



B9A - 2021-2023 Jeep Wrangler PHEV High Voltage Battery

Proper customer handling will help ensure we provide a best-in-class service experience for our customers. Due to the repair time required for Safety Recall #B9A impacting 2021-2023 Jeep Wrangler PHEV for the High Voltage Battery, the customer will likely need alternate transportation. Please work to accommodate customer requests for alternate transportation – options include a loaner / pickup & delivery / shuttle service or rideshare options (reference bulletin D-22-01 for full details).

Be sure you set proper expectations with customers regarding anticipated repair time, as this repair will likely necessitate the vehicle being kept at the dealership overnight. Below is a reminder of the different options available and outlined in bulletin D-22-01 with full details.

- Standard Vehicle Service Loaner: Up to [REDACTED] - LOP 95-40-01-41
- Non-Wagoneer High Line Vehicle Service Loaner: Up to [REDACTED] - LOP 95-40-01-42
- Wagoneer High Line Vehicle Service Loaner: Up to [REDACTED] - LOP 95-40-01-42
- Competitive Make Vehicle Loaner: Up to [REDACTED] - LOP 95-40-01-40
- Rideshare: Up to [REDACTED] - Receipt required
 - For Rideshare, a receipt must be attached to the claim for the amount requested.
 - Travel from Dealer: LOP 95-37-02-53
 - Travel to Dealer: LOP 95-37-02-52
- Pickup and Delivery: [REDACTED]
 - Pickup: LOP 95-37-00-50
 - Delivery: LOP 95-37-01-51
- Shuttle Service: [REDACTED] - LOP 95-37-02-51

*For both Pickup/Delivery and Shuttle Service, the dealer must keep a log of the customers who were serviced that contains all necessary information: Customer name, VIN, date of service, and RO.

