



Remedy available for
 2021 – 2023 Grand Cherokee / Grand
 Cherokee L

Template Version 1.0

Revision	Edition	Detail
4	December 2023	LOP times are updated.

SYMPTOM DESCRIPTION

The rear coil spring on about 347,500 of the above vehicles may have been built with an incorrectly installed rear coil spring which may detach from the vehicle while driving.

Rear coil springs that detach from the vehicle while driving may result in a hazard to operators and occupants of other vehicles which can cause such vehicles to crash without prior warning and/or may result in injury to vulnerable road users.

SCOPE

This recall applies only to the above vehicles with coil spring rear suspension, and not equipped with air spring suspension (sales code SER).

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.

REPAIR TO BE PERFORMED

Inspect the rear coil springs for proper orientation to the bottom isolators.
 Inspect the upper isolators for proper installation to the body.

If either end of either spring fails the inspection, lower the rear suspension on that side of the vehicle (one side at a time if both sides need repair), remove and replace the lower isolator(s), and reinstall the spring(s) and its isolators in the proper orientation.

The installation process is unique and must be followed carefully, including final inspection recheck, to ensure correct spring position.

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 Rear Coil Spring Assemblies	02-64-A1-81	0.3
Inspect & Repair One Rear Coil Spring Assembly	02-64-A1-82	2.6
Inspect & Repair Both Rear Coil Spring Assemblies	02-64-A1-83	2.8

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.

PARTS INFORMATION

Any required part(s) will be determined by performing an inspection. Do NOT order all the parts on this list in advance of inspection as not everything on the list is required for every vehicle. Vehicles that pass inspection require NO parts.

Part No.	Qty.	Part Name
68375897AA	1 per side (as needed)	Spring Isolator, Upper
68375896AC	1 per side (as needed)	Spring Isolator, Lower
06513758AA	2 per side (as needed)	Cradle Bolt, Two Ended
06511689AA	1 per side (as needed)	Nut, Shock Absorber Clevis

PARTS RETURN

No parts return required for this campaign.

SPECIAL TOOLS

No special tools are required for this campaign.

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

Inspect Lower Isolator & Spring

1. Raise and support the vehicle (Refer to 04 - Vehicle Quick Reference/Hoisting/Standard Procedure).
2. Inspect for the following two conditions:
 - Gap from the end of coil to isolator spring stop (Figures 1 and 2)
 - Pass: 10mm or less gap
 - Fail: greater than 10mm

NOTE: If the spring stop is slightly deformed, measure the area of the smallest gap. See A-B measurement in Figure 1.

NOTE: To measure for a 10mm or less gap at the end of the coil spring use a stack of feeler gauges, toolmakers calipers and dividers, the square end of a 3/8" extension, or any tool that measures 10mm and will reach into the space to be measured.

- Coil not sitting on top of the center pilot of the isolator (Figure 2)

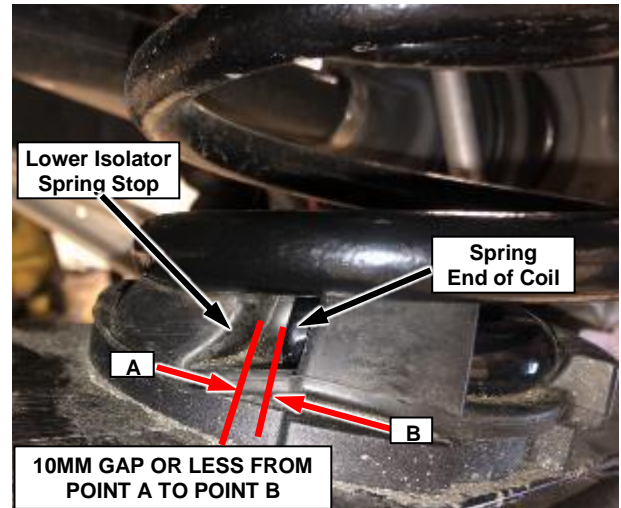


Figure 1 – Check Coil Spring to Isolator Gap at Smallest Point

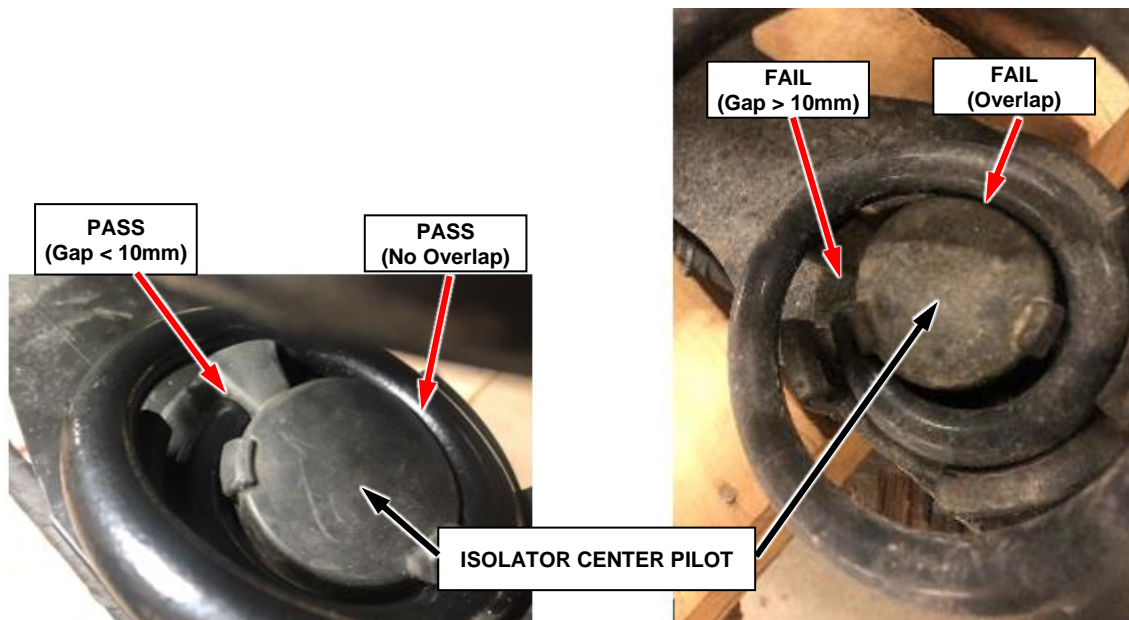


Figure 2 – Inspect Isolator Spring Pilot and Gap

Inspect Upper Isolator to Body

- 3. Verify that the upper spring isolator is seated flush to the body on the welded body pilot feature (Figures 3 and 4).

NOTE: Upper Isolator is replaced only if this inspection step fails. Otherwise it can be reused.

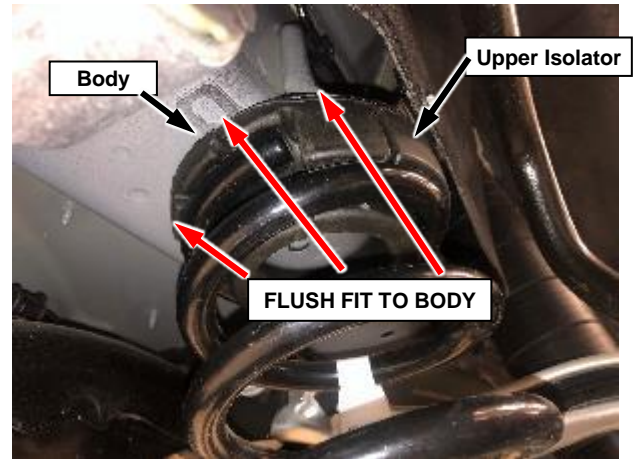


Figure 3 – Upper Spring Isolator to Body

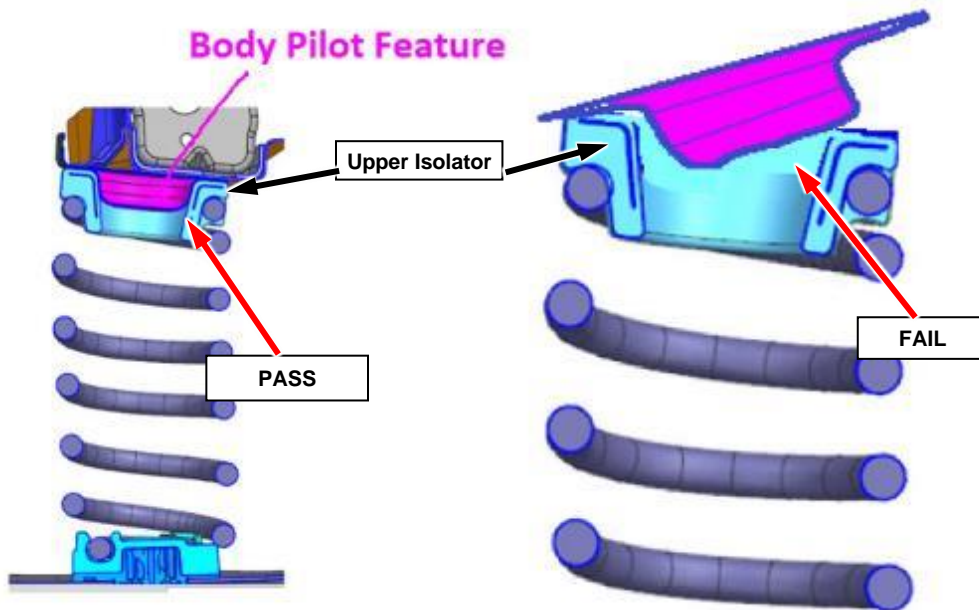


Figure 4 – Upper Spring Isolator Pass/Fail

SAFETY RECALL

NORTH AMERICA

Rear Coil Spring



Reference: 64A / NHTSA 23V-413

FCA US LLC

4. Did the vehicle pass both inspections (Steps 2 and 3)?
 - YES – No further work is required. Lower the vehicle and return it to the customer.
 - NO – Proceed to Step 5.

NOTE: If both sides need repair, lower one side of the rear suspension at a time.

Repair Procedure

NOTE: In order to ensure correct spring position, the spring removal/install must be done by lowering the rear suspension crossmember. Do not attempt the repair by lowering only the spring compression link or by another means.

NOTE: The spring orientation to the upper and lower isolators must be checked and confirmed throughout the reinstallation process to ensure it has not moved during reassembly.

5. Remove both rear wheels.
6. Lower the exhaust system at its rear hangers at the rear of the vehicle to create clearance to lower the rear suspension crossmember. Support the system with a jack stand or strap (Figure 5).

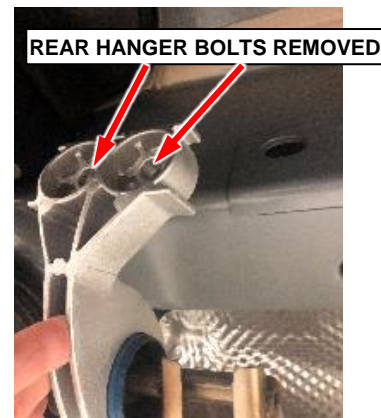


Figure 5 – Rear Exhaust Hangers

7. On L models with 3 row seating, the exhaust hangers can be accessed by removing the bottom of the wheel well liner and rolling it up out of the way (Figure 6).

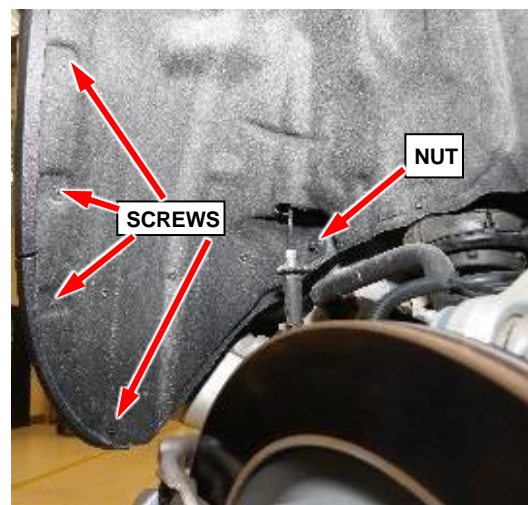


Figure 6 – L Rear Wheel Liner Fasteners

- Remove the nut holding the brake pipe bracket to the body (Figure 7).

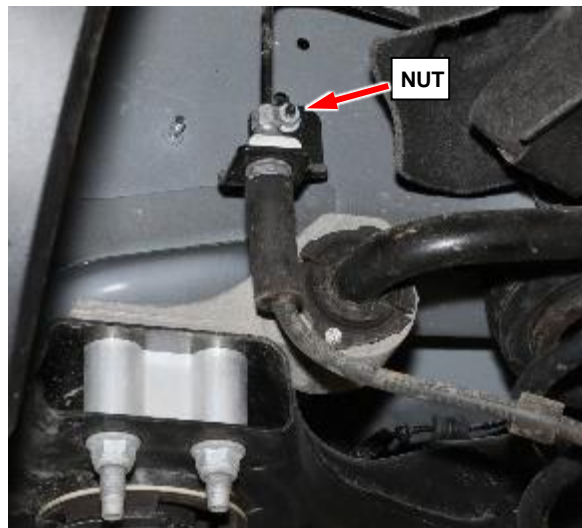


Figure 7 – Brake Pipe Bracket

- Place a jack under the compression link (8) at the shock absorber end (Figure 8).

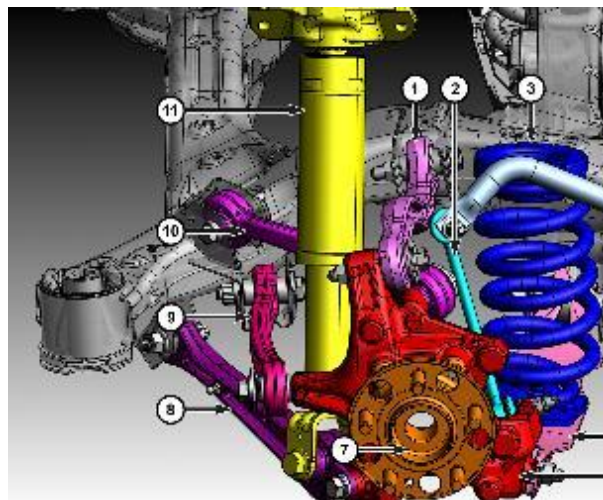


Figure 8 – Rear Suspension

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Rear Coil Spring



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10. Remove the lower shock absorber clevis nut and bolt, then lower the jack under the compression link (Figure 9).

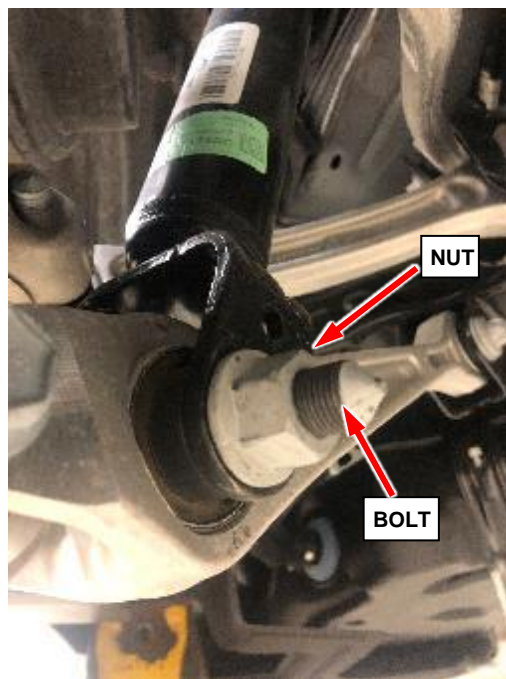


Figure 9 – Lower Shock Clevis

11. Remove the bolt (2) and nut (3) and remove the rear crossmember rear support bracket (1) (Figure 10).

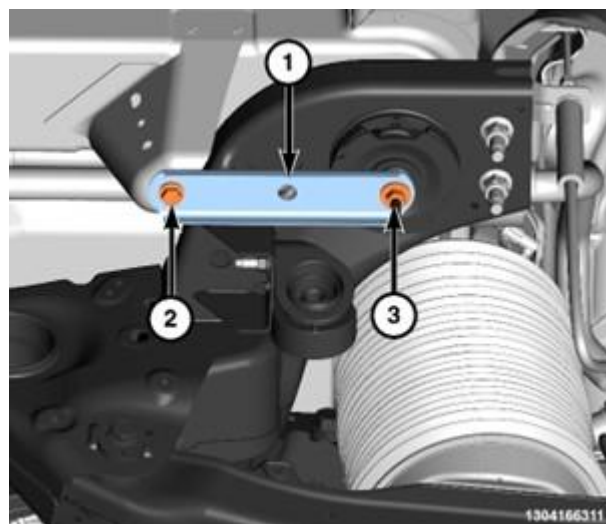


Figure 10 – Rear Support Bracket

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- 12. Remove the bolt (2) and nut (1) and remove the rear crossmember front support bracket (3) (Figure 11).

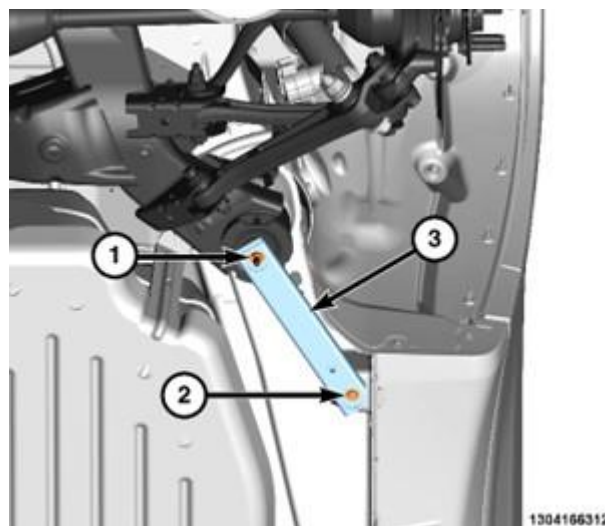


Figure 11 – Front Support Bracket

- 13. Remove the ride height sensor cable fastener (clip) at the body (if equipped) (Figure 12).

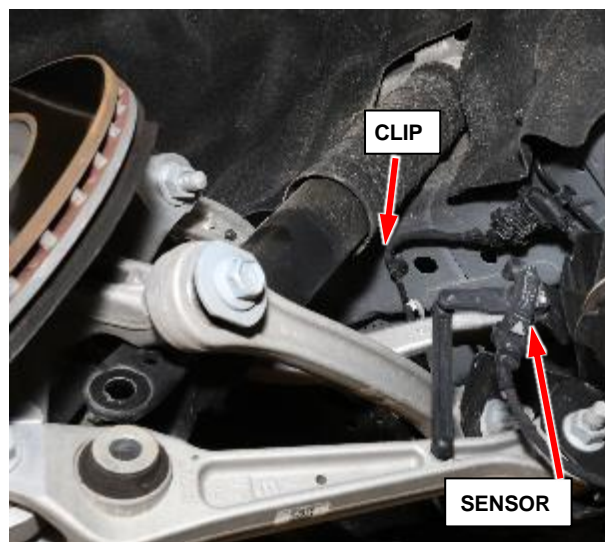


Figure 12 – Ride Height Sensor Cable Fastener

14. Using a suitable marking device, mark the position of the crossmember on the rear frame rails.
15. Support the crossmember at the center with a suitable lifting device and remove the front and rear bolts from one side. (Figure 13).

NOTE: A second technician will be required to work the lifting device and control the rear spring during removal, and keep it properly aligned during installation.

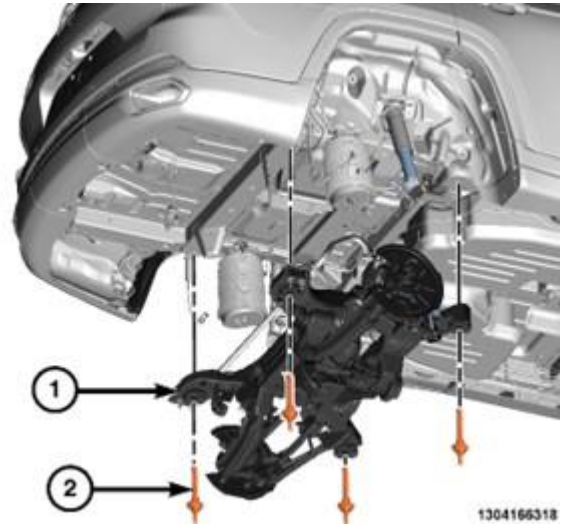


Figure 13 – Rear Suspension Crossmember

16. Lower the rear suspension crossmember enough to remove the rear coil spring.
17. Replace Lower Isolator - Remove the lower isolator by prying it from the compression link. Clean the compression link surface under the lower isolator. Install a new lower spring isolator to the compression link.
Replace Upper Isolator (only if required) - If the upper isolator was not positioned to the body correctly, failing inspection Step 3, it should also be replaced. Otherwise, reuse the upper isolator.
18. As you begin reinstalling the coil spring, starting with the upper isolator on the coil spring, ensure that the coil spring is flush against the stop in the upper isolator (rotate the isolator).
19. Install the spring, and assure the following:
 - The upper isolator is located properly to the pilot on the body
 - The bottom coil spring end is located, and remains in contact with the stop in the lower isolator (rotate the spring)
 - The bottom of the coil spring is not riding on top of the lower isolator pilot

NOTE: The new rear suspension crossmember bolts may have a larger head than those removed, requiring a larger socket than used during removal.

20. Raise the rear suspension crossmember, aligning the reference marks made previously. Install the **NEW** front and rear bolts, and tighten to 180 N·m (133 ft. lbs.) (Figure 13).
21. **CRITICAL FINAL INSPECTION: Perform the inspections in Steps 1-3 and verify that the vehicle now meets specifications. If it does not, repeat steps 15-20.**
22. Install the rear crossmember front support bracket (3), bolt (2) and nut (1) and tighten to 20 N·m (15 ft. lbs.) (Figure 11).
23. Install the rear crossmember rear support bracket (1), bolt (2) and nut (3) and tighten to 20 N·m (15 ft. lbs.) (Figure 10).

NOTE: The shock clevis fastener must be torqued with the vehicle at normal ride height.

24. Install the lower shock absorber clevis to the compression link. Install the clevis bolt and **NEW** nut and tighten the nut to 50 + 178° N·m (37 + 178° Ft. Lbs.) (Figure 9).
25. Install the nut holding the brake pipe bracket to the body tighten to 7 N·m (62 in. lbs.) (Figure 7).
26. Install the ride height sensor cable fastener (clip) to the body (if equipped) (Figure 12).
27. If needed, repeat steps 8-26 for the other side of the vehicle.
28. Raise the exhaust system at the rear of the vehicle and reattach it. On L models, resecure the wheel well liner, tightening the fasteners securely.
29. Install the rear wheels. Tighten lug nuts to 176 N·m (130 Ft. Lbs.).
30. Perform a four-wheel alignment.
31. Return the vehicle to the owner.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

64A/NHTSA 23V-413

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 64A.

IMPORTANT SAFETY RECALL

Rear Coil Spring

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 [2022-2023 MY (WL) Jeep Grand Cherokee and 2021-2023 MY Jeep Grand Cherokee L] 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 **rear coil springs** on your vehicle ^[1] may not have been installed correctly, which may lead to one or both of them detaching from the vehicle while driving.

Rear coil springs that detach from the vehicle while driving may result in a hazard to operators and occupants of other vehicles which can cause such vehicles to crash without prior warning and/or may result in injury to vulnerable road users.

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, repair the rear coil spring assembly. The estimated repair time is 20 minutes for the inspection, and up to 4 hours if repairs are required. 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.