



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

Template Version 1.0

Revision	Edition	Detail
0	June 2023	Initial Version.

**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.

**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 Springs	02-64-A1-81	0.3
Inspect & Replace One Rear Coil Spring	02-64-A1-82	3.0
Inspect & Replace Both Rear Coil Springs	02-64-A1-83	3.5

**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.

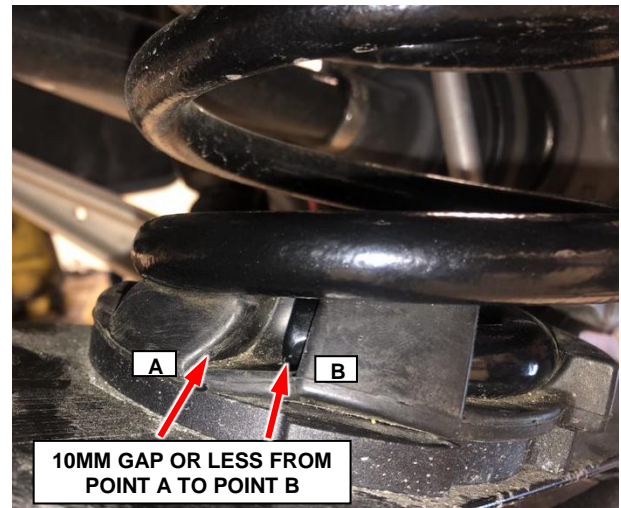
## SERVICE PROCEDURE

1. Raise and support the vehicle (Refer to 04 - Vehicle Quick Reference/Hoisting/Standard Procedure).

**NOTE:** If the spring stop is slightly deformed, measure the area of the largest gap.

**NOTE:** Neither the coil spring end nor the isolator spring stop are machined surfaces. If the ends of these surfaces are not parallel to each other, measure the area of the largest gap.

**NOTE:** In the following step, you will need 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.



**Figure 1 – Check Coil Spring to Isolator Gap at Largest Point**

2. Inspect for a 10mm or less gap from the end of coil to isolator spring stop, and for the coil not sitting on top of the center pilot of the isolator (Figures 1 and 2).



**Figure 2 – Coil NOT On Top of the Isolator Spring Pilot**

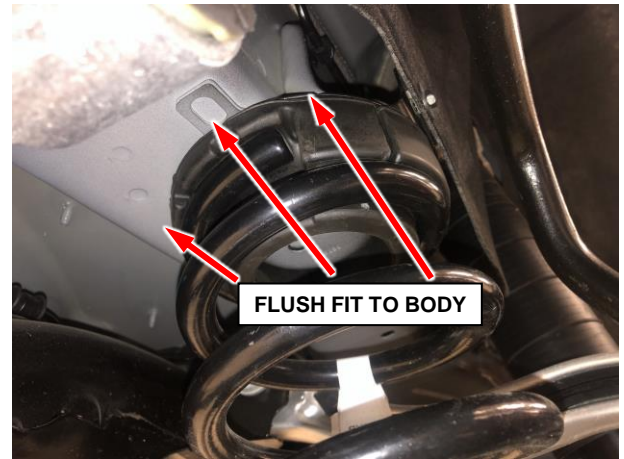
**SAFETY RECALL**  
NORTH AMERICA  
**Rear Coil Spring**



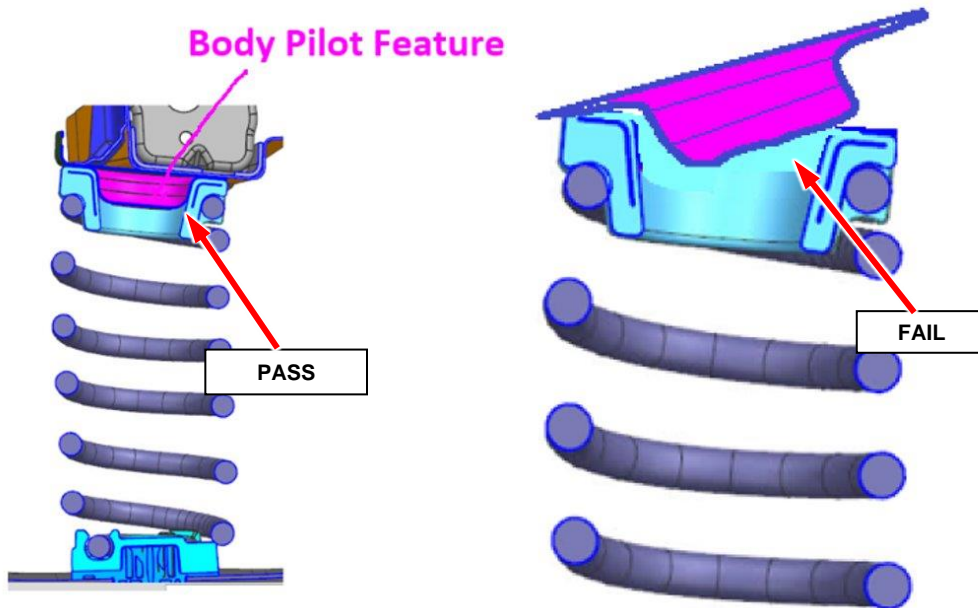
Reference: 64A / NHTSA 23V-413

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



**Figure 3 – Upper Spring Isolator to Body**



**Figure 4 – Upper Spring Isolator Pass/Fail**

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

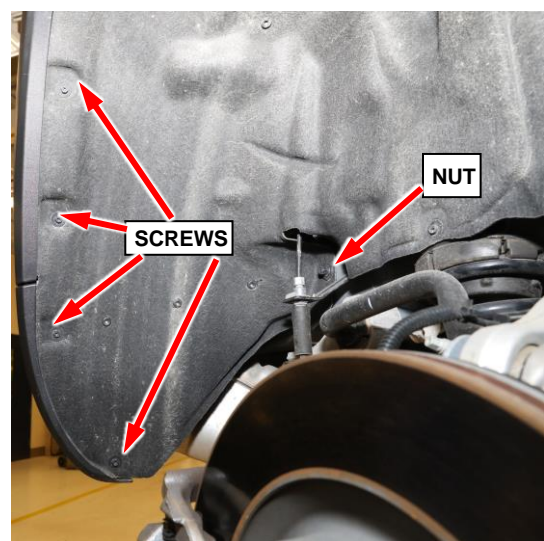
**NOTE: If both sides need repair, lower one side of the rear suspension at a time.**

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**

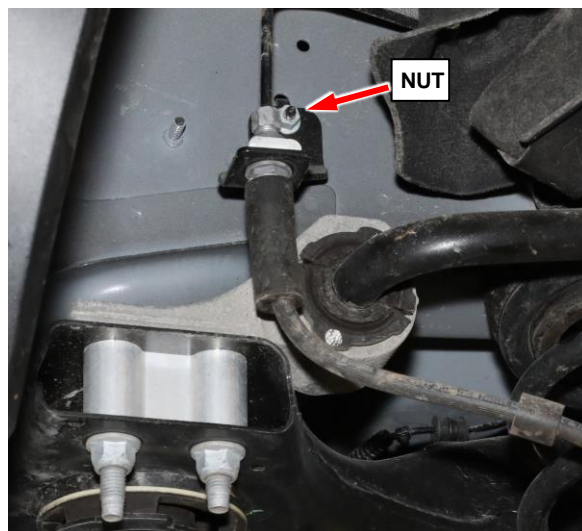
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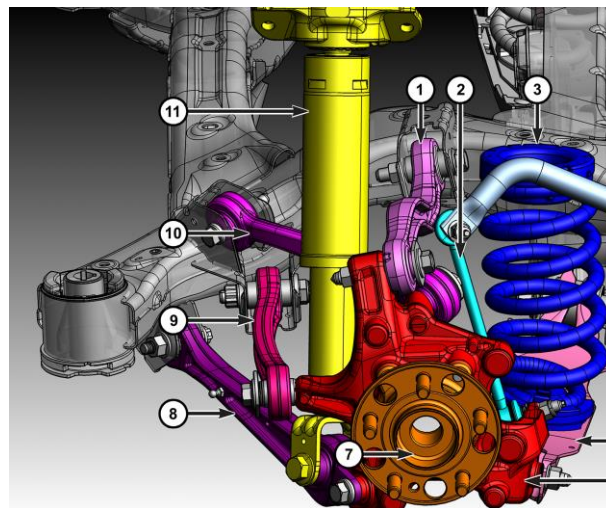
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- 8. Remove the nut holding the brake pipe bracket to the body (Figure 7).



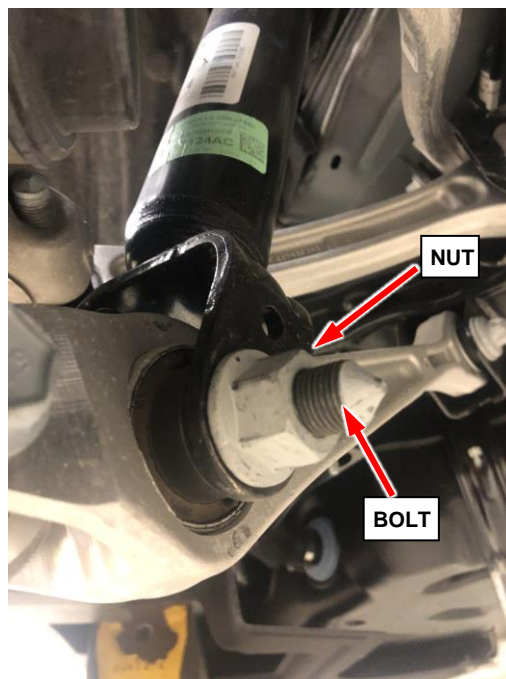
**Figure 7 – Brake Pipe Bracket**

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



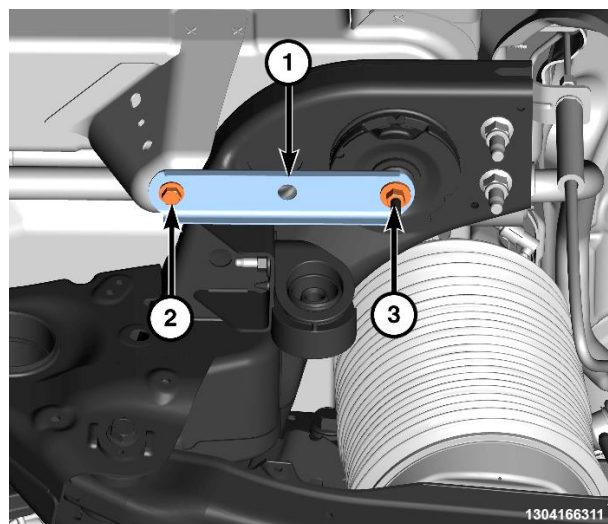
**Figure 8 – Rear Suspension**

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**

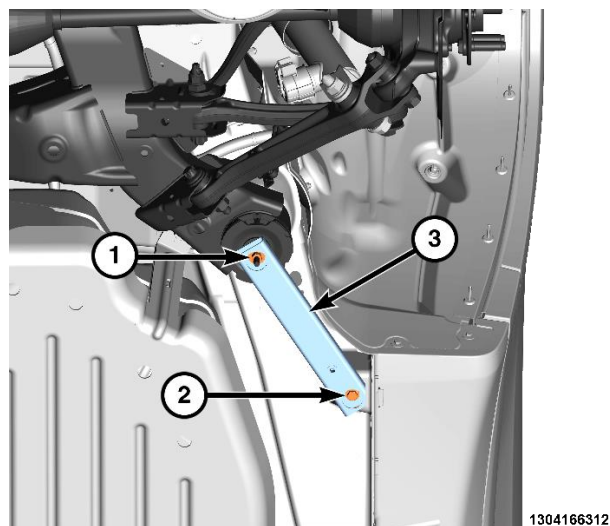
**SAFETY RECALL**  
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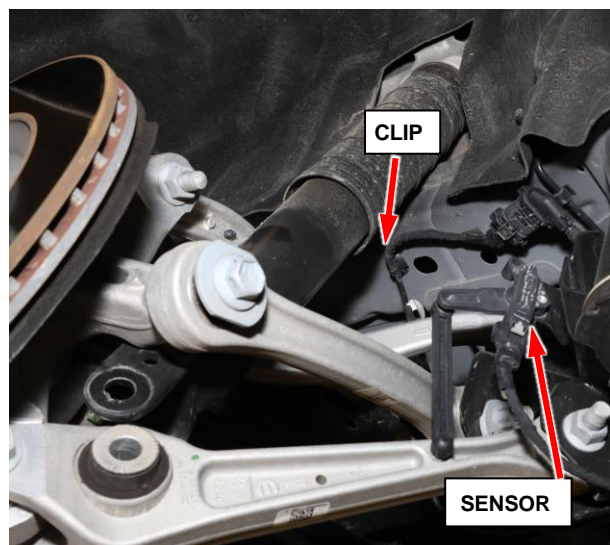
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12. Remove the bolt (2) and nut (1) and remove the rear crossmember front support bracket (3) (Figure 11).



**Figure 11 – Front Support Bracket**

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

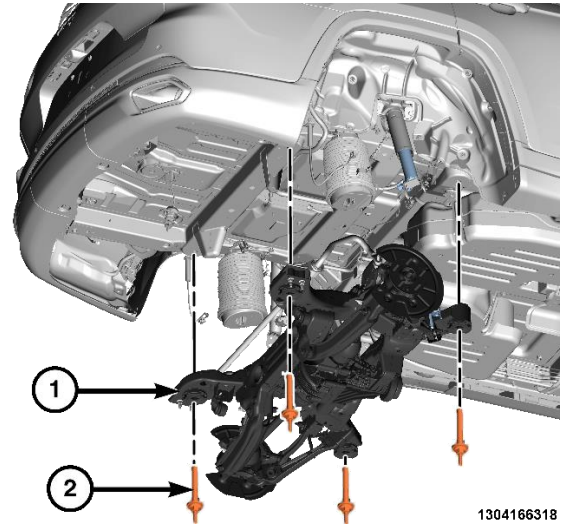


**Figure 12 – Ride Height Sensor Cable Fastener**



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. 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. If the upper isolator was not positioned to the body correctly, 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. 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 6-26 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. Perform a four-wheel alignment.
30. Return the vehicle to the owner.