



(Revision 1) May 2023

Dealer Service Instructions for:

Safety Recall 28A / NHTSA 23V-191

Frame Stud

NOTE: Parts Information section updated with additional information.

Remedy Available

2020-2022 (JL) Jeep® Wrangler

NOTE: This recall applies only to the above short wheelbase vehicles (Body Style: JL72).

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 frame on about 35,820 of the above vehicles, may have been built with an unnecessary and unused stud. This frame stud may contact the fuel tank in a crash, which, in certain circumstances, can cause a fuel leak. A fuel leak in the presence of a competent ignition source may result in a fire, increasing the risk of occupant injury and/or injury to persons outside the vehicle.

Repair

Inspect the frame and, if necessary, remove the frame stud then apply black paint to the removed stud area.

Alternate Transportation

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if the vehicle must be held overnight.

Parts Information

NOTE: Paint is required ONLY for vehicles that have stud removed:
An equivalent black paint can be used if specified paint is not available.

<u>Part Number</u>	<u>Qty.</u>	<u>Description</u>
04443609AB	As Required	PAINT, Touch Up Spray Black (142g / 5oz)
OR		(Each spray can will repair 25 vehicles)
68626414AA		
(Or equivalent black paint)		

NOTE: Please use part number "NPN" for reimbursement claims related to paint for this campaign.

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform frame stud removal service procedure.

Inspection Procedure

A. Frame Label Inspection

1. Look for a label on the driver side frame rail just rearward of the door hinges.
2. If the label looks like (Figure 1) and is readable not missing or covered over by an aftermarket coating material, then read the label as instructed in (Figure 1).
3. If the label does NOT look like (Figure 1) or is unreadable, missing, or covered over by an aftermarket coating material, then proceed to **Section B. Frame Stud Inspection.**



Figure 1 – Front Reinforcement Crossmember

4. What were the first two characters on the label as instructed in (Figure 1).
 - First two characters were "TT" – No further action required. Claim the appropriate inspection LOP and return vehicle to customer.
 - First two characters were some other combination of characters - Proceed to **Section B. Frame Stud Inspection.**

Inspection Procedure [Continued]**B. Frame Stud Inspection**

1. Raise and support the vehicle.
2. Remove the fasteners, three bolts and one nut securing the front reinforcement crossmember then remove the crossmember from the vehicle (Figure 2).

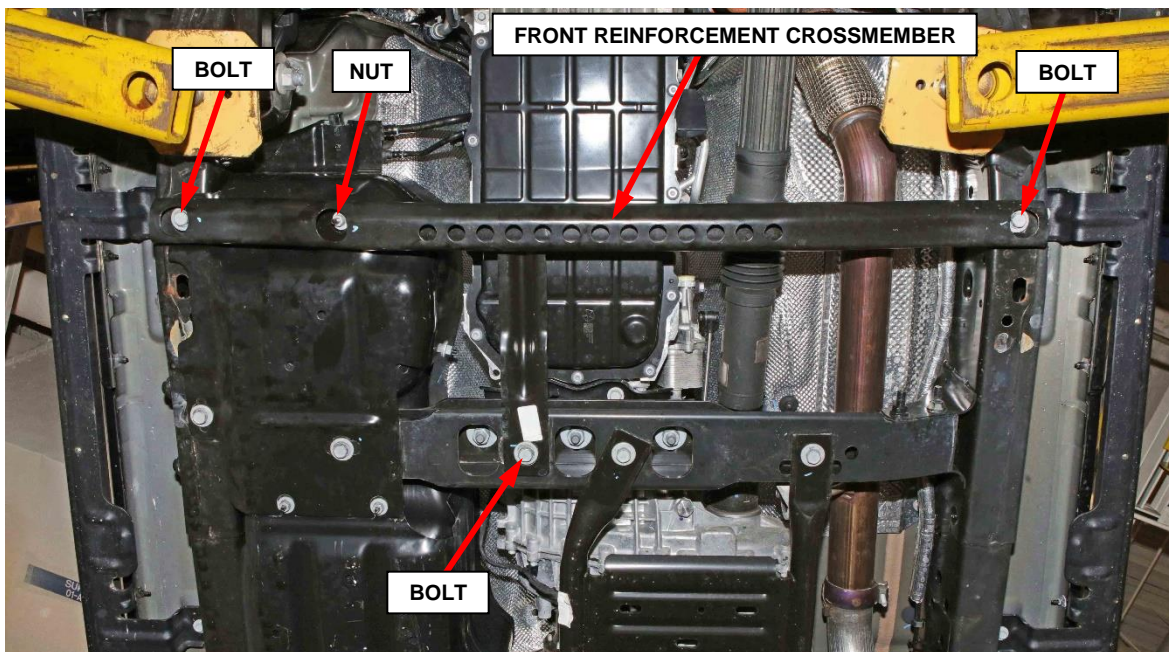


Figure 2 – Front Reinforcement Crossmember

3. Release the fuel pipe retainer from the fuel tank front skid plate (Figure 3).

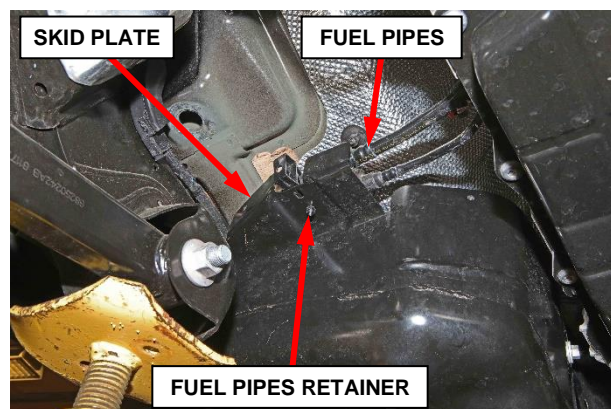


Figure 3 – Fuel Pipes Retainer

Inspection Procedure [Continued]

4. Remove the fasteners, two bolts and three nuts securing the fuel tank front skid plate then remove the skid plate from the vehicle (Figure 4).

NOTE: Nut locations on skid plate are slotted so nuts do not need to be fully removed.

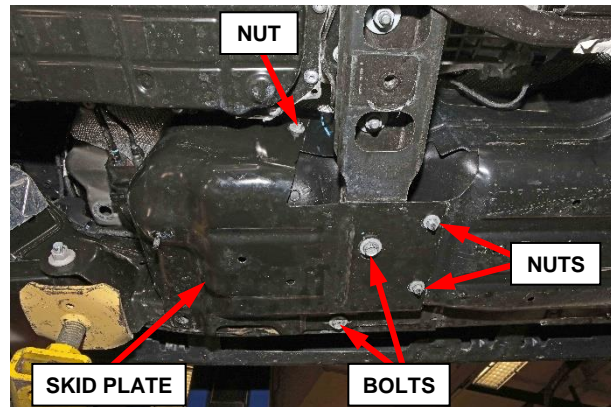


Figure 4 – Fuel Tank Front Skid Plate

5. Visually look for a stud on the frame in the location shown in (Figure 5).
 - **Frame Stud Located:** Proceed to **Section C Frame Stud Removal** for stud removal procedure. Do NOT continue with Inspection Procedure.
 - **Frame Stud Does NOT Exist:** Continue with **Inspection Procedure** to reassemble the vehicle. Section C is not required if no stud exists.

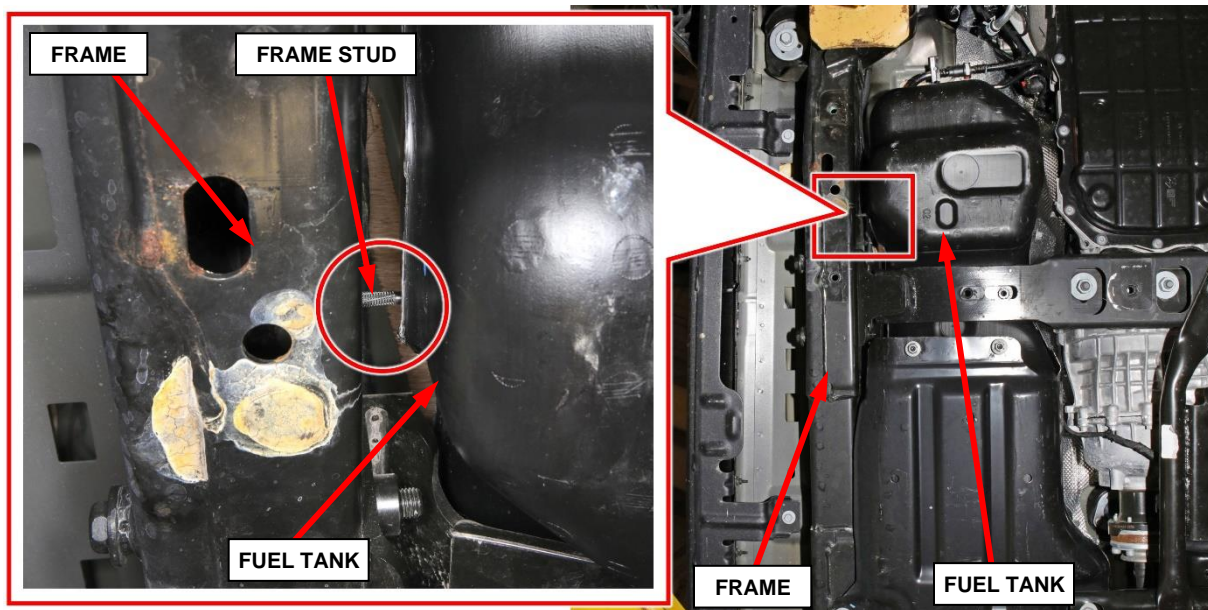


Figure 5 – Frame Stud Location – Inspect for Frame Stud

Inspection Procedure [Continued]

6. Position the fuel tank front skid plate to the vehicle then install and tighten the fasteners, two bolts and three nuts (Figure 4).
 - Bolts: 75 N·m (55 ft. lbs.)
 - Nuts: 20 N·m (15 ft. lbs.)
7. Install the fuel pipe retainer to the fuel tank front skid plate (Figure 3).
8. Position the front reinforcement crossmember to the vehicle then install and tighten the three bolts and one nut (Figure 2).
 - Bolts crossmember to outer frame rails: 95 N·m (70 ft. lbs.)
 - Bolt crossmember center leg to crossmember: 75 N·m (55 ft. lbs.)
 - Nut: 20 N·m (15 ft. lbs.)
9. Lower the vehicle and return to the customer or inventory.
10. Claim the Inspection LOP.

Service Procedure

C. Frame Stud Removal

1. Using a suitable chisel and hammer, cut the stud off as close to the frame as possible (Figure 6).

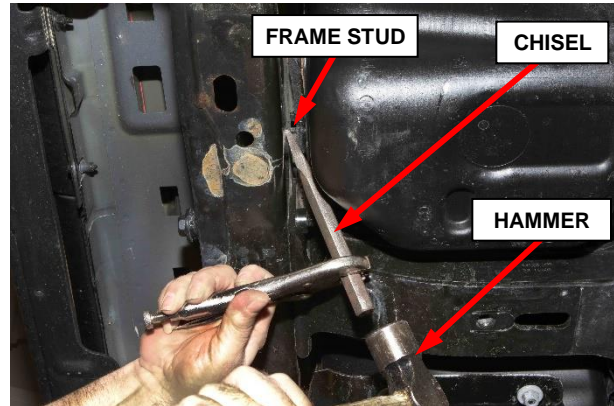


Figure 6 – Remove Frame Stud

2. After removing the frame stud (Figure 7).



Figure 7 – Frame Stud Removed

Service Procedure [Continued]

3. Obtain black spray paint specified in the Parts Section and a brush or cotton swab or suitable applicator. Spray a small amount of paint into a cup to dip the applicator or directly onto the applicator then apply the paint to the vehicle frame covering any bare exposed metal in the location of the removed frame stud (Figure 8).

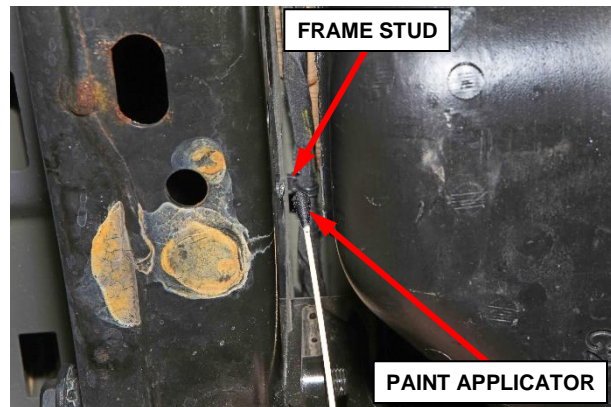


Figure 8 – Apply Paint to Frame Stud

4. Position the fuel tank front skid plate to the vehicle then install and tighten the fasteners, two bolts and three nuts (Figure 4).
 - Bolts: 75 N·m (55 ft. lbs.)
 - Nuts: 20 N·m (15 ft. lbs.)
5. Install the fuel pipe retainer to the fuel tank front skid plate (Figure 3).
6. Position the front reinforcement crossmember to the vehicle then install and tighten the three bolts and one nut (Figure 2).
 - Bolts crossmember to outer frame rails: 95 N·m (70 ft. lbs.)
 - Bolt crossmember center leg to crossmember: 75 N·m (55 ft. lbs.)
 - Nut: 20 N·m (15 ft. lbs.)
7. Lower the vehicle and return to the customer or inventory.
8. Claim the stud removal LOP.

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:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Inspection - Label “TT” Not Suspect Frame	13-28-A1-80	0.2 hours
Inspection - No Frame Stud Present	13-28-A1-81	0.4 hours
Inspect/Remove Frame Stud	13-28-A1-82	0.5 hours

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.

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

28A/NHTSA 23V-191

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 28A.

IMPORTANT SAFETY RECALL

Frame Stud

Dear [Name],

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

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain [2020 through 2022 Model Year (JL) Jeep Wrangler] 2-door short wheelbase 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 frame on your vehicle ^[1] may have been built with an unnecessary and unused stud. This frame stud may contact the fuel tank in a crash, which, in certain circumstances, can cause a fuel leak. **A fuel leak in the presence of a competent ignition source may result in a fire, increasing the risk of occupant injury and/or injury to persons outside the vehicle.**

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 frame and, if necessary, remove the frame stud and apply paint. The estimated repair time is 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.