SAFETY RECALL
NORTH AMERICA
Power Liftgate Module

Reference: 49A / NHTSA 23V-338

FCA US LLC

Remedy available for

2014-2016 (KL) Jeep Cherokee

Template Version 1.0

Revision	Edition	Detail
0	February 2024	Initial Version.

Effective immediately; all repairs on involved vehicles are to be performed according to this recall (49A), which supersedes previous recalls R27 and R67.

SYMPTOM DESCRIPTION

The Power Liftgate Module (PLGM) on about 132,090 of the above vehicles are failing due to an electrical short after FCA US LLC ("FCA US") Recall ID R27 (NHTSA Recall ID 15V-393) or FCA US Recall ID R67 (NHTSA Recall ID 15V-826) remedial actions are performed. An electrical short in the power lift gate module may lead to a vehicle fire with the ignition on or off. A vehicle fire can result in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage.

SCOPE

This recall applies only to the above vehicles with sales code JRC built from February 27, 2013, through September 09, 2015.

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. Violation of this requirement by a dealer could result in a civil penalty of up to $27,168 per vehicle.
- Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery.
- Dealers should also perform this recall on vehicles in for service.

Involved vehicles can be determined by using the VIP inquiry process.

REPAIR TO BE PERFORMED

The power liftgate module must be inspected for evidence of water intrusion and electrical connector corrosion. On vehicles found with corrosion in the power liftgate module electrical connectors, the module and electrical connectors will be replaced.

All involved vehicles will have the module relocated and a water shield added.

COMPLETION REPORTING / 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 the following labor operation numbers and time allowances:

Labor Description	Number	Hrs
Inspect Power Liftgate Module Electrical Connectors for Corrosion, Relocated PLG Module, and Install PLG Module Water Shield	08-49-A1-82	1.2
Inspect PLG Module Electrical Connectors for Corrosion, Replace and Relocate Module, Repair Wire Harness and Install Module Water Shield	08-49-A1-83	2.6

Related Operation	Number	Hrs
Open Inoperative Liftgate	08-49-A1-50	0.1

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

Power Liftgate Module

Reference: 49A / NHTSA 23V-338

FCA US LLC

PARTS INFORMATION

Part No.	Qty.	Part Name
ORDER THIS PART FOR ALL VEHICLES		
CSRG49A2AA		
	1	Water Shield (Curtain)
	1	Reinforcement (Plate)
	4	Push Pin (.250X.900)

NOTE: It is expected that a small percentage of vehicles globally will require replacement of the Power Liftgate Module (PLGM) and electrical connectors. Dealers should NOT order these parts (CBNAR272AA and CSRG49A1AA) unless the vehicle is known to have corrosion in the PLGM electrical connector(s). These parts will not be required for most vehicles and will be non-returnable.

Part No.	Qty.	Part Name
ORDER THESE PARTS AFTER INSPECTION		
CSRG49A1AA		
	1	Liftgate (Module)
	1	Power Liftgate Module (Wire)
CBNAR272AA		
	1	Connector Kit (13 Pin)
	1	Connector Kit (21 Pin)
	15	Bands, Splice
	15	Tube, Shrink
68065586AA	1	Tape, Wire Harness (1 roll services 30 vehicles.

PARTS RETURN

No parts return required for this campaign.

SPECIAL TOOLS

Number	Description
NPN	wiTECH MicroPod II / MDP
NPN	Laptop Computer
NPN	wiTECH Software
10042	Crimp Tool
C-4755	Trim Stick

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 / 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.

SERVICE PROCEDURE

A. Power Liftgate (PLG) Module

1. Determine the following:
   - If the power liftgate is inoperative, continue with Step 2 of this procedure.
   - If the power liftgate functions, continue with **Section B. Inspect power liftgate module.**
2. Move the rear seatbacks to the down position to gain access to the rear storage compartment.
3. Remove and save the retractable rear shelf curtain.
4. Using a plastic trim stick, remove and save the liftgate latch access cover (Figure 1).

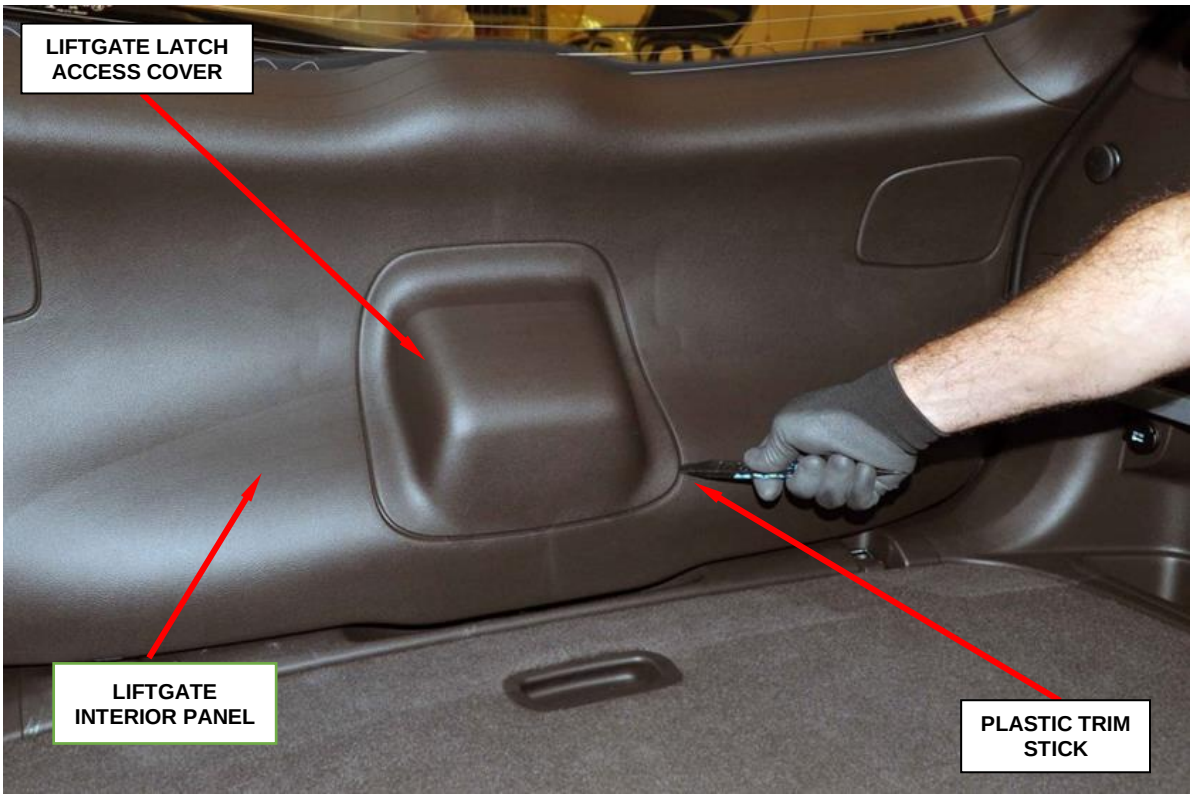

Figure 1 – Liftgate Access Cover

5. Pull on the short latch release lever to disengage the liftgate latch and manually open the liftgate (Figure 2).

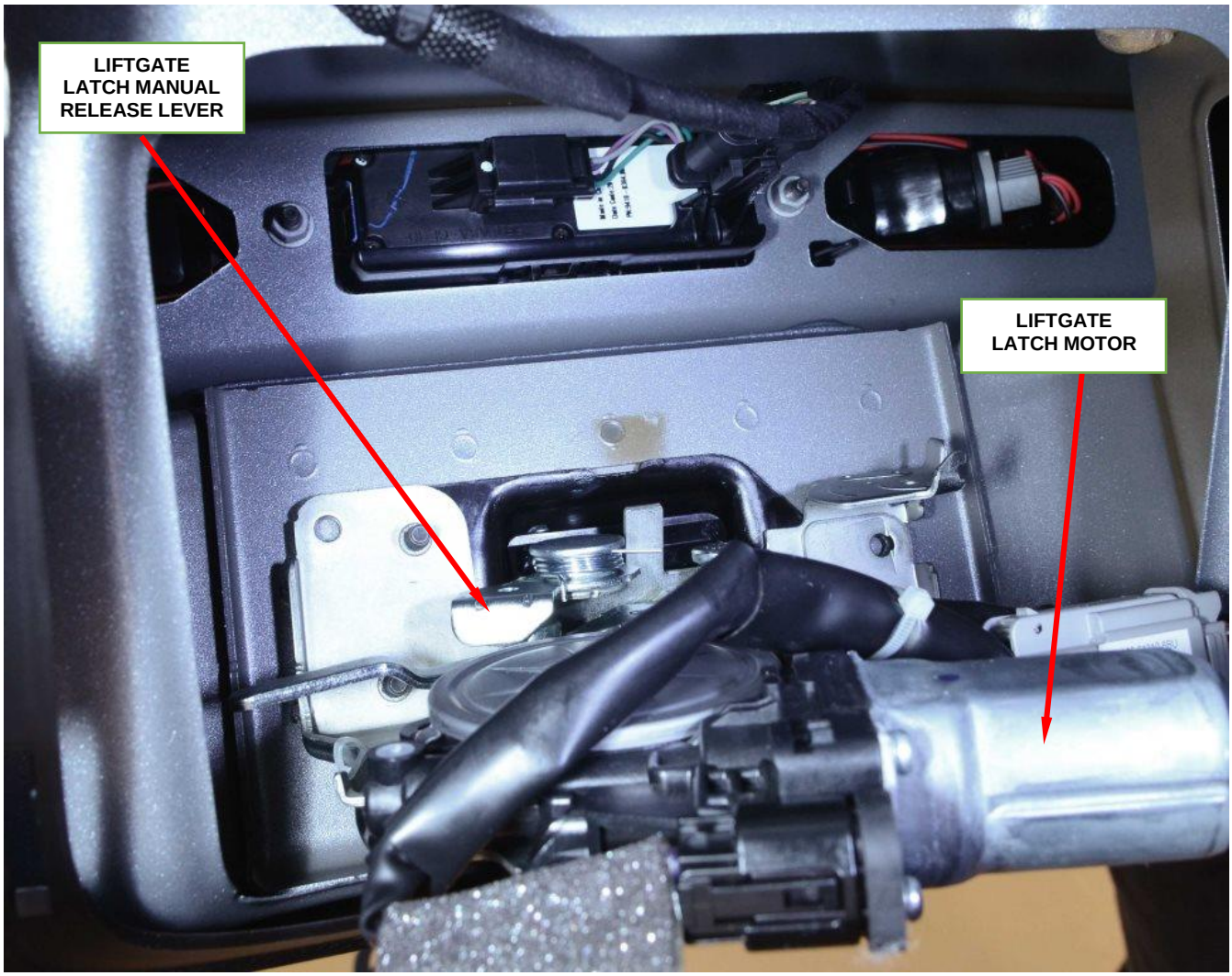

Figure 2 – Latch Release Lever (Looking into Liftgate Opening)

6. Install the original liftgate latch access cover (Figure 1).

7. Continue with **Section B. Inspect Power Liftgate Module.**

B. Inspect Power Liftgate Module

1. 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.

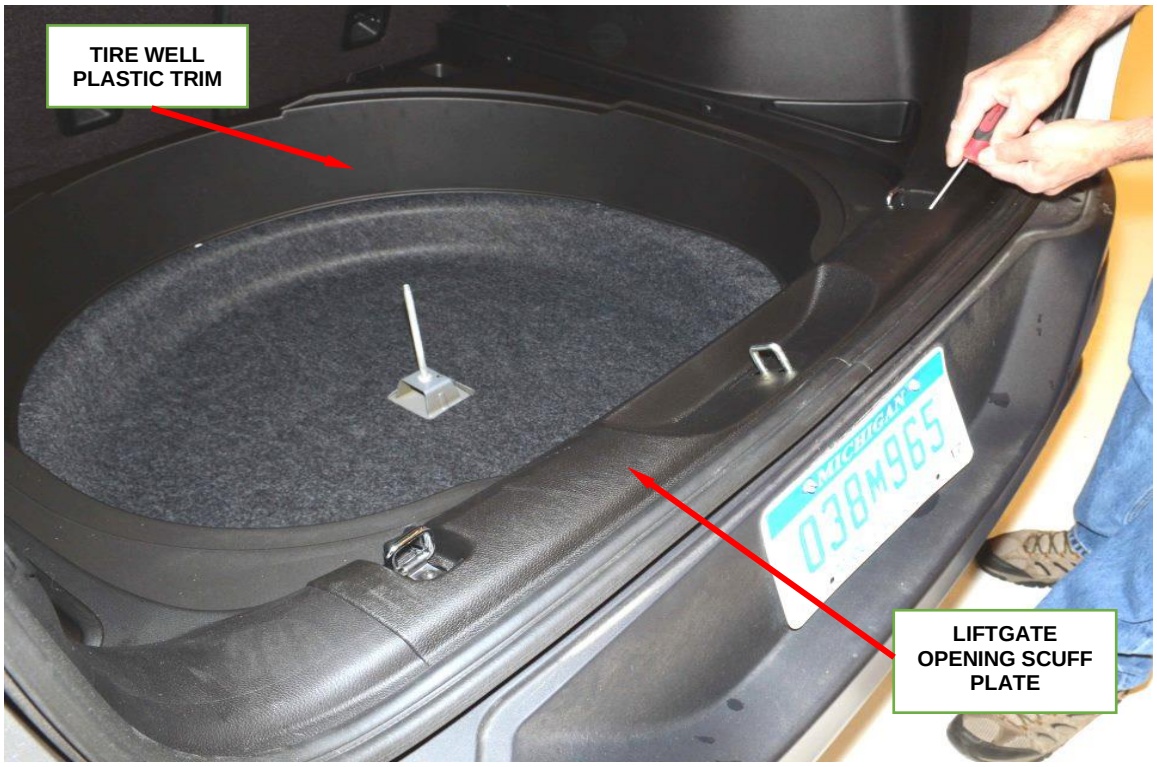

Figure 2 – Scuff Plate and Tire Well Plastic Trim

2. **If not already performed**, remove and save the rear shelf curtain.
3. **If not already performed**, lower the rear seatbacks.
4. **If equipped**, remove and save the load floor mat.
5. Remove and the save spare tire/compressor load floor.
6. **For vehicles with an air compressor**, remove and save the air compressor.
7. **For vehicles with a spare tire**, remove and save the spare tire.
8. Remove and save two screws, and remove the liftgate opening scuff plate (Figure 3).
9. Remove and save two screws, and remove the tire well plastic trim (Figure 3).

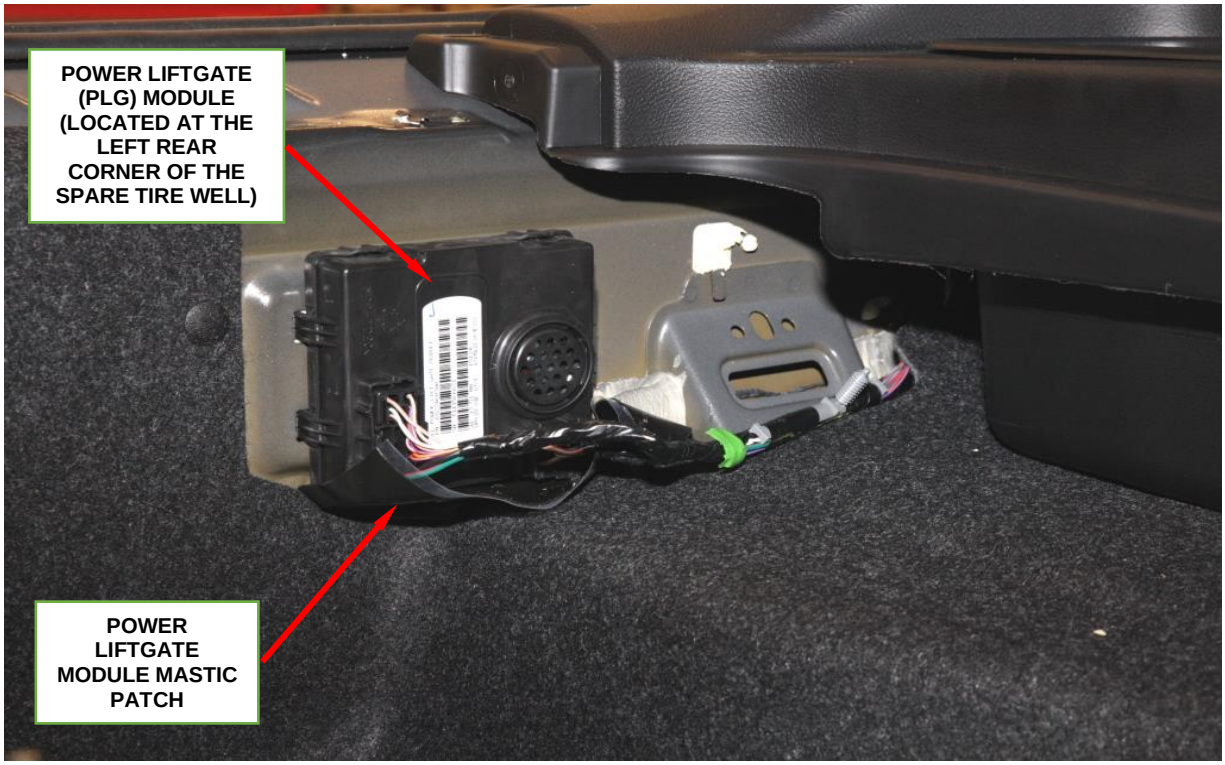

Figure 4 – Remove and Discard Mastic Patch from the PLG Module

10. Remove and discard the Power Liftgate Module (PLG) mastic patch(s) or foam water shield (mastic patches shown) (Figure 4).

    NOTE: Depending on when the vehicle was built, some vehicles may have two mastic patches. If so, remove and discard both mastic patches.

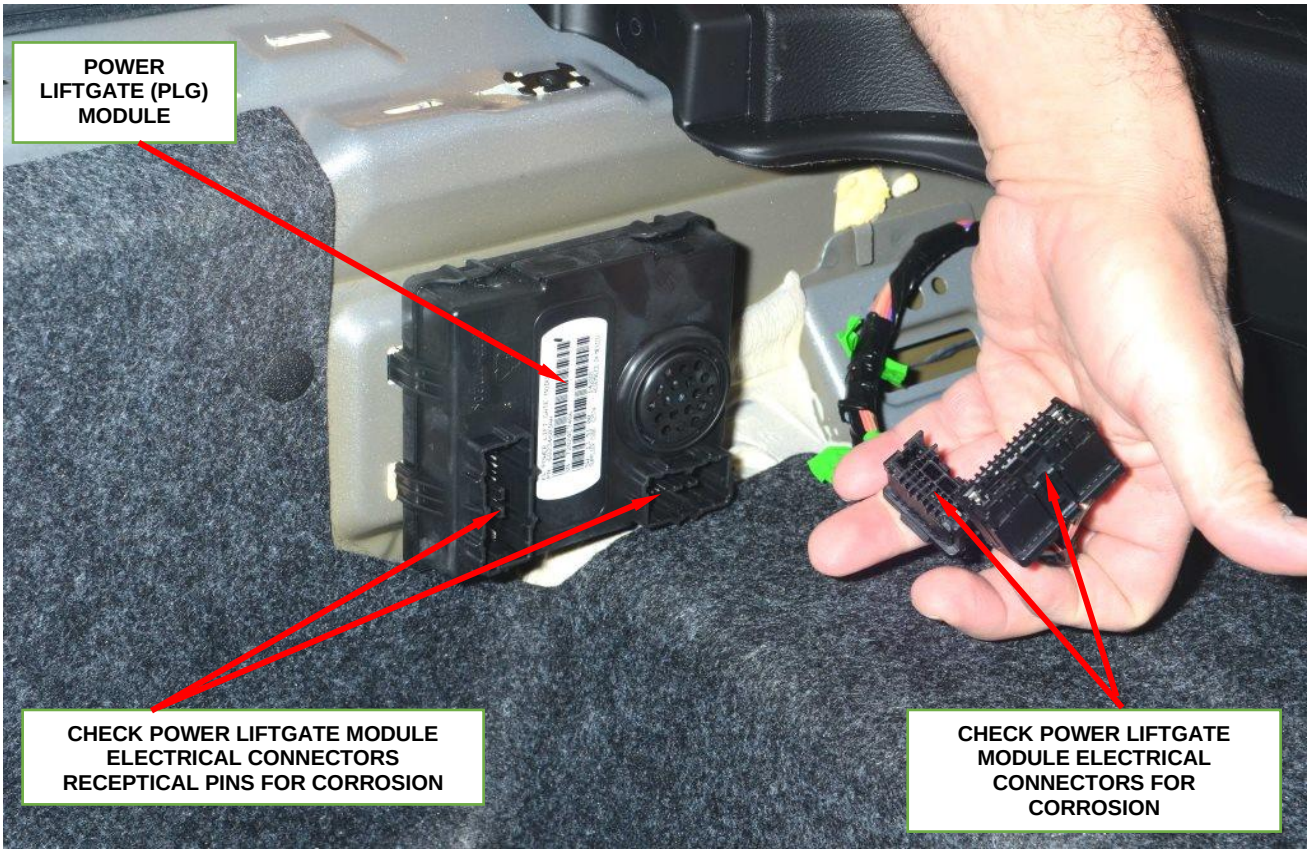

Figure 5 – Inspect Power Liftgate (PLG) Module Electrical Connectors for Corrosion

11. Disconnect both PLG module electrical connectors (Figure 5).

12. Inspect the PLG module electrical connectors for corrosion (Figure 5):

    - If there is no corrosion in the PLG module electrical connectors, continue with **Section D. – Relocate Power Liftgate Module and Harness.**

    - If there is corrosion in the PLG module electrical connectors, continue with **Section C. - Replace Power Liftgate Module and Electrical Connectors.**

C. Replace Power Liftgate Module and Electrical Connectors

1. Remove and discard the Power Liftgate (PLG) module.
2. Remove and save the tire well carpet.
3. Disengage the wire harness retaining clips and pull the harness out as shown in Figure 6.

   NOTE: Relocating the wire harness as shown will make splicing in the new electrical connectors more accessible.

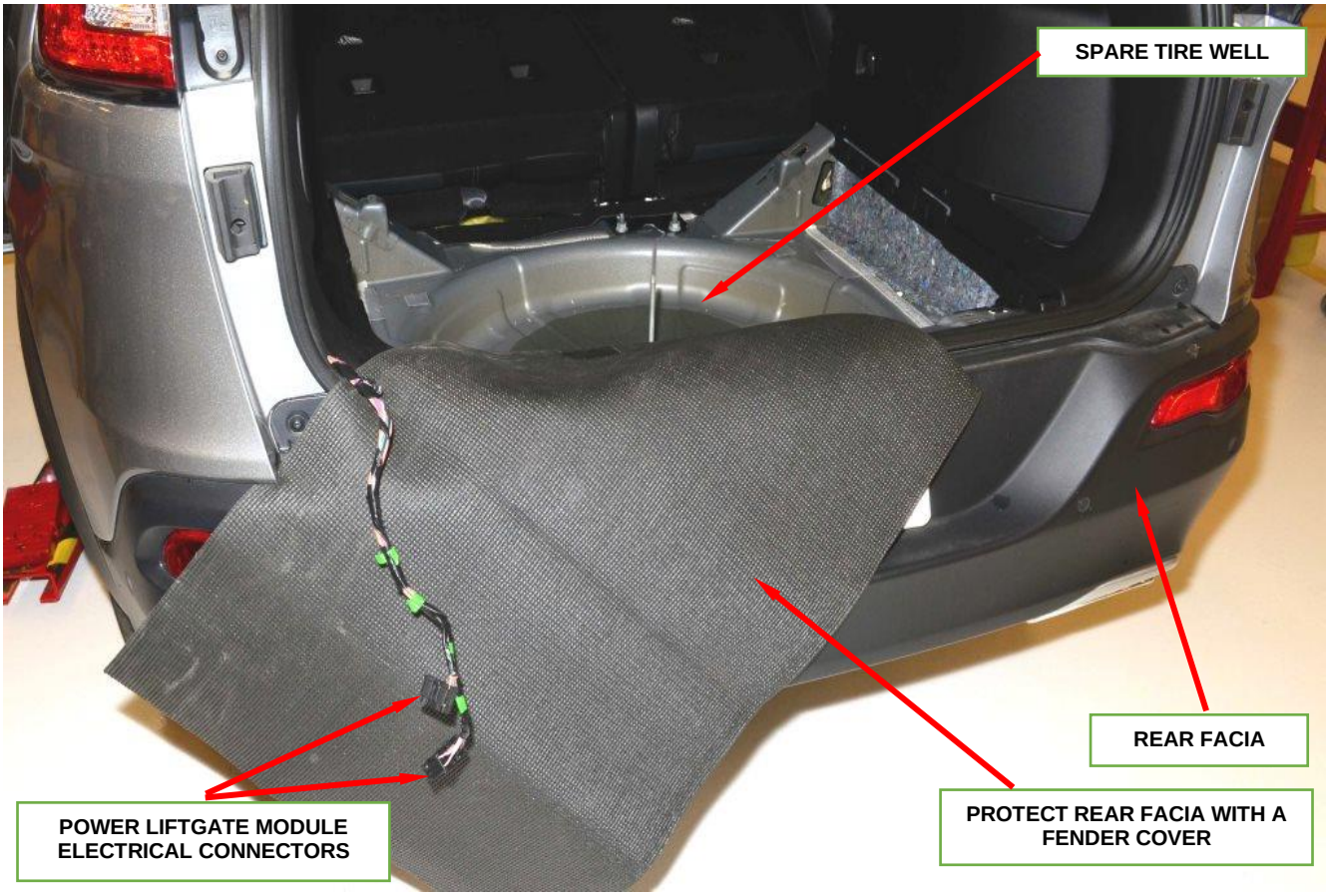

Figure 3 – Wire Harness Access

4. Remove and discard the wire harness electrical tape (Figure 7).

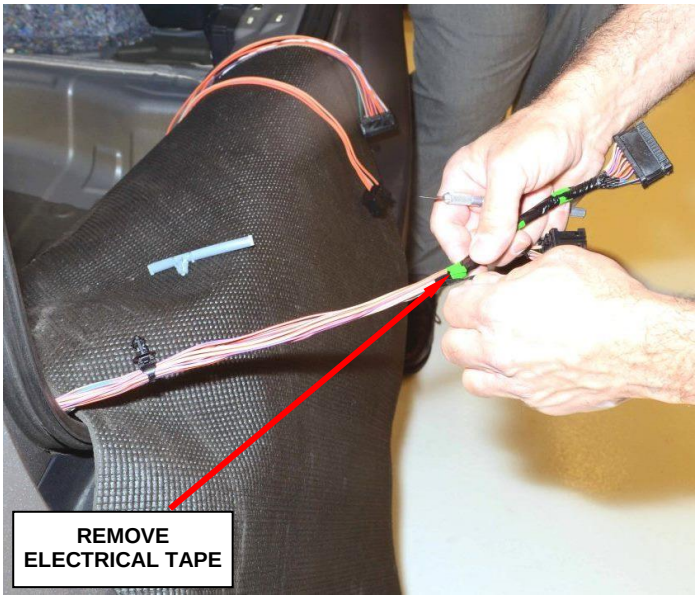

Figure 7 – Remove Electrical Tape

5. Use the following procedure to splice the new connectors to the body wire harness:

   NOTE: Stagger the wire splices to prevent having a large "ball" of wire splices in one location on the wire harness.

   a. Cut the old wire on the electrical connector (Figure 8).

   CAUTION: Cut one wire at a time and match the color of the wire cut on the body wire harness to the same color wire on the new connector pigtail.

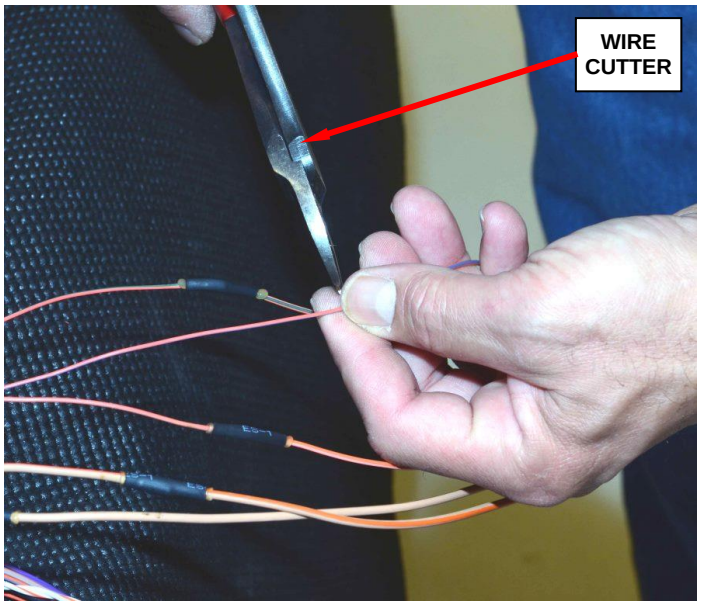

Figure 8 – Cut Wire (Staggering Cuts)

b. Strip approximately 10 - 15mm of insulation from the end of the wires (Figure 9).

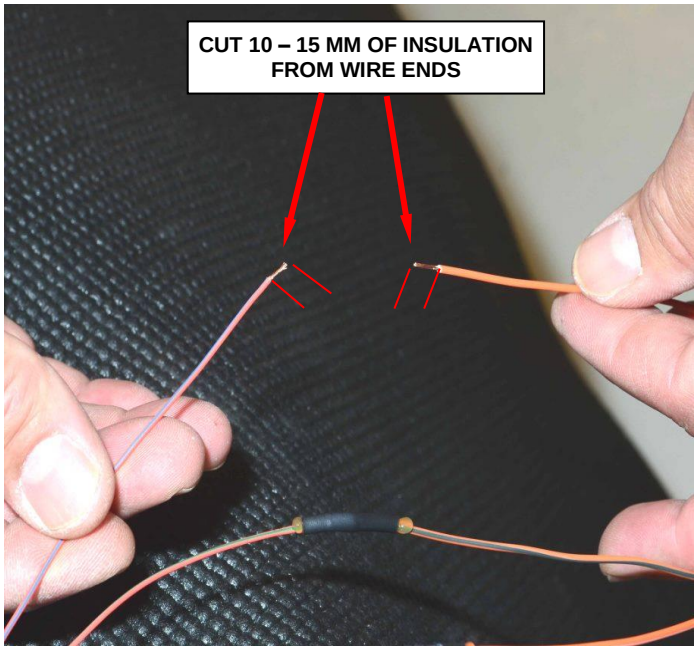

Figure 9 – Strip 10 – 15 mm of Insulation from the End of the Wires

c. Place the black shrink tube provided in the repair kit over the cut wires (Figure 10).

NOTE: The shrink tube for this application is too long. Cut the shrink tube length in half before installing it onto the wire.

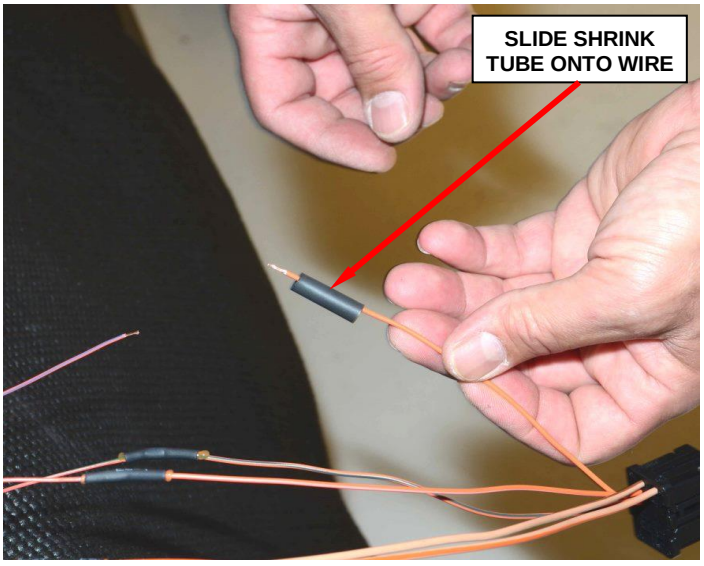

Figure 4 – Place Shrink Tube on Wire

d. Using a brass splice band and crimp tool 10042, crimp the wire harness side wire to the matching color wire on the new connector pigtail (Figure 11).

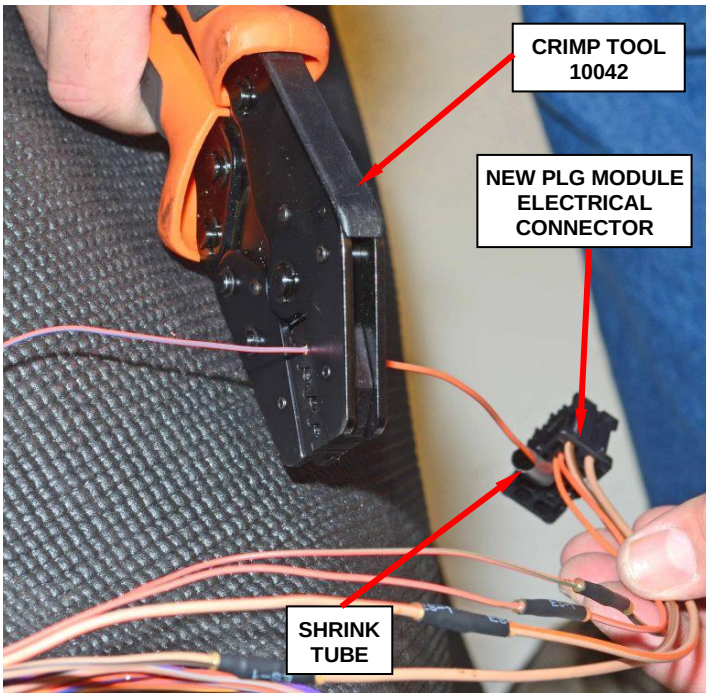

Figure 11 – Install Brass Crimp

e. Solder the brass crimps with rosin core solder (Figure 12).

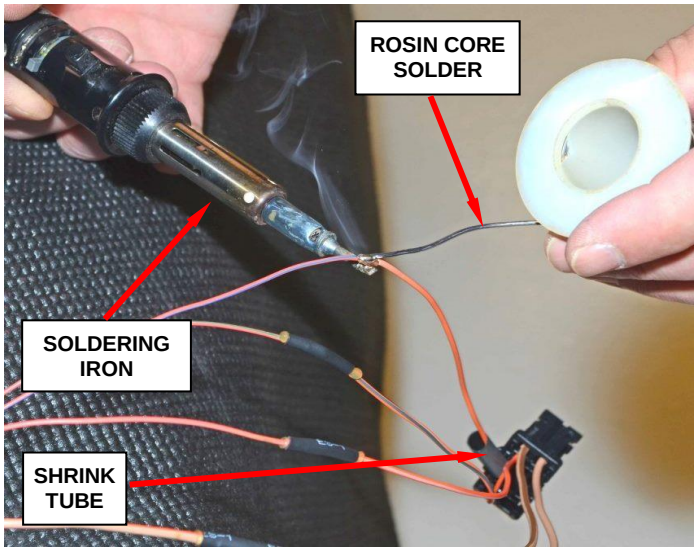

Figure 12 – Solder the Brass Crimp

f. Slide the shrink tube over the brass splice band and apply heat until glue comes out of both ends of the shrink tube (Figure 13).

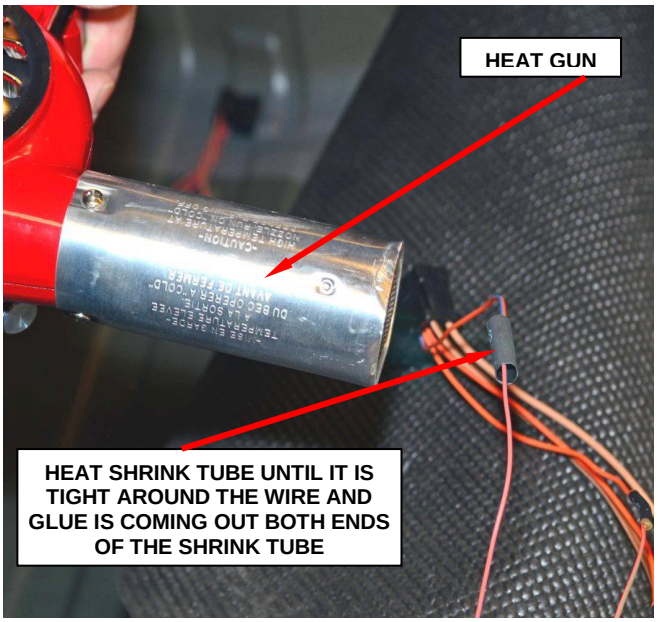

Figure 13 – Apply Heat to Shrink Tube

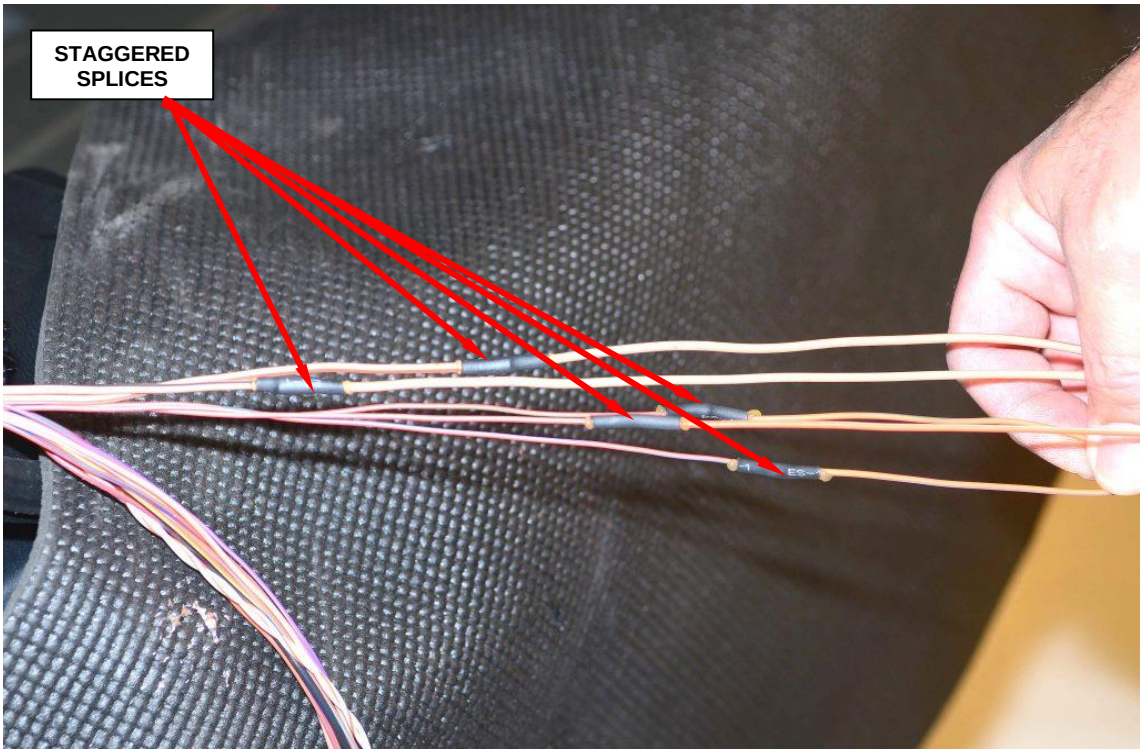

Figure 14 – Correctly Spliced Wires (Staggered/Crimped/Soldered/Heat Shrink)

g. Repeat Step 5a through 5f on each wire that requires splicing.

CAUTION: Be sure to stagger the splice joints to prevent a large "ball" of wire splices in one location on the wire harness (Figure 14).

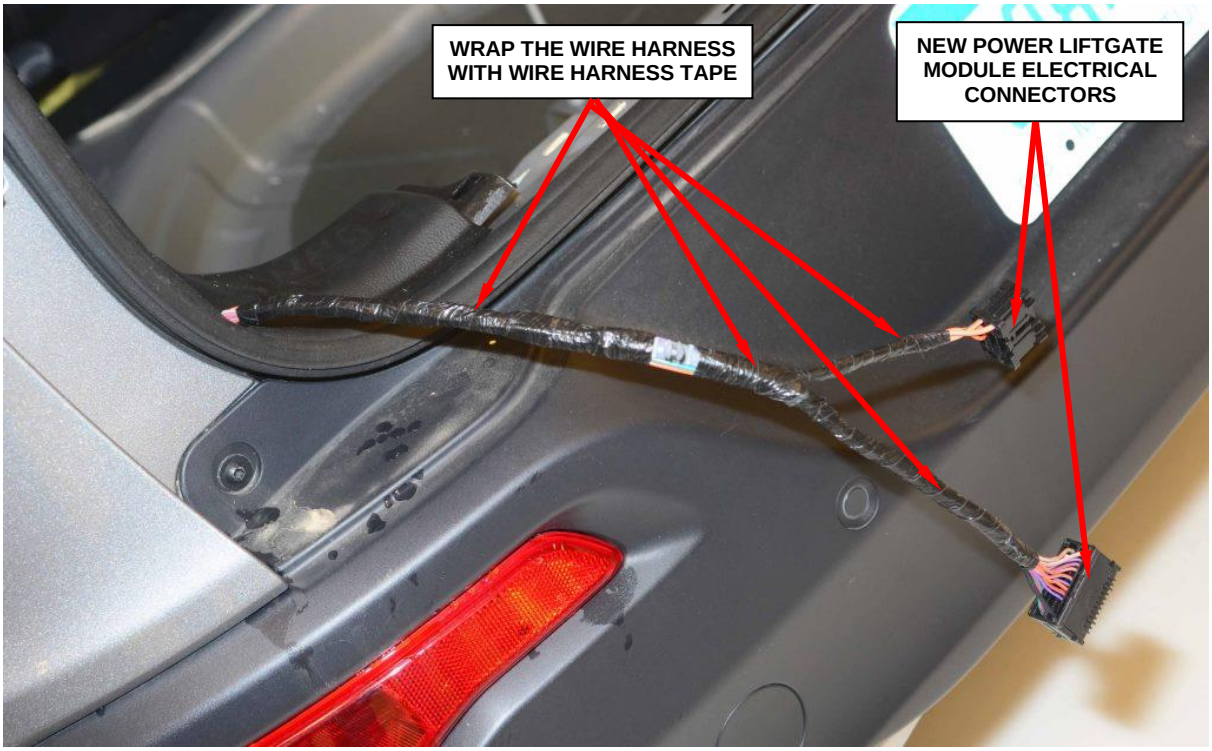

Figure 15 – Wrap Wire Harness with Tape

h. At the 21-pin PLGM harness connector, cut the wire from the back of the terminal at cavity 9 and seal it. The terminal is abandoned in place (Figure 16).

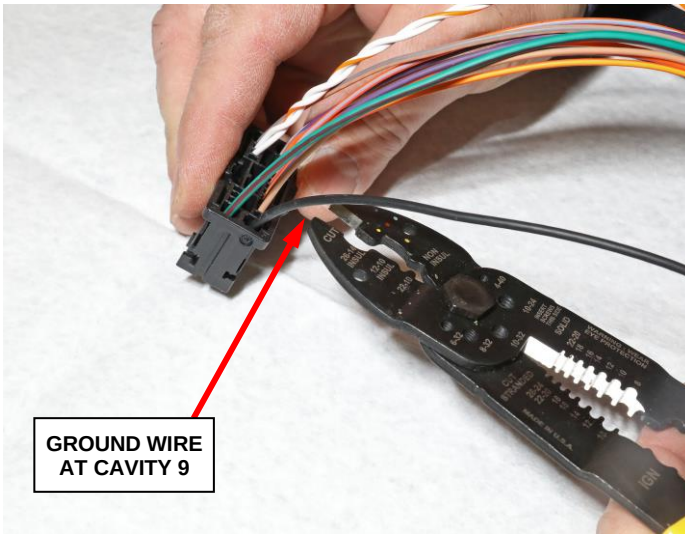

Figure 16 – 21-Pin Connector Terminal 9

i. Using the new ground wire from the kit, and in the same technique shown in Steps 5a through 5g, splice the new wire to the cut wire on the harness side from step h (Figure 17).

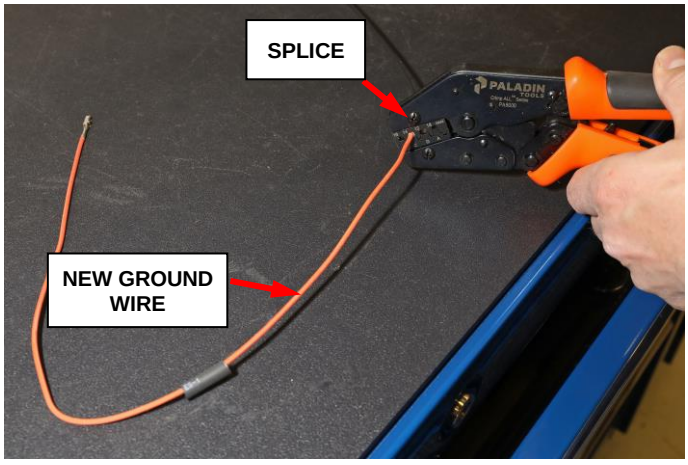

Figure 17 – Splicing New Ground Wire

j. Insert the new ground wire terminal into cavity 4 of the 13-pin PLGM harness connector (Figure 18).

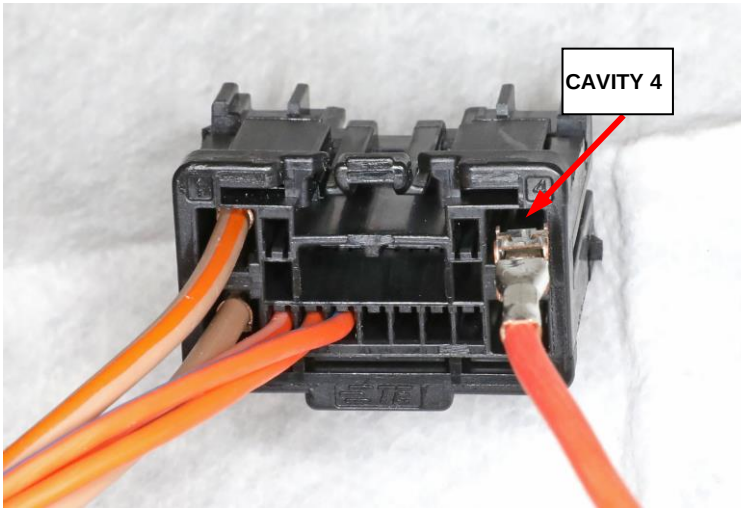

Figure 18 – 13-Pin Connector Cavity 4

6. Using the supplied wire harness tape, wrap the wire harness (Figure 15).

D. Relocate Power Liftgate Module and Harness

1. Using a small flat bladed tool or equivalent, open the trim cap on the driver side quarter trim panel (1) (Figure 19).
2. Remove the screw (2) (Figure 19).
3. Position the hatch door seal aside.
4. Using a trim stick C-4755 or equivalent, disengage the retaining fasteners that secure the upper quarter trim panel to the quarter panel.
5. Pull the quarter trim panel away from the quarter panel.
6. If equipped, disconnect the power outlet wire harness connector.

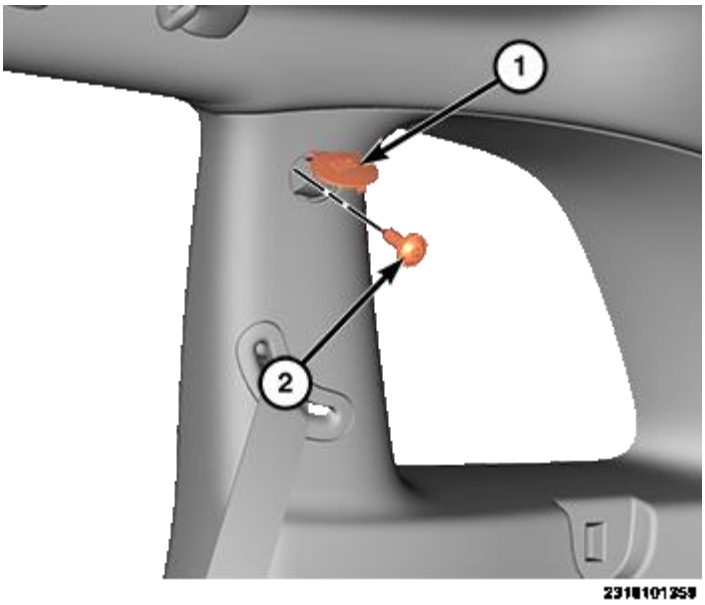

Figure 19 – Upper Quarter Trim Panel Screw and Cover (Passenger Side Shown, Driver Side Similar)

7. Set the upper quarter trim panel (1) aside in the rear cargo area (Figure 20). It is not necessary to remove the seatbelt anchor, nor to remove the upper quarter trim panel form the vehicle.

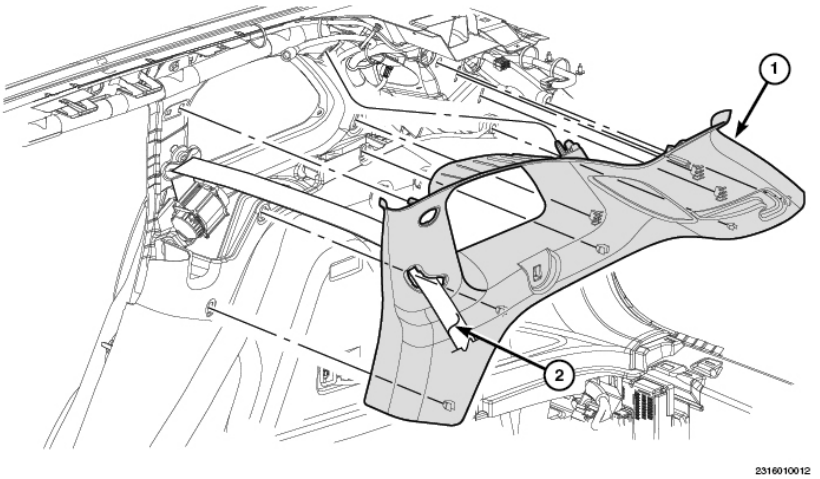

Figure 20 – Upper Quarter Trim Panel (Passenger Side Shown, Driver Side Similar)

8. Using C-4755, disengage the retaining clips securing the door sill scuff panel (1) to the door sill, lower B-pillar and lower C-pillar (Figure 21).

9. Position the rear door seal aside.

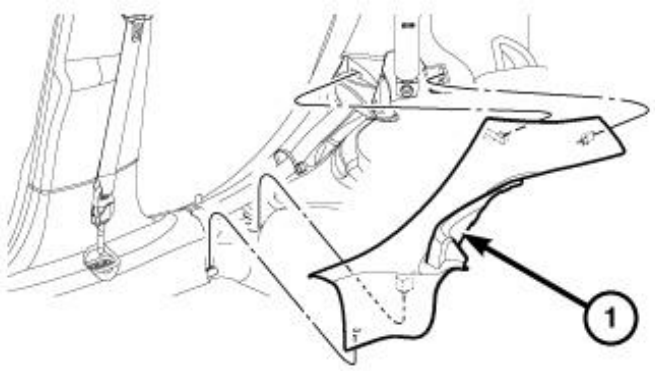

Figure 21 – Rear Door Sill Scuff Panel

10. Remove the screws (3) (Figure 22).

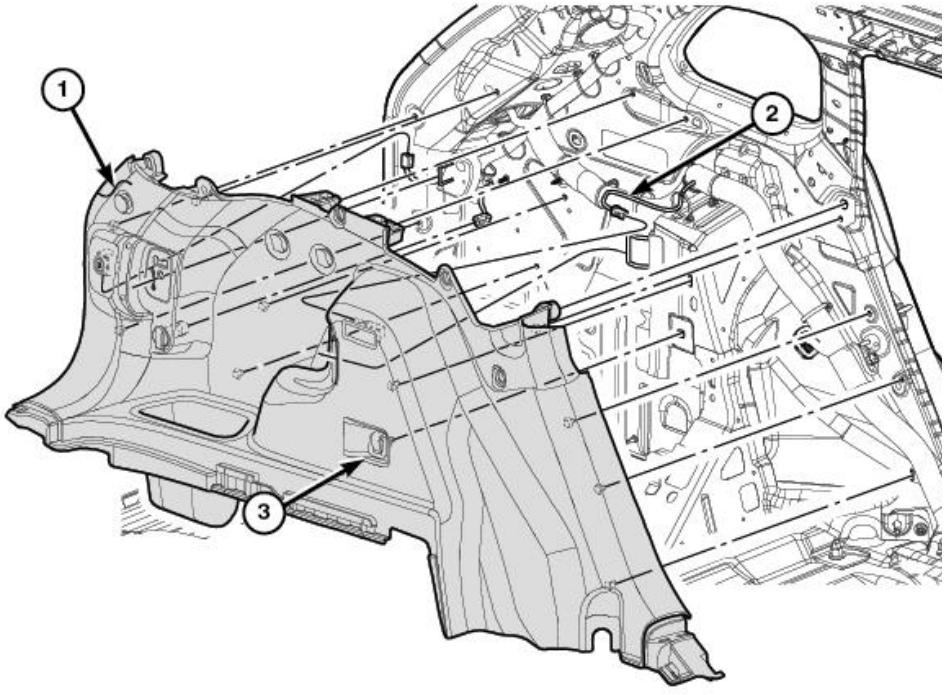

Figure 22 – Lower Quarter Trim Panel (Passenger Side Shown, Driver Side Similar)

11. Using a trim stick C-4755 or equivalent, disengage the retaining fasteners that secure the quarter trim panel to the quarter panel.

12. Pull the quarter trim panel away from the quarter panel.

13. If equipped, disconnect the electrical connectors (2) (Figure 22).

14. Remove the quarter trim panel (1) (Figure 22).

15. Locate and remove the mastic patch covering an opening in the body inner structure (Figure 23).

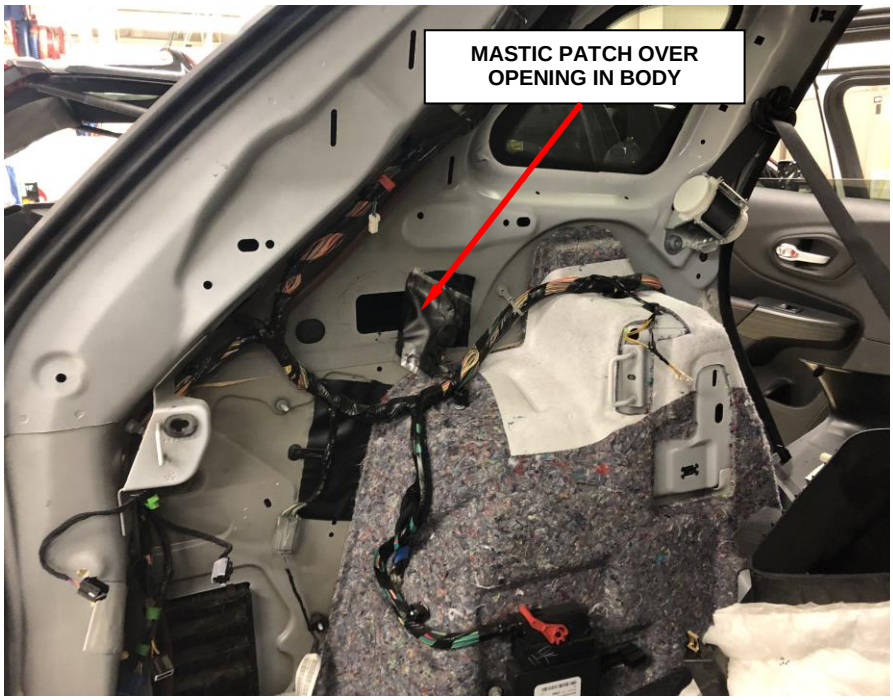

Figure 23 – Mastic Patch

16. Set the reinforcement plate in place on the body as shown. Note that the body structure is in the way of the upper left square hole. Use a marker, pencil or paint pen to trace the upper left square hole onto the body. Also take this opportunity to mark the four round holes which will be drilled for push pins (Figure 24).

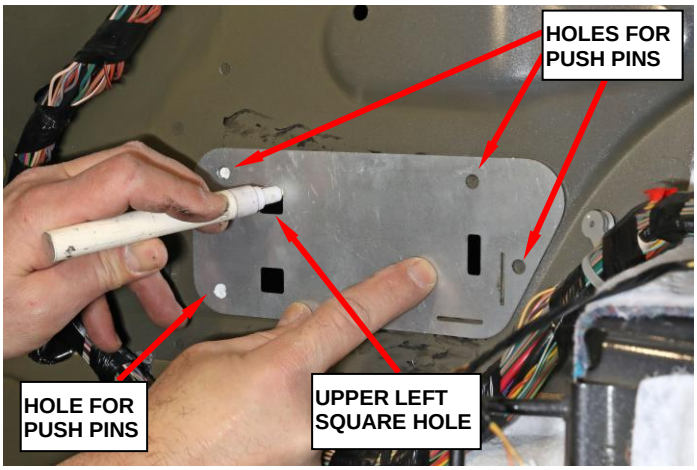

Figure 24 – Marking Body with Reinforcement Plate Holes

17. Remove the plate. Using tin snips, make two vertical cuts in the body structure from behind the upper left square hole, and bend the metal out of the way. Center punch the four marked holes, and drill four ¼" holes for the push pins. Vacuum up the metal chips from drilling (Figure 25).

Figure 25 – Vertical Cuts in Body Structure

18. Return the plate to its location on the body.

19. Install the push pins to secure the reinforcement plate to the body (Figure 26).

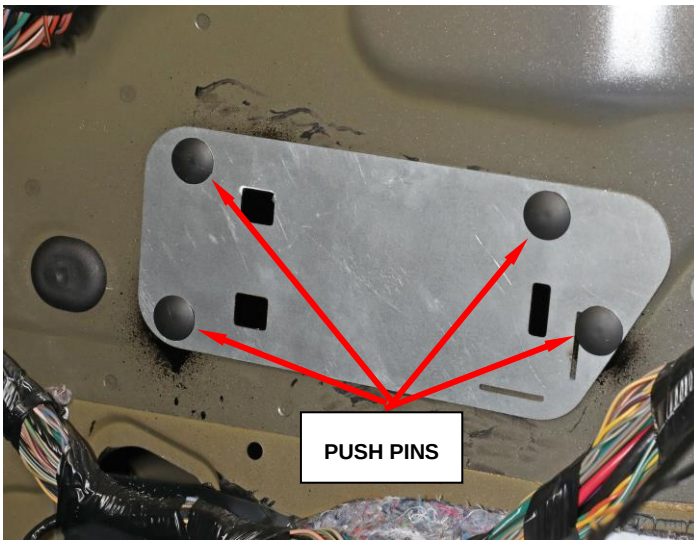

Figure 26 – Reinforcement Plate and Push Pins

20. Route the PLGM harness up the side of the body, and behind the Electric Park Brake Module (EPBM) harness (Figure 27).

21. Snap the PLGM onto the bracket (Figure 27).

22. Connect the harness connectors to the PLGM (Figure 27).

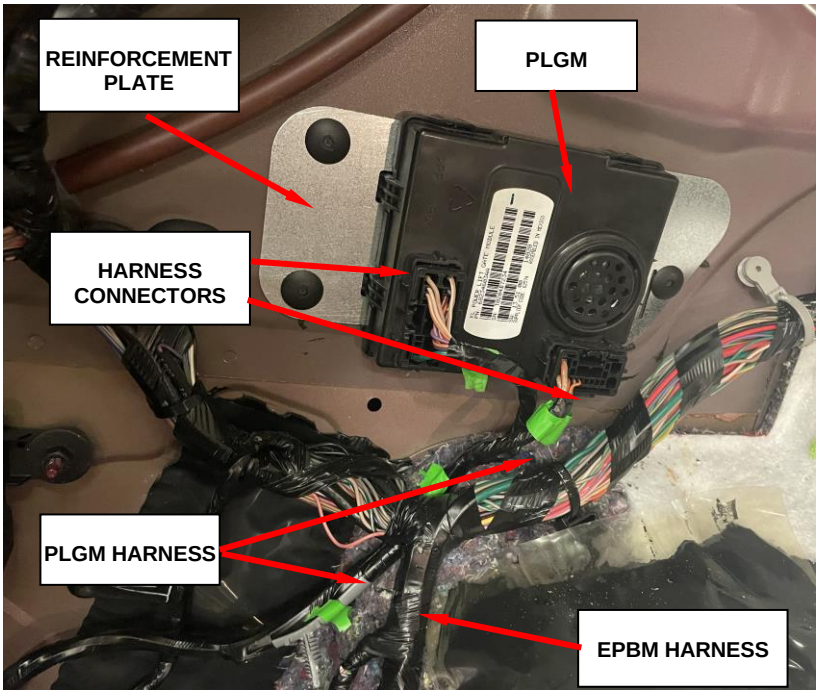

Figure 27 – PLGM and Harness on Reinforcement Plate

23. Using isopropyl alcohol and a clean cloth, clean the surface above the PLGM where the water shield will be attached. Allow the alcohol to evaporate before applying the water shield.

24. With the adhesive at the top, apply the water shield over the PLGM, so that the PLGM is covered side to side and top to bottom (Figure 28).

Figure 28 – Install Water Shield

25. Place the lower quarter trim panel (1) in position to the body (Figure 22).

26. If equipped, connect the electrical connectors (2) (Figure 22).

27. Engage the retaining fasteners that secure the quarter trim panel to the quarter panel.

28. Install and securely tighten the screws (3) (Figure 22).

29. Install the rear door seal.

30. Engage the retaining clips securing the door sill scuff panel (1) to the door sill, lower B-pillar and lower C-pillar (Figure 21).

31. Set the upper quarter trim panel (1) in place (Figure 20).

32. If equipped, connect the power outlet wire harness connector.

33. Install and securely tighten the screw (2) (Figure 19).

34. Install the hatch door seal.

35. Close the trim cap on the driver side quarter trim panel (1) (Figure 19).

36. Install the tire well carpet.

37. Install the tire well plastic trim and securely tighten the two screws (Figure 3).
38. Install the liftgate opening scuff plate and securely tighten the two screws (Figure 3).
39. **For vehicles with a spare tire**, install he spare tire.
40. **For vehicles with an air compressor**, install the air compressor.
41. Install the spare tire/compressor load floor.
42. **If equipped**, install the load floor mat.
43. Raise the rear seatbacks.
44. Install and the rear shelf curtain.
45. Connect the negative battery cable. If equipped with an Intelligent Battery Sensor (IBS), connect the IBS connector to the negative battery cable.
46. Start the engine and allow it to run for two minutes.
47. Turn the steering wheel from stop to stop, holding at each stop position for one second.
48. Turn the ignition OFF and wait 5 minutes.
49. Turn the ignition ON and read DTCs.
50. If no DTCs are present, road test the vehicle for at least 5 minutes.
51. Clear stored DTCs.
52. If the power liftgate module was replaced, perform the power liftgate learn/relearn procedure. See 08 - Electrical / 8E - Electronic Control Modules / MODULE, Power Liftgate (PLGM) / Module Programming.

    NOTE: If this Electronic Control Unit (ECU) is being replaced with a new unit, a diagnostic scan tool MUST be used to determine if alignment of the PROXI configuration data into the new ECU is needed. If PROXI alignment is needed, follow the routine outlined in the diagnostic scan tool for PROXI Configuration Alignment under the Body Control Module (BCM) Miscellaneous Functions menu.

53. Clear stored DTCs.

This notice applies to your vehicle,

[Model Year and Model]
VIN XXXXXXXXXXXXXXXXX

49A/NHTSA 23V-338

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 49A.

IMPORTANT SAFETY RECALL

Power Liftgate Module

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 [2014-2016 (KL) Jeep Cherokee] vehicles.

Owners of vehicles previously notified of recall R27 (NHTSA# 15V-393) or R67 (NHTSA# 15V-826) will need to bring their vehicle in for recall completion, regardless of having either R27 or R67 repair performed.

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 power liftgate control module on your vehicle [1] may experience a short circuit in the power liftgate control module. **An electrical short in the power liftgate module may lead to a vehicle fire with the ignition on or off.**

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 relocate the power liftgate module inside the vehicle. A water shield will be added. In addition, we will inspect for evidence of corrosion at the module electrical connectors. On vehicles found with corrosion, the module and electrical connectors will also be replaced. The estimated repair time is 90 minutes to 3 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.

Customers are advised to not park these vehicles inside of buildings or structures, or near other vehicles until the vehicle has the final repair completed.

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

FIAT CHRYSLER AUTOMOBILES

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.