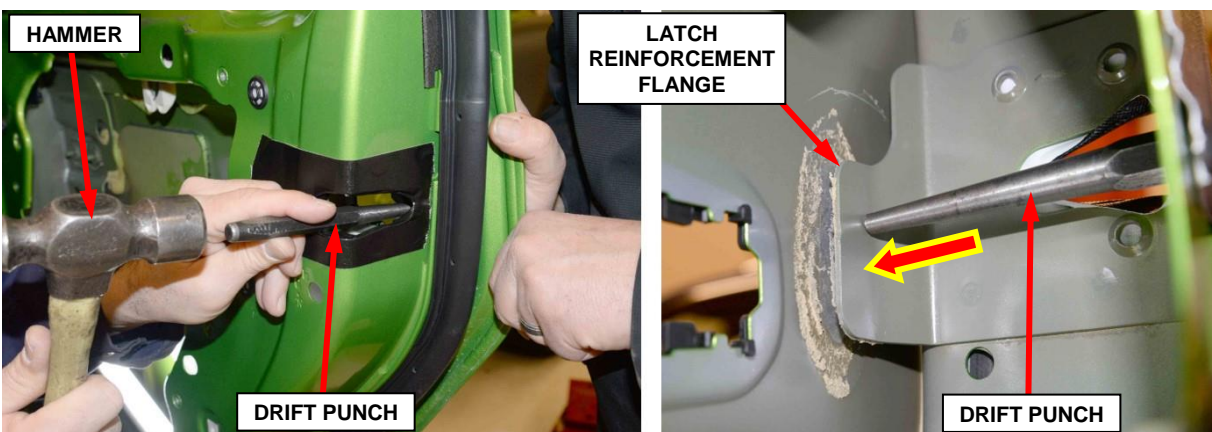


Figure 29 – Bend the Latch Reinforcement Flange Toward the Door Skin

48. Using feeler gauges, measure the gap between the latch reinforcement flange and door skin as described in **Step 45** (Figure 27). Measurement target is between 1.5mm and 2.5mm. Repeat **Step 47** if necessary until the target measurement is achieved.
49. Inspect door outer skin for any collateral surface damage. If door skin was damaged during **Step 47**, the door will require repair or replacement.

Service Procedure [Continued]

50. Temporally install the latch assembly in the door as described in **Step 36** (Figure 21) then measure the distance between the latch link swing arm and latch reinforcement flange (Figure 28). Remove the three mounting bolts and the latch assembly from the door after taking measurement.
- If the latch reinforcement flange moved enough that proper clearance of 4.5mm or more was achieved between the latch link swing arm and latch reinforcement flange, proceed to **Step 51** apply an air-dry urethane.
 - If a clearance of 4.5mm or more was NOT achieved between the latch link swing arm and latch reinforcement flange, also if the gap between the latch reinforcement flange and door skin is 1.5mm or less, the door will require replacement.
51. Apply an air-dry urethane between the latch reinforcement flange and door skin in order to provide isolation and dampening (Figure 30).

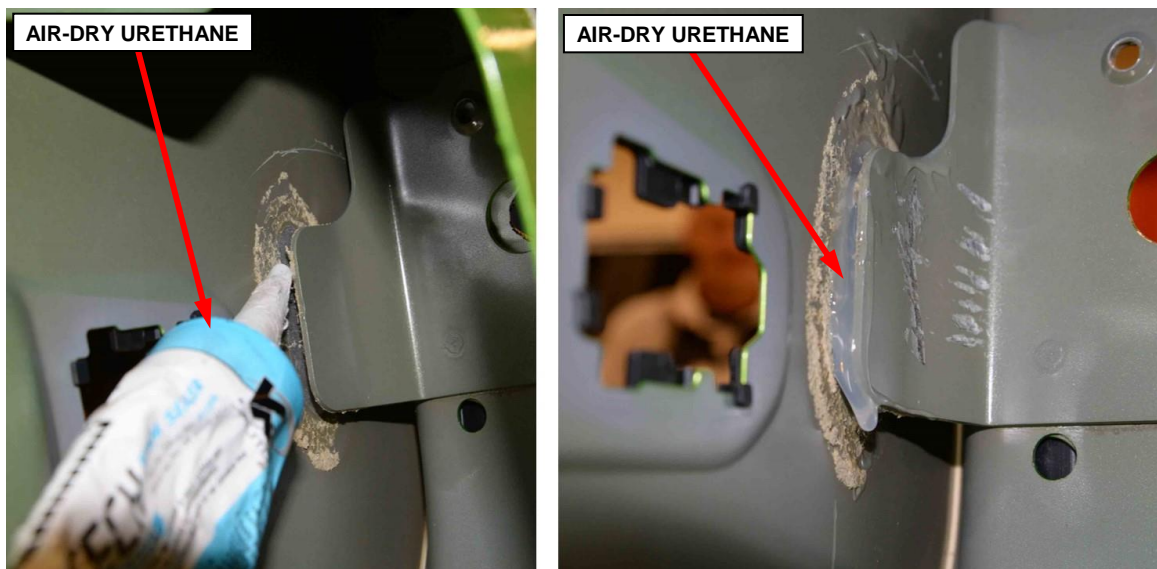


Figure 30 – Apply Air-Dry Urethane Between Latch Reinforcement Flange and Door Skin

52. Remove the tape from the door latch opening (Figure 24).

Service Procedure [Continued]

53. Guide the door handle cable and lock cable cables into the carrier plate and seat the cable grommets (Figure 20).
54. Align the door latch to the carrier plate then fully secure the door latch with the retaining clips (Figure 19).
55. Connect the wire harness connector to the door latch (Figure 18).
56. Connect the latch actuator rod to the door latch (Figure 18).
57. Position the carrier plate with latch assembly back into the door cavity (Figure 17).
58. Install the eight carrier plate bolts and tighten to 7 N·m (62 In. lbs.) (Figure 16).
59. Position the door wire harness to the door and install the bolt, tighten to 7 N·m (62 In. lbs.) (Figure 16).
60. Install the three door latch mounting bolts and tighten to 7 N·m (62 In. lbs.) (Figure 15).
61. Remove the tape or wedge then position the door window glass and secure it to the window regulator glass slider, making sure the glass lower tabs and regulator lift plate are properly seated together (Figure 14).
62. Install the window glass fastener bolt and tighten to 14 N·m (10 ft. lbs.) (Figure 13).
63. Position the access plug back into place and seat fully (Figure 13).

Service Procedure [Continued]

64. Install the door handle and lock cable ends (2) to the door handle assembly then connect the cable housings (1) to the interior door handle assembly (Figure 12).
65. Connect any wire harness connectors to the door trim panel as necessary.
66. Install the top of the door trim panel over the inner door frame (Figure 11).
67. Position the door trim panel to the door (Figure 11).
68. Seat fully the six push pin fasteners (Figure 11).
69. Install the two lower screws to the door panel (Figure 10).
70. Install the armrest bolt and tighten to 8 N·m (71 In. lbs.) (Figure 10).
71. Install the door handle bolt and tighten to 7 N·m (62 In. lbs.) (Figure 9).
72. Install the door handle trim cover and seat fully (Figure 8).
73. If equipped with a manual window regulator, position the window regulator handle retaining clip (2) back into place on the handle post (1) (Figure 31).
74. Position the window regulator handle (1) back onto the post (2) and seat fully (Figure 32).

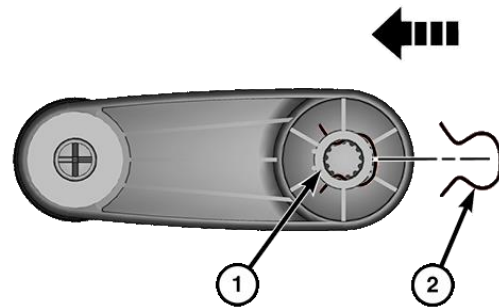


Figure 31 – Window Regulator Handle Retainer



Figure 32 – Window Regulator Handle Installation

Service Procedure [Continued]

75. Engage the exterior door handle bracket support screw into the slot of the outer door panel and engage the hook over the edge of the outer panel (Figure 6).
76. While pushing the handle bracket support hook rearward, tighten the exterior door handle bracket support screw to 1.9 N·m (17 In. lbs.) (Figure 6).
77. If removed, install the exterior door handle gasket (Figure 6).
78. Position the exterior door handle to the door (Figure 5).
79. Slide the exterior door handle in and forward (Figure 5).
80. Position the door handle cap to the door and gasket (Figure 4).
81. Once the door handle cap is properly positioned, and while pushing the handle cap against the handle gasket, tighten the screw which is accessible below and rearward of the handle cap. Tighten the screw clockwise to 1.9 N·m (17 In. lbs.) (Figure 4).
82. Position the door weatherstrip back into place (Figure 3).
83. Cycle the door handle 10 times to ensure no binding/sticking.
84. Ensure the door striker is set properly to avoid striker drag and maintain the proper door flushness.
85. Install the main negative battery cable to the IBS and install the M6 nut (3). Tighten the nut to 8 N·m (70 In. lbs.) (Figure 1).
86. Install the supplemental battery negative battery cable to the main negative battery cable and install the M8 nut (2). Tighten the nut to 11 N·m (8 Ft. lbs.) (Figure 1).
87. Close the hood
88. Raise the right rear door window.
89. Clean the window glass and door to remove any marks or finger prints.


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 paid will be used by FCA to record recall service completions and provide dealer payments.

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

	Labor Operation Number	Time Allowance
Inspect Right Rear Door Latch Reinforcement Flange Clearance	23-UB-61-81	0.9 hours
Inspect and Adjust Right Rear Door Latch Reinforcement Flange Clearance	23-UB-61-82	1.2 hours
Floor Plan Reimbursement	95-95-95-97	Calculate See Below

Floor Plan Reimbursement represents the vehicle's average daily allowance (see table below) multiplied by the number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale to the date that the remedy was made available. Note: If the vehicle was received by your dealership (KZX date) AFTER the stop sale date, you will use the KZX date instead of the stop sale date. For this Recall, the stop sale was initiated on 11/15/2018 and the remedy was made available on 11/30/2018, therefore, the number of days cannot exceed 15 days.

Vehicle	Average Daily Allowance
2018 Jeep® Wrangler	

For Kent® High-Tech Clear Seam Sealer reimbursement, attach a copy of the invoice showing the purchase price of the non-MOPAR product for “NPN” to your claim. Do NOT enter the *Kent® High-Tech Clear Seam Sealer* part number on the 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 FCA 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.

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 Services / Field Operations
FCA US LLC

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

UB6/NHTSA 18V-786

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

1. RECOMMENDED OPTION

Call your authorized Chrysler /
Dodge / Jeep® / RAM Dealership

2. Call the FCA Recall Assistance

Center at **1-800-853-1403**. An
agent can confirm part availability
and help schedule an appointment

3. Visit recalls.mopar.com, scan the

**QR code below, or download the
Mopar Owner's Companion App.**

QR Code

Get access to recall notifications, locate
your nearest dealer, and more through
this website or Mopar Owner's
Companion App. You will be asked to
provide your Vehicle Identification
Number (VIN) to protect and verify
your identity. The last eight characters
of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall UB6.

IMPORTANT SAFETY RECALL

Right Rear Door Latch

Dear [Name],

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

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain [2018
model year Jeep® Wrangler] vehicles.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and
your passengers.

WHY DOES MY VEHICLE NEED REPAIRS?

The right rear door latch on your vehicle ^[1] may have been built off location. This may cause
the outside door release handle link to bind on the latch reinforcement and potentially result in
a non-latch condition. If the outside door release handle link does bind on the latch
reinforcement, the right rear door may open unexpectedly due to road or driving conditions, or
occupant contact with the door. **A vehicle door that opens unexpectedly may result in
occupant ejection or increase the risk of injury in the event of a crash.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will
repair the right rear door latch reinforcement. In addition, your dealer will require your vehicle
for proper check-in, preparation, and check-out during your visit. Your time is important to us;
please be aware that these steps may require more time. The estimated repair time is two hours.
We recommend that you schedule a service appointment to minimize your inconvenience.
Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR,
CALL YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you
may visit www.fcarecallreimbursement.com to submit your reimbursement request online. ^[3]
Once we receive and verify the required documents, reimbursement will be sent to you within
60 days. If you have had previous repairs performed and/or already received reimbursement,
you may still need to have the recall repair performed.

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

Customer Assistance/Field Operations

FCA US LLC



Mr. Mrs. Customer
1234 Main Street
Hometown, MI 48371

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] 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 you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to safercar.gov.

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

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