



December 2021

Dealer Service Instructions for:

Safety Recall Y86 / NHTSA 21V-919 Seat Recliner Pull Strap

Remedy Available

2022 (WS) Wagoneer/Grand Wagoneer

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 2nd row rear center seat recliner pull strap on about 833 of the above vehicles may bind on the seat trim surface and may prevent the seat back from locking into the upright position.

The condition above fails to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 207 S4.3 requires that, "Except for a passenger seat in a bus or a seat having a back that is adjustable only for the comfort of its occupants, a hinged or folding occupant seat or occupant seat back shall be equipped with a self-locking device for restraining the hinged or folding seat or seat back, ..." Vehicles built with a seat recliner strap that binds on the trim cover surface may not meet the self-locking requirement

Repair

Inspect the second row middle seat pull strap function by pulling on the strap in various 45 degree angels and making sure seat recline latch is released and latched, if the seat recline is not latching or releasing, replace the 2nd row center recliner pull strap.

Begin at section: A. Second Row Middle Seat Pull Strap Inspection Procedure

Parts Information

For SOLD Vehicles

Parts have been pre-shipped to dealers with sold vehicles, however, if you do not have the necessary parts available, Customer Care will place your order prior to the customer repair visit.

For UNSOLD Vehicles.

If inspection determines a defective seat pull strap, please provide the required information to the email address below.

NOTE: Parts can only be ordered through *campaignteam@fcagroup.com*.

Please provide:

- 1) VIN
- 2) Dealer Code.

The campaign team will review and ship the requested parts.

NOTE: If inspection determines that a replacement part is not required, please follow the MRA process to return the parts. USE code # 02 in the drop down menu.

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

A. Second Row Middle Seat Pull Strap Inspection Procedure

1. Recline the driver's side second row seat.
2. Grasp the second row middle seat recline pull strap and pull on the strap in various **45 degree angles** assuring the seat is able to recline and latch in all directions, **repeat this procedure 3 times in all different directions as shown in (Figure 1-11).**



Figure 1



Figure 2



Figure 3



Figure 4

Service Procedure [Continued]



Figure 5



Figure 6



Figure 7

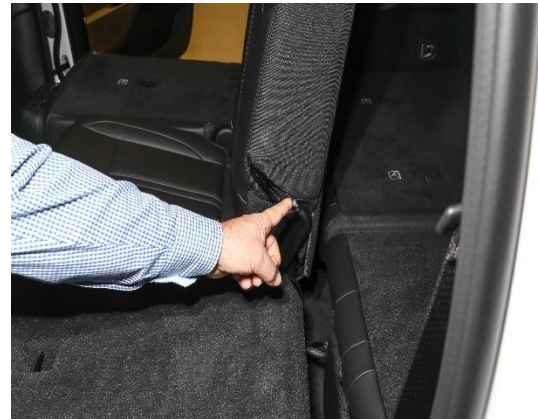


Figure 8



Figure 10



Figure 11

Service Procedure [Continued]

3. Did the seat back recline release and latch after pulling on the strap repeating 3 consecutive times in different directions?
 - If yes, no further service is required return the vehicle to the customer.
 - If **NO**, proceed to section **B. Second Row Seat Pull Strap Replacement Procedure.**

Service Procedure [Continued]

B. Second Row Seat Pull Strap Replacement Procedure.

1. Remove Second row middle seat back panel (Figure 11).



Figure 11 – Seat Back Panel

2. Using a trim release tool, remove both fir clips (Figure 12).

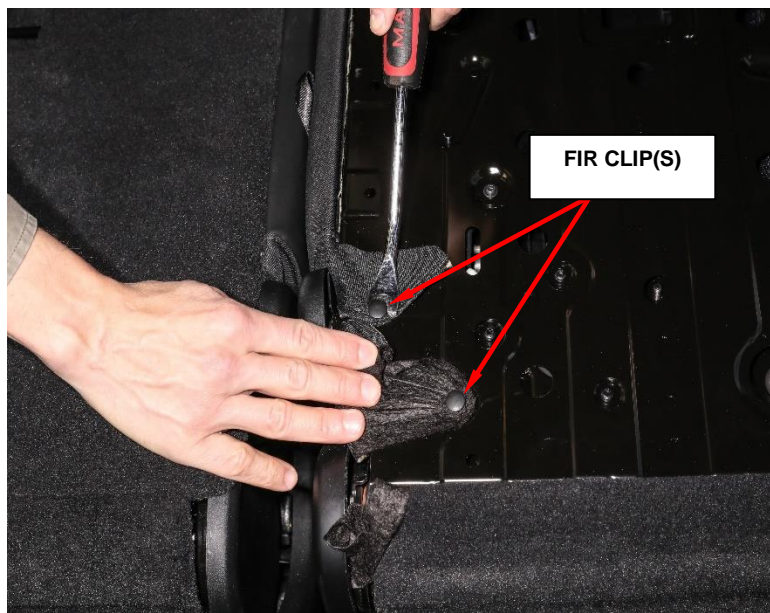


Figure 12 – Fur Clip Removal

Service Procedure [Continued]

3. Using a trim stick, release the lower seat back cover from the “J” channel on the seat back (Figure 13).

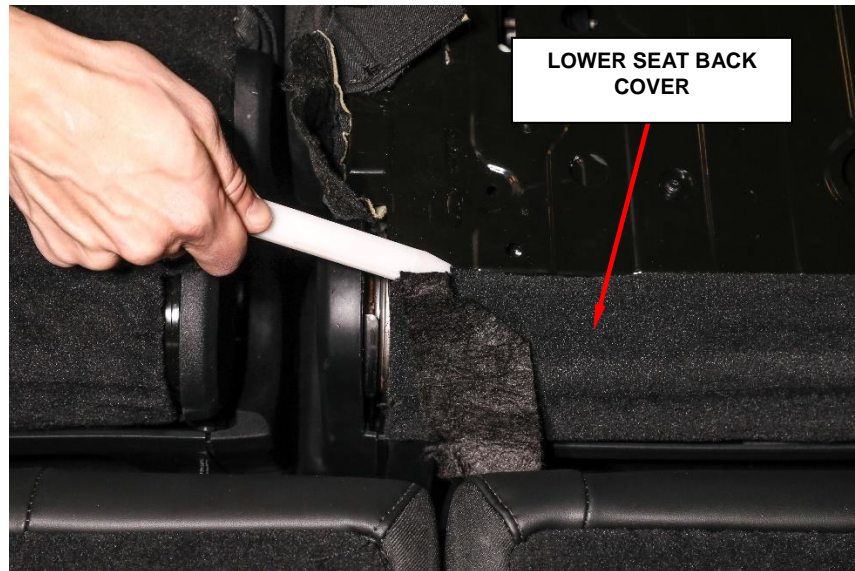


Figure 13 – “J” Channel

4. Release the seat back cover from the seat back frame (Figure 14).

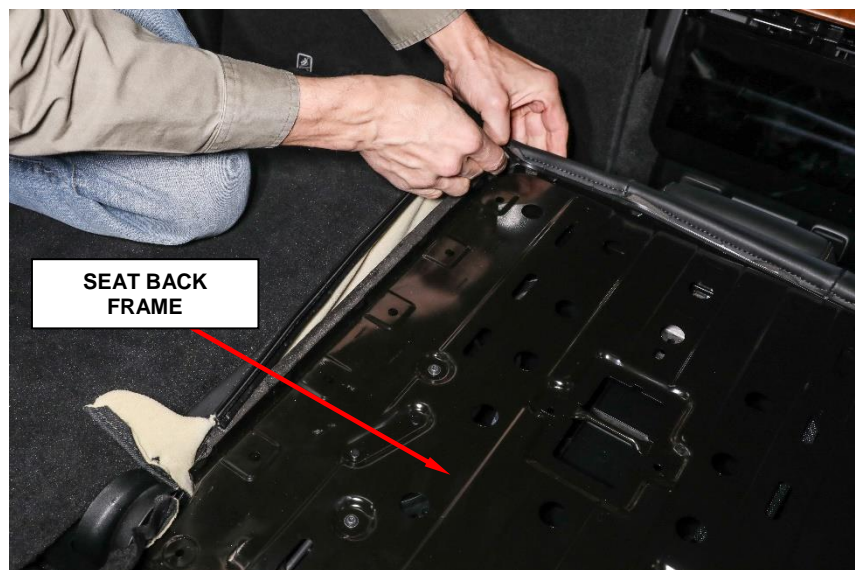


Figure 14 – Seat Back Cover

Service Procedure [Continued]

5. Carefully peel the left side (Strap Side) seat back cover forward (Figure 15).



Figure 15 – Seat Back

6. Using a trim release tool, release the pull strap guide from the seat frame bracket (Figure 16).



Figure 16 – Pull Strap Guide

Service Procedure [Continued]

7. Remove the pull strap guide (Figure 17).



Figure 17 – Pull Strap Guide

8. Carefully peel the foam cushion and release the pull strap from the cable, and **DISCARD** the pull strap (Figure 18).

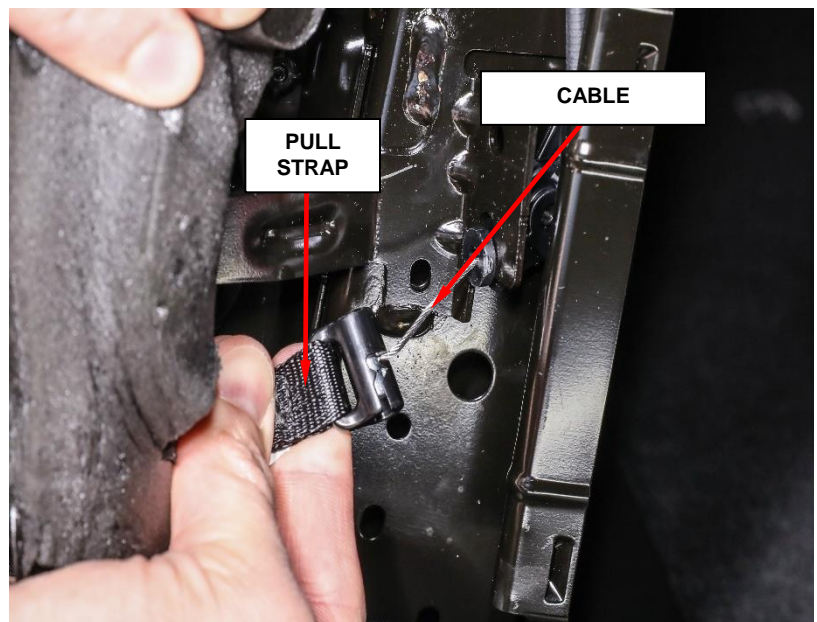


Figure 18 – Pull Strap Release

Service Procedure [Continued]

9. Attach the **NEW** pull strap to the cable and reposition the foam cushion in place (Figure 18).
10. Slide the pull strap guide over the **NEW** pull strap.

11. Align the pull strap guide to the seat back frame retainer and push it in place to the seat back frame (Figure 19).

NOTE: Guide has a locating point that must be aligned to seat back frame.

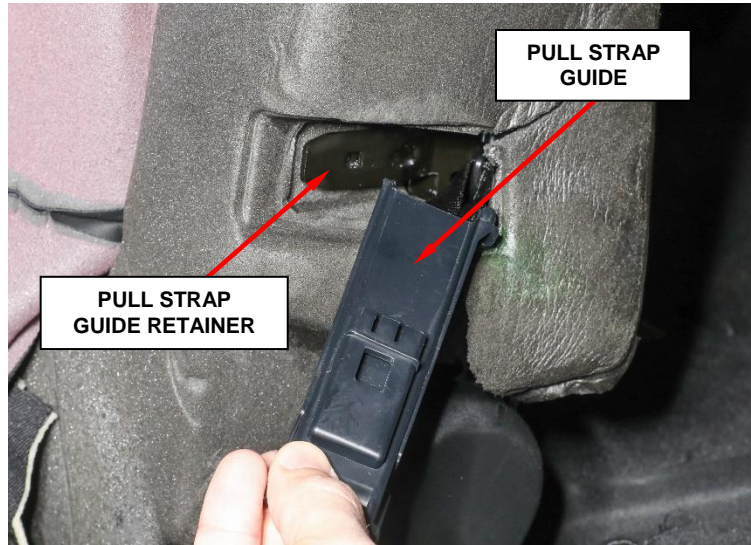


Figure 19 – Pull Strap Guide Retainer

12. Reinstall seat back cover to seat frame “J” channel (Figure 20).

NOTE: Seat Cover must be fully engaged to the “J” channel on the seat back frame.



Figure 20 – Seat Cover Installation

Service Procedure [Continued]

13. Reattach the lower seat cover to the “J” channel to the frame (Figure 21).

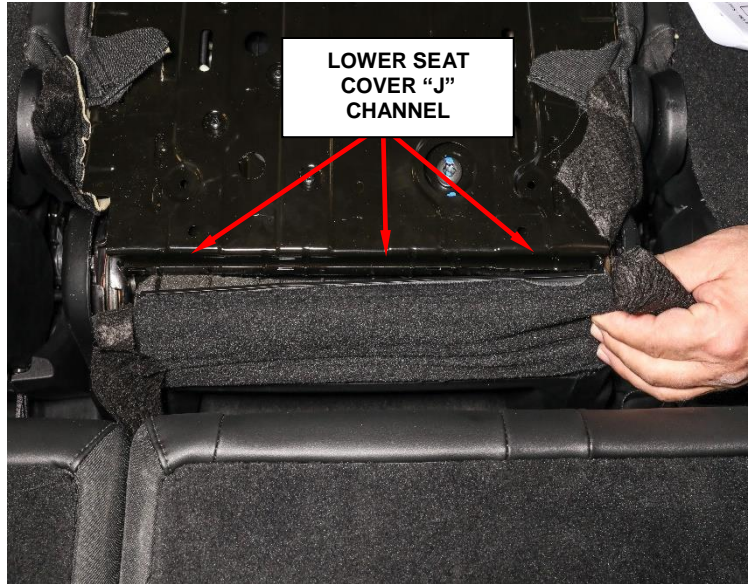


Figure 21 – Lower Seat Cover to “J” Channel

14. Using 2 **NEW** fir clips, attached the left lower seat cover to the frame (Figure 22).

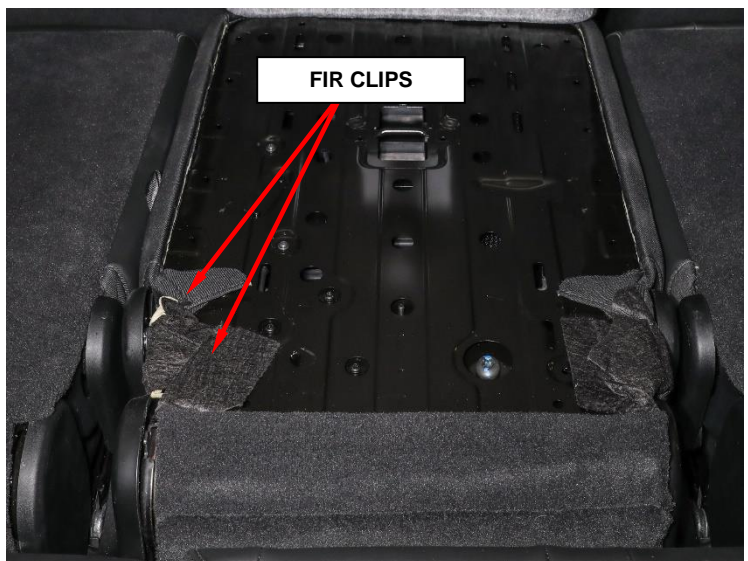


Figure 22 – Fir Clip Installation

Service Procedure [Continued]

15. Align and reinstall the seat back panel in the seat back groove (Figure 23).

NOTE: Be sure seat back panel is fully seated into the frame groove.

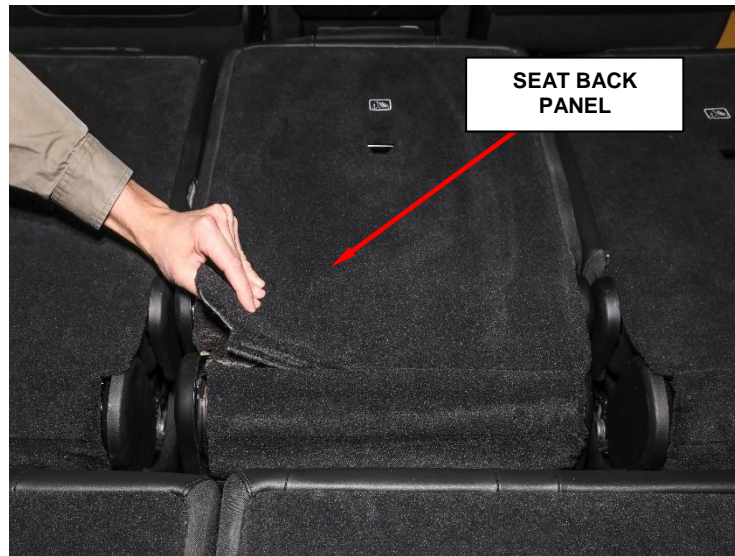


Figure 23 – Seat Back Panel Installation

16. Return the second row middle seat back in the upright position.
17. Return the second drivers side in the upright position.
18. 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:

	Labor Operation Number	Time Allowance
Inspect pull strap for proper function	23-Y8-61-81	0.2 hours
Inspect and replace pull strap	23-Y8-61-82	0.4 hours

Customer Courtesy Special Service LOP's:

Wash Exterior and Interior – [redacted] Max	95-08-35-50
Vehicle Pickup and Delivery – [redacted] Max	95-08-35-51
Vehicle Fuel Fill – [redacted] Max	95-08-35-52
Active Service Delivery – [redacted] Max	95-08-35-53

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

Y86/NHTSA 21V-919

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 Y86.

IMPORTANT SAFETY RECALL

Seat Recliner Pull Strap

Dear [Name],

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

FCA US has decided that certain [2022 Model Year (WS) Wagoneer/Grand Wagoneer] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 207 S4.3 requires that, "Except for a passenger seat in a bus or a seat having a back that is adjustable only for the comfort of its occupants, a hinged or folding occupant seat or occupant seat back shall be equipped with a self-locking device for restraining the hinged or folding seat or seat back, ..." Vehicles built with a seat recliner strap that binds on the trim cover surface may not meet the self-locking requirement

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 center seat recliner pull strap on your vehicle ^[1] may prevent the seat back from locking into an upright position. **If the seat cannot be locked in an upright position, there is an increased risk of injury in a crash to the occupant of the seat.**

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 and, if necessary, replace the rear center seat recliner strap. The estimated repair time is about 30 minutes. 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.