



April 2019

Dealer Service Instructions for:

# Safety Recall V31 / NHTSA 19V-248

## Passenger Seat Fasteners

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### Remedy Available

**2019 (KL) Jeep® Cherokee**

*NOTE: This recall applies only to the above vehicles.*

*NOTE: Some vehicles above 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 passenger front seat fasteners on about 250 of the above vehicles may not be fully tightened to the specified torque. An occupant may notice a loose or rattling passenger seat. If the fastener is not tightened to the specified torque, it could increase the risk of passenger injury in an accident.

### Repair

Inspect the front passenger seat mounting fasteners for correct torque and repair if needed.

**Parts Information**

Due to the small number of involved vehicles expected to require **seat bolts**, no parts will be distributed initially. **Seat bolts should be ordered only after inspection determines that seat bolts are required.** *Very few vehicles are expected to require seat bolts.*

**Part Number**

**06511652AA**

**Description**

**Bolt, Seat Mounting  
(one kit per repair) (MSQ of 4)**

**Parts Return**

No parts return required for this campaign.

**Special Tools**

No special tools are required to perform this service procedure.

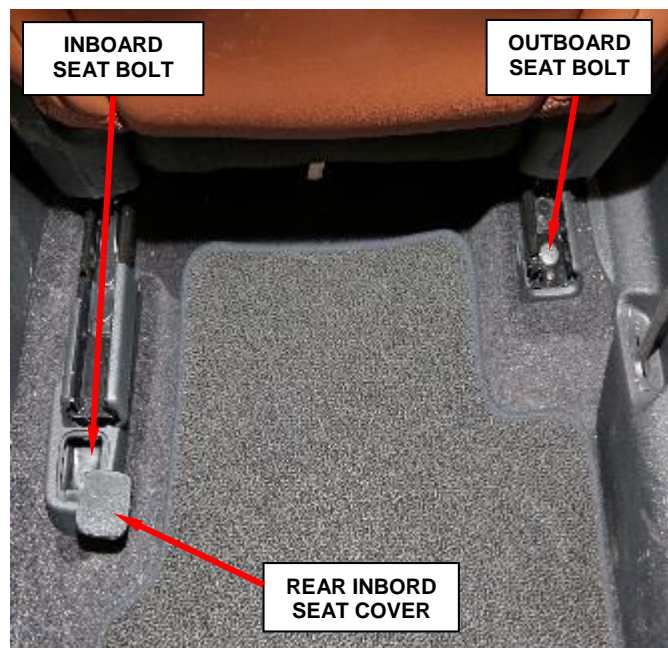
**Service Procedure**

**NOTE: The bolts may be a Mortorq® bolt and require a Mortorq® tool bit for removal and installation.**

1. Move the passenger front seat to the full rearward position.
2. Using a torque wrench inspect the front passenger seat bolts for 39 N·m (29 ft. lbs.). **Both bolts must achieve the required torque without rotating (Figure 1).**
  - If both bolts achieved 39 N·m (29 ft. lbs.) without rotating, **return the vehicle to the customer.**
  - If either bolt was not tightened to at least 39 N·m (29 ft. lbs.) continue to Step 3.
3. Remove and **DISCARD** the two front seat bolts (Figure 1).
4. Move the passenger front seat to the full forward position.
5. Remove the rear inboard seat bolt cover (Figure 2).
6. Remove and **DISCARD** the two rear seat bolts (Figure 2).



**Figure 1 – Check Front Seat Bolt Torque**



**Figure 2 – Rear Seat Bolt Locations**

**Service Procedure [Continued]**

7. Hand start four **NEW** seat bolts.
8. Move the passenger front seat to the full rearward position.
9. Tighten the front seat bolts to 39 N·m (29 ft. lbs.) in the following sequence.
  - a. Front inboard (Figure 1).
  - b. Front outboard (Figure 1).
10. Move the passenger front seat to the full forward position.
11. Tighten the rear seat bolts to 39 N·m (29 ft. lbs.) in the following sequence.
  - a. Rear inboard (Figure 2).
  - b. Rear outboard (Figure 2).
12. Install the rear inboard seat bolt cover.
13. Move the passenger seat to its original position.
14. Return the vehicle to the customer.

**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:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Inspect Front Passenger Seat Bolt Torque	23-V3-11-81	0.2 hours
Inspect and Replace All Front Passenger Seat Bolts	23-V3-11-82	0.2 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 **04/04/2019** and the remedy was made available on **04/11/2019**, therefore, the number of days cannot exceed **7** days.

Vehicle	Average Daily Allowance
2019 (KL) Jeep Cherokee	[REDACTED]

**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

V31/NHTSA 19V-248

LOGO

VEHICLE PICTURE

#### YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**  
Call your authorized Chrysler / Dodge / Jeep® / RAM [BusinessLink / 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 V31.

# IMPORTANT SAFETY RECALL

## Passenger Seat Fasteners

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 [2019 Model Year (KL) Jeep® Cherokee] 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 passenger front seat fasteners on your vehicle <sup>[1]</sup> may not be fully tightened to the specified torque. An occupant may notice a loose or rattling passenger seat. **If the fastener is not tightened to the specified torque, it could increase the risk of passenger injury in an accident.**

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will inspect the front passenger seat mounting fasteners for correct torque and repair if needed. The estimated repair time is one hour. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which require more time. Your time is important to us, so 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](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[3]</sup> 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](http://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.