



Revision 2 January 2021

Dealer Service Instructions for:

Safety Recall W81 / NHTSA 20V-657

Front Lower Control Arm

Revised with new parts ordering information.

Remedy Available

2021 (KL) Jeep® Cherokee

NOTE: This recall applies only to the above Latitude and Limited vehicles equipped with Normal Duty Suspension (sales code SDA).

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

About 700 of the above vehicles may have been built with one or both lower control arms with hardness below specification. A front lower control arm manufactured with hardness below specification may result in a fracture while driving that may result in a loss of steering control, which can cause a crash without prior warning.

Repair

Inspect both front lower control arms and replace as needed. FCA US recommends that owners do not drive their vehicles until they receive instructions on how to have this inspected and repaired, if necessary. Mobile Repair should be utilized for the inspection, if available.

Alternate Transportation

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if inspection determines that front lower control arm replacement is required and the vehicle must be held overnight.

Parts Information

Upon identification of a suspect batch number (#1264206) on the front lower control arm(s), **order the needed parts from the list below.**

Left Control Arm

<u>Part Number</u>	<u>Quantity</u>	<u>Description</u>
68439685AA	1	Front lower control arm, left
06507676AA	1	Lower ball joint nut (MSQ 8)
06512169AA	1	Front lower control arm bolt
06512546AA	1	Rear lower control arm bolt (MSQ 2)
06505232AA	1	Rear lower control arm nut (MSQ 4)
06510520AA	4	Rivets, fascia lower support (MSQ 12)

Service Procedure

A. Inspect Lot Number

NOTE: Only *control arms* from lot # 1264206, as determined by the inspection in Section A, require replacement. Very few vehicles are expected to require *control arm* replacement.

1. Raise and support the vehicle.

2. Inspect the marking on each control arm for lot #1264206. If neither arm is part of this lot, lower the vehicle, and return it to the owner. If either



Figure 1 – Lower Control Arm Lot Number Inspection

arm is from this lot, the arm(s) must be replaced. Proceed to **B. Remove Control Arm** (Figure 1).

B. Remove Control Arm

NOTE: The following procedure is required if either lower control arm requires replacement per the inspection in Section “A.” *Very few vehicles are expected to require this repair. Upon approval of submitted photos, parts will be shipped to the dealer.*

1. Lower the vehicle, and disconnect and isolate the negative battery cable. If equipped with an Intelligent Battery Sensor (IBS), disconnect the IBS connector first before disconnecting the negative battery cable. Raise and support the vehicle.

2. Remove the wheel mounting bolts and the tire and wheel assembly.

Service Procedure [Continued]

3. Remove and DISCARD the lower ball joint nut (1) (Figure 2).
4. Using the Ball Joint Press C-4150A, separate the lower ball joint stud from the control arm.



Figure 2 – Ball Joint Nut

NOTE: Make sure the ball joint boot does not get cut when separating the ball joint stud from the control arm.

NOTE: After separating the control arm from the knuckle, do not let it swing rapidly back up. This can tear the ball joint dust boot.

5. Insert a pry bar (1) in the opening between the control arm front mounting bolt and the front fascia support beam (Figure 3).
6. Pry down on the control arm (2) until the ball joint stud is clear of the control arm, then push the knuckle assembly to the side when it is clear of the ball joint stud and slowly release the control arm (Figure 3).

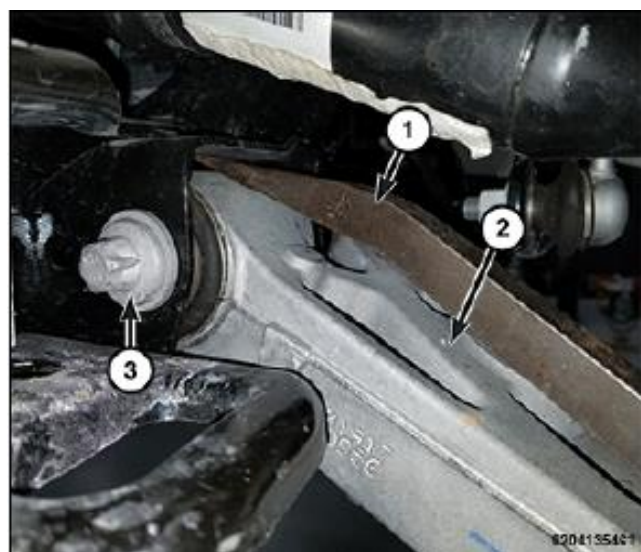


Figure 3 – Pry Lower Control Arm

7. Remove the supports, and lower the vehicle to access the engine compartment.

Service Procedure [Continued]

8. Remove the push pin fasteners (1) and remove the radiator closeout panel (2) (Figure 4).

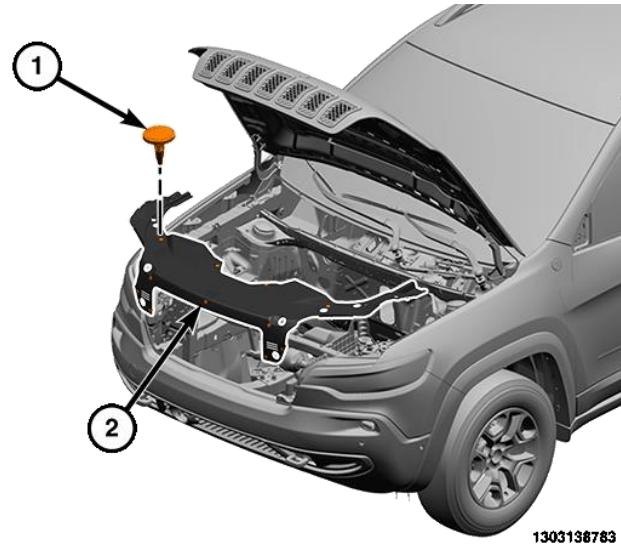


Figure 4 – Radiator Closeout Panel

NOTE: There are several different belly pans depending on engine and drivetrain options. Some may have a fewer number of fasteners but they are all removed by the same procedure.

9. Raise and support the vehicle.
10. Remove the fasteners (1) securing the engine belly pan (2) (Figure 5).
11. Remove the engine belly pan (2) from the underside of the vehicle (Figure 5).

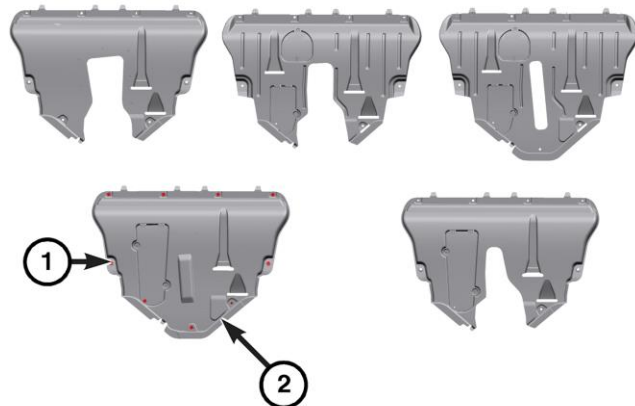
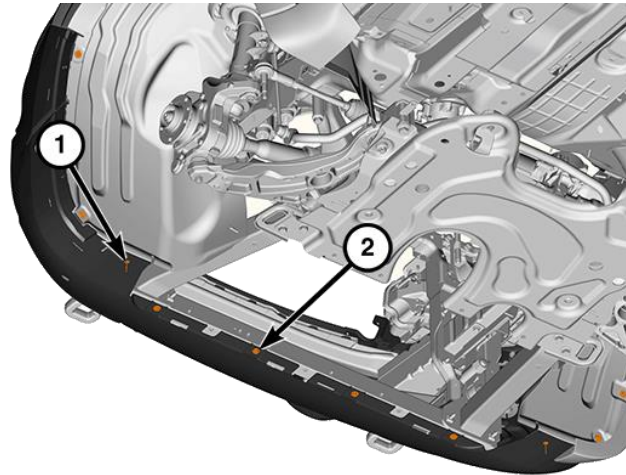


Figure 5 – Engine Belly Pan

Service Procedure [Continued]

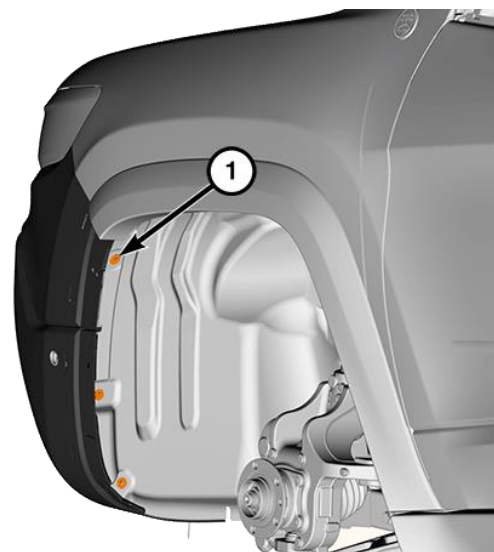
12. Remove the two rivets (1) (Figure 6).
13. Remove the four lower support fasteners (2) (Figure 6).



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Figure 6 – Lower Fascia Fasteners

14. Remove the three screws (1) and position aside the wheelhouse splash shields (Figure 7).

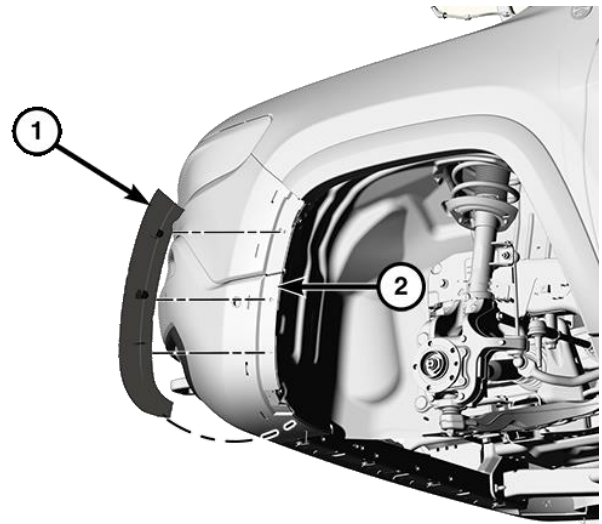


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Figure 7 – Wheelhouse Splash Shield Fasteners

Service Procedure [Continued]

15. From inside the wheel well, release the clips and remove the front flare moldings (1) (Figure 8).



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Figure 8 – Front Flare Moldings

16. Remove the fasteners (1) attaching the sides of the fascia to the fenders (Figure 9).



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Figure 9 – Fascia to Fender Fasteners

Service Procedure [Continued]

17. Disconnect the wire harness connector (1) (Figure 10).

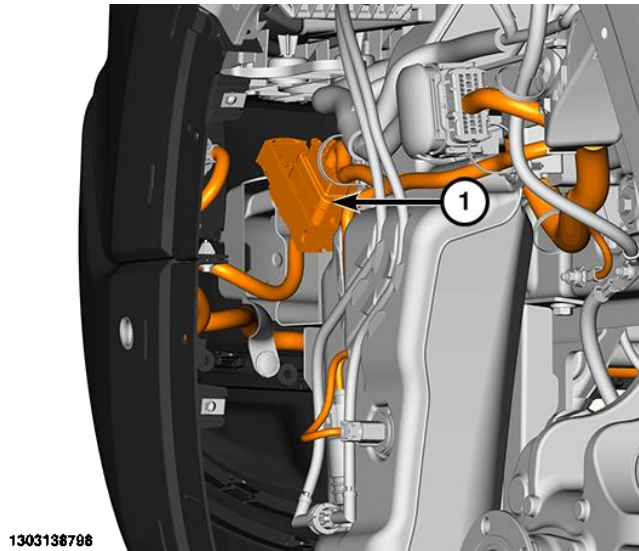


Figure 10 – Wire Harness Connector

18. Carefully pull out on the upper and lower fascia sides to release the fascia retaining tabs at the fender (2) and below the headlight (1). Repeat on the opposite side (Figure 11).

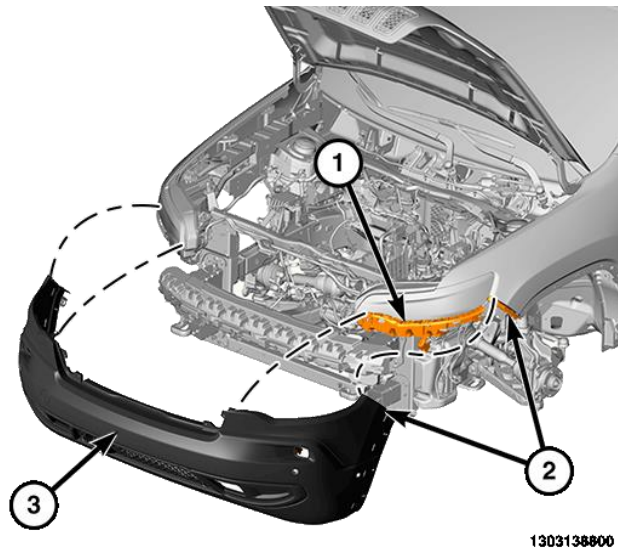
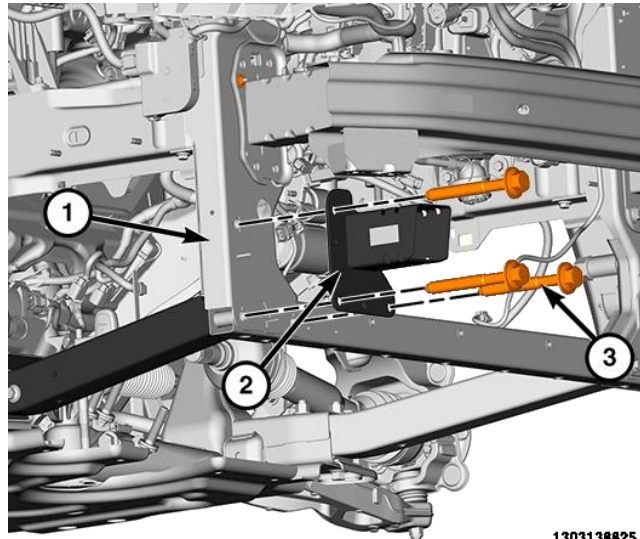


Figure 11 – Wire Harness Connector

19. Remove the fascia (3) from the vehicle (Figure 11).

Service Procedure [Continued]

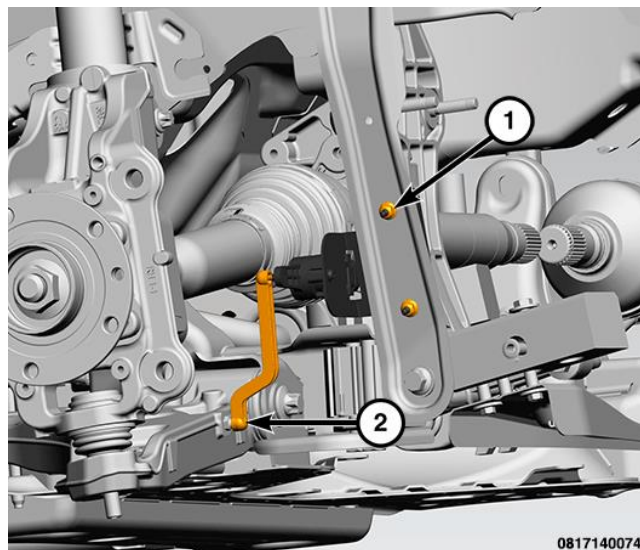
20. Remove the bolts (3) and the lower load beam extensions (2) (Figure 12).



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Figure 12 – Lower Load Beam Extension Bolts

21. If equipped, locate the front axle vehicle height sensor from within the right front fender wheel house (Figure 13).
22. Disconnect the actuator rod (2) (Figure 13).
23. Remove the fasteners (1) and separate the sensor from the vertical bracket (Figure 13).

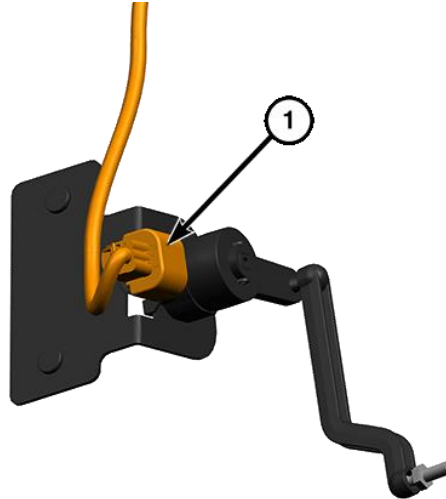


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Figure 13 – Vehicle Height Sensor Actuator Rod

Service Procedure [Continued]

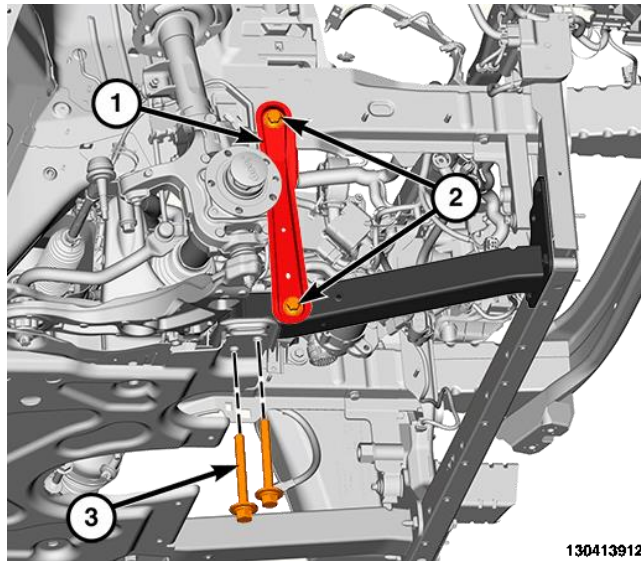
- 24. Disconnect the wire harness connector (1) from the axle sensor (Figure 14).



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Figure 14 – Vehicle Height Sensor Connector

- 25. Remove the bolts (2) and remove the vertical bracket (1) from the side of the lower load beam (Figure 15).
- 26. Remove the two bolts (3) (Figure 15).



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Figure 15 – Vertical Bracket

Service Procedure [Continued]

27. Remove the lower load beams (2) (Figure 16).

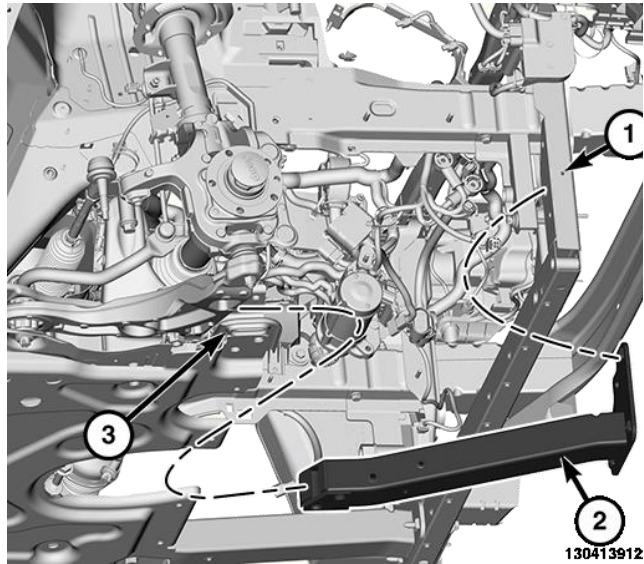


Figure 16 – Lower Load Beam

28. Remove and DISCARD the front lower control arm bolt (3). Then remove the bolt attaching the lower control arm to the front suspension crossmember (Figure 17).

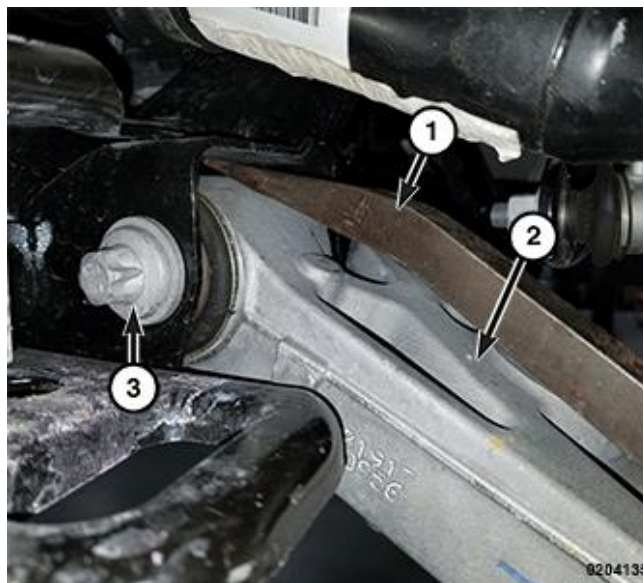


Figure 17 – Lower Load Beam

Service Procedure [Continued]

29. Remove and DISCARD the rear lower control arm nut (1). Then remove the lower control arm bolt (Figure 18).



Figure 18 – Lower Control Arm Nut

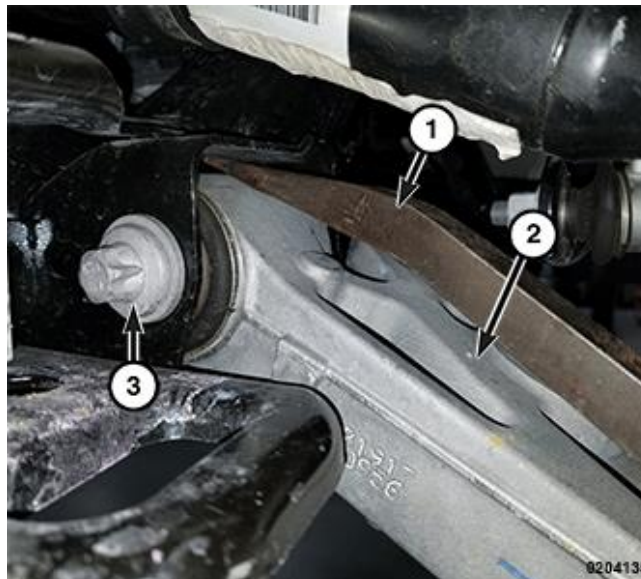
30. Remove the lower control arm from the crossmember.

Service Procedure [Continued]**C. Install Control Arm**

1. Position the lower control arm in the front suspension crossmember.
2. Install a NEW lower control arm rear vertical bolt and a NEW lower control arm rear vertical nut (1). Do not tighten to specification at this time (Figure 19).

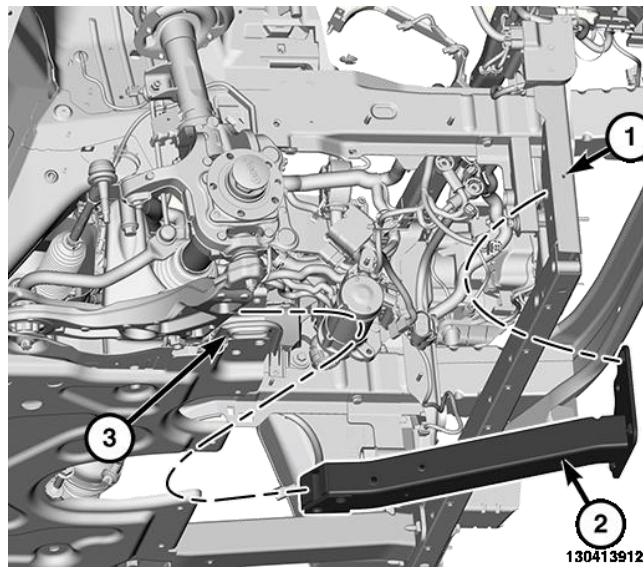
**Figure 19 – Lower Control Arm Nut**

3. Install a NEW lower control arm front horizontal pivot bolt (3). Do not tighten to specification at this time (Figure 20).

**Figure 20 – Lower Load Beam**

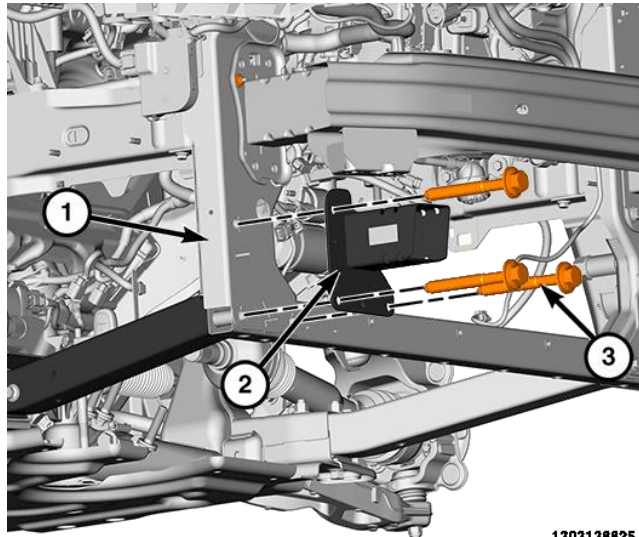
Service Procedure [Continued]

4. Insert a pry bar (1) in the opening between the control arm front mounting bolt and the front fascia support beam (Figure 20).
5. Pry down on the control arm (2) until the ball joint stud is clear of the control arm, align the stud with hole in control arm then slowly release the control arm (Figure 20).
6. Lower the vehicle and install a floor jack under the control arm. Raise the jack until the lower control arm is at ride height.
7. Tighten the lower control arm front horizontal pivot bolt to 47 N·m plus 300 degrees (35 ft. lbs. plus 300 degrees).
8. Tighten the lower control arm rear vertical bolt to 37 N·m plus 106 degrees (27 ft. lbs. plus 106 degrees).
9. Raise the vehicle back up to the original position.
10. Position a lower load beam (2) on into the crossmember (3) and against the front end module (1) (Figure 21).

**Figure 21 – Lower Load Beam**

Service Procedure [Continued]

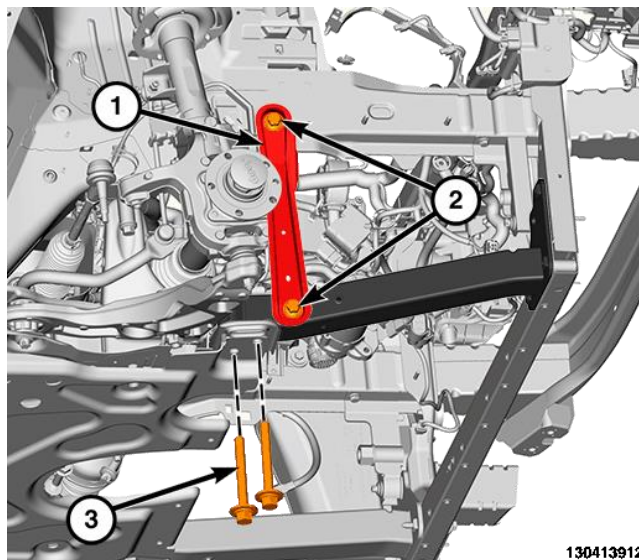
11. Position the lower load beam extensions (2) and install the bolts (3) (Figure 22).
12. Tighten the lower load beam extension bolts (3) to 45 N·m (33 ft. lbs.).



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Figure 22 – Lower Load Beam Extension Bolts

13. Install the two lower bolts (3) and tighten to 89 N·m (66 ft. lbs.) (Figure 23).
14. Install the vertical bracket (1) and install the bolts hand tight (2) (Figure 23).

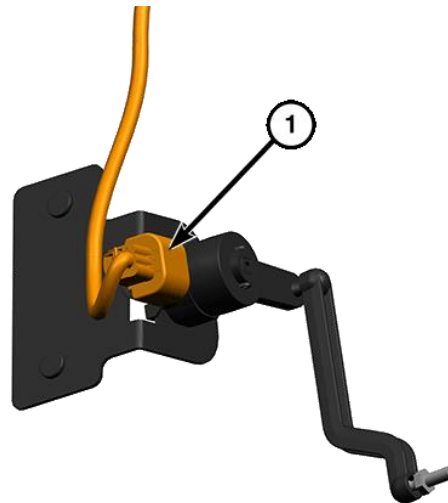


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Figure 23 – Vertical Bracket

Service Procedure [Continued]

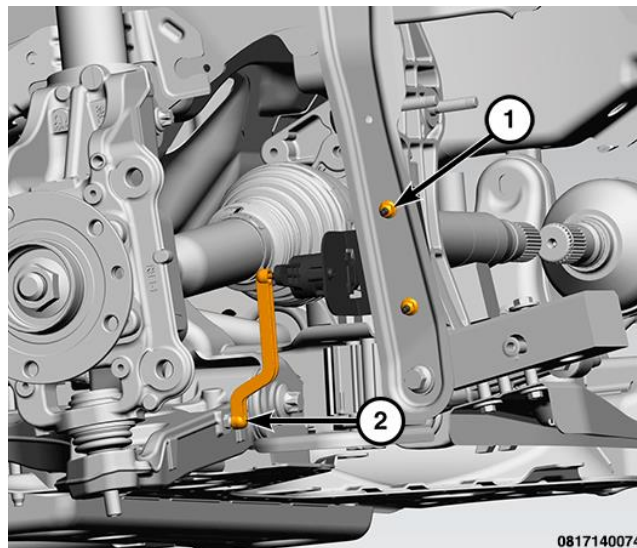
15. Connect the wire harness connector (1) for the axle sensor (Figure 24).



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Figure 24 – Vehicle Height Sensor Connector

16. Install the sensor onto the vertical bracket and install and securely tighten the fasteners (1) (Figure 25).
17. Seat the actuator rod (2) onto the ball stud fully (Figure 25).



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Figure 25 – Vehicle Height Sensor Actuator Rod

Service Procedure [Continued]

18. Tighten the bolts (2) to 27 N·m (20 ft. lbs.) (Figure 26).

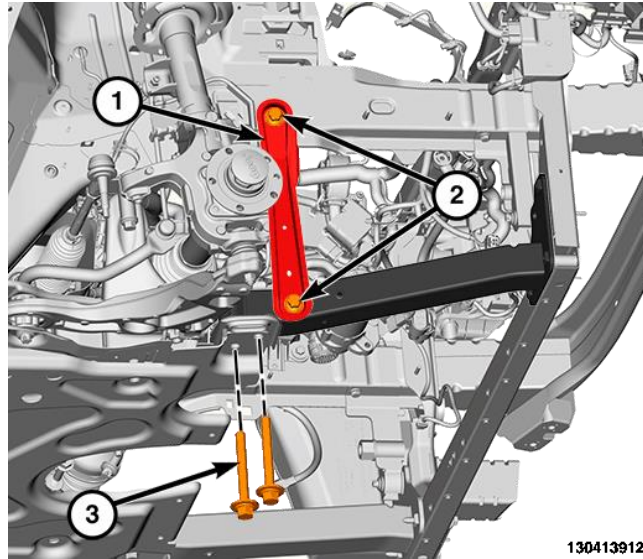


Figure 26 – Vertical Bracket

19. With the help of an assistant, position the fascia to the vehicle (Figure 27).
20. Seat the fascia onto the clips under the headlights (1) fully (Figure 27).
21. Seat the sides of the fascia onto the fender clips (2) fully (Figure 27).

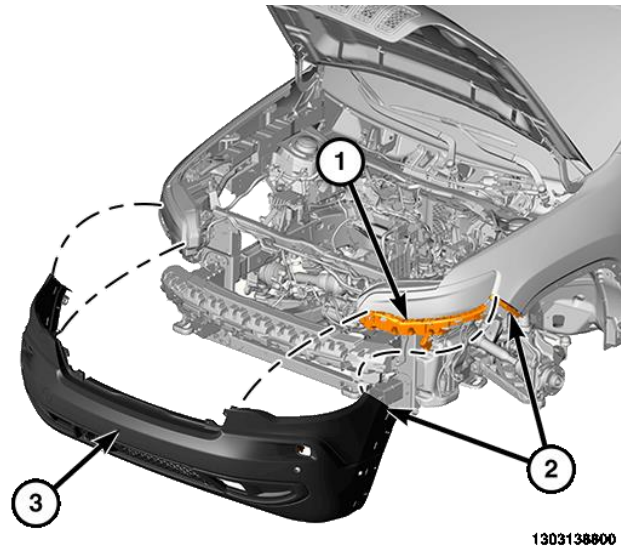


Figure 27 – Wire Harness Connector

Service Procedure [Continued]

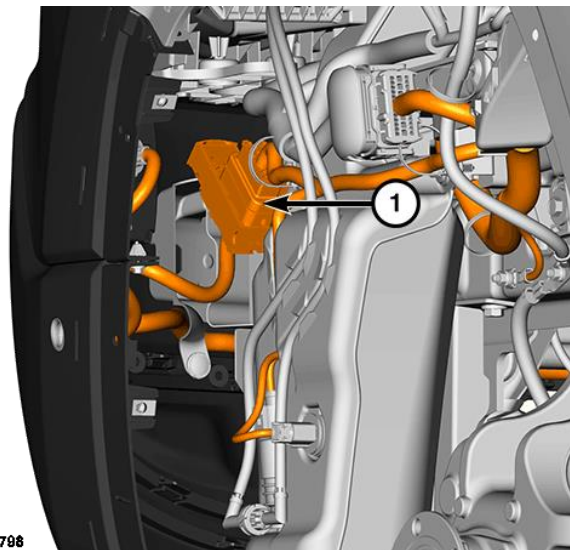
22. Install the fasteners (1) attaching each side of the fascia to the fenders (Figure 28).



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Figure 28 – Fascia to Fender Fasteners

23. Connect the wire harness connectors (1) (Figure 29).

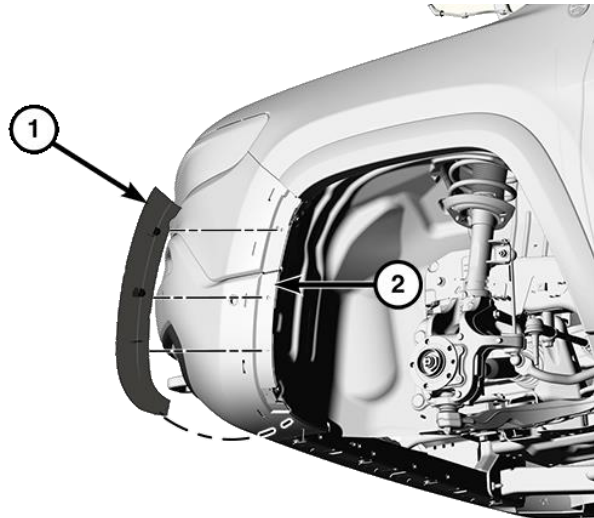


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Figure 29 – Wire Harness Connector

Service Procedure [Continued]

24. Position the front flare moldings (1) back and seat the fasteners fully onto the fascia (2) (Figure 30).



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Figure 30 – Front Flare Moldings

25. Position the wheelhouse splash shields back and install the three screws (1) (Figure 31).

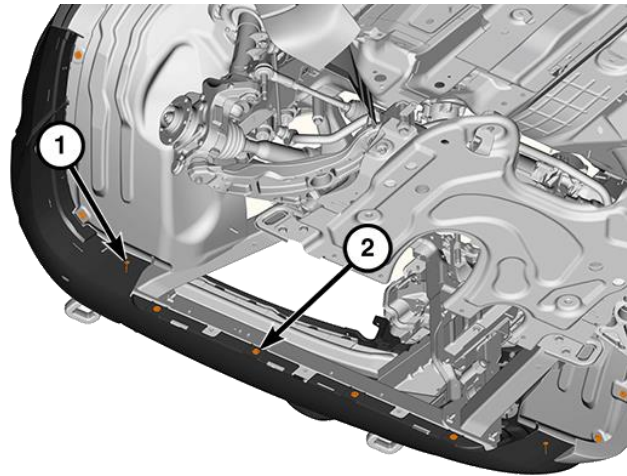


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Figure 31 – Wheelhouse Splash Shield Fasteners

Service Procedure [Continued]

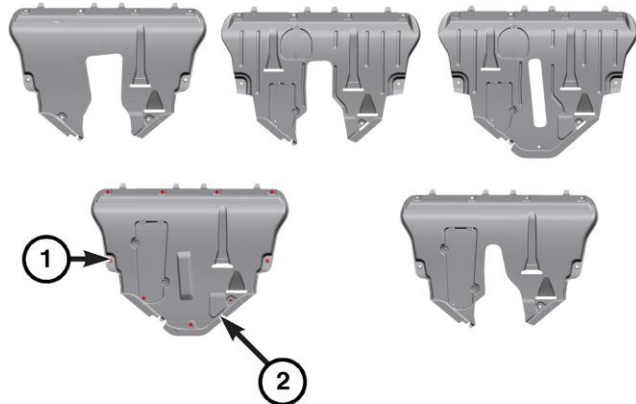
- 26. Install two new rivets (1) and install the four lower fasteners (2) (Figure 32).



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Figure 32 – Lower Fascia Fasteners

- 27. Insert the tabs into the slots on the fascia and position the engine belly pan (2) to the underside of the vehicle (Figure 33).
- 28. Install the fasteners (1) securing the engine belly pan (2) and tighten to 20 N·m (15 ft. lbs.) (Figure 33).



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Figure 33 – Engine Belly Pan

Service Procedure [Continued]

29. Install the radiator closeout panel (2) and install the push pin fasteners (1) (Figure 34).

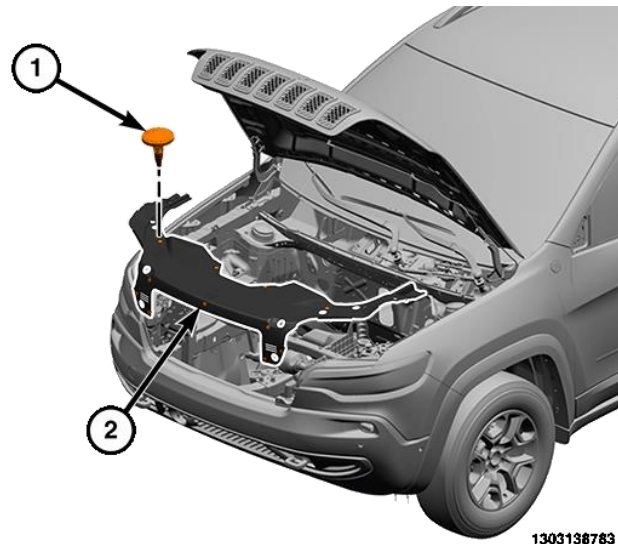


Figure 34 – Radiator Closeout Panel

30. Install a NEW lower ball joint nut and tighten to 30 N·m plus 95 degrees (22 ft. lbs. plus 95 degrees).

WARNING: Installing wheels without good metal-to-metal contact with the mounting surface could cause loosening of the wheel mounting (lug) bolts. This could adversely affect the safety and handling of the vehicle.

NOTE: Never use oil or grease on studs or wheel mounting (lug) bolts.

NOTE: Clean the wheel mounting surfaces, removing any build-up of corrosion. It is important to have good metal-to-metal contact between the wheel and vehicle.

31. Install the tire and wheel assembly to the hub.
32. Install and tighten the wheel mounting (lug) bolts in a star pattern to 135 N·m (100 ft. lbs.).
33. Remove the support and lower the vehicle.
34. Connect the negative battery cable. If equipped with an Intelligent Battery Sensor (IBS), connect the IBS connector to the negative battery cable.
35. Perform suspension alignment.

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 both left and right front lower control arm lot numbers	02-W8-11-81	0.3 hours
Replace one front lower control arm	02-W8-11-82	1.4 hours
Replace both front lower control arms	02-W8-11-83	1.9 hours
 <u>Related Operation</u>		
Suspension alignment	02-W8-11-50	0.7 hours
Mobile Repair	95-02-02-50	■

Mobile Service Reimbursement is available for this campaign. Dealer to include standard dealer entry and mark-up for parts, standard dealer entry and labor rate for service, as well as this special services code for mobile allowance. The Special Services LOP will only be paid once per VIN and this LOP will only be paid on the recall claim for W81. For additional details, please view the Mobile Service Implementation Guide in DealerCONNECT on the Recall Central Page, under the Recall Guides portlet.

Add the cost of the parts plus applicable dealer allowance to your claim. In addition, enter “MATL” in the Part Number section of your claim with the applicable Material Allowance where appropriate.

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.⁷

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

W81/NHTSA 20V-657

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 W81.

IMPORTANT SAFETY RECALL

Front Lower Control Arm

Dear [Name],

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

FCA US has decided that a defect, which relates to motor vehicle safety, exists in certain [2021 (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?

One or both front lower control arm(s) on your vehicle ^[1] may have been built with hardness below specification. **A front lower control arm manufactured with hardness below specification may result in a fracture while driving, that may result in a loss of steering control, which can cause a crash without prior warning.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will inspect the front lower control arms and replace as needed. **FCA US recommends that owners do not drive their vehicles until they receive instructions on how to have this inspected and repaired, if necessary.** The estimated repair time is four hours. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may 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 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.