



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

February 27, 2024

Ms. Karen Blaesser
Sr. Manager - Campaign Administration & Execution
Chrysler (FCA US, LLC)
800 Chrysler Drive
Auburn Hills, MI 48326

NEF-107ES
24V-132

Subject: Loss of Control from Steering Knuckle Separation

Dear Ms. Blaesser:

This letter serves to acknowledge Chrysler (FCA US, LLC)'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

JEEP/GRAND CHEROKEE/2021-2023

Mfr's Report Date: February 22, 2024

NHTSA Campaign Number: 24V-132

Components:

STEERING:LINKAGES:KNUCKLE:SPINDLE:ARM
SUSPENSION:FRONT:CONTROL ARM:UPPER BALL JOINT

Potential Number of Units Affected: 338,238

Problem Description:

Chrysler (FCA US, LLC) is recalling certain 2021-2023 Jeep Grand Cherokee L and 2022-2023 Jeep Grand Cherokee vehicles. The upper control arm ball joint and steering knuckle may separate and cause the wheel to fall outward, resulting in a loss of vehicle control.

Consequence:

A loss of vehicle control increases the risk of a crash.

Remedy:

Dealers will replace the upper control arm pinch bolts, free of charge. Owner notification letters are expected to be mailed April 12, 2024. Owners may contact FCA US, LLC customer service at 1-800-853-1403. FCA's number for this recall is 10B.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.

Please be reminded of the following requirements:



You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Chrysler (FCA US, LLC)'s contact for this recall will be Emily C. Smith who may be reached by email at emily.c.smith@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement