



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

24V720

Manufacturer Name: Chrysler (FCA US, LLC)

Submission Date: Dec 18, 2025

NHTSA Recall No.: 24V720

Manufacturer Recall No.: 95B

Manufacturer Information

Population

Manufacturer Name: Chrysler (FCA US, LLC)

Address: 800 Chrysler Drive
CIMS 482-00-91
Auburn Hills MI, 48326-
2757

Total number of potentially involved: 154,032

Estimated percentage with defect: 1%

Vehicle Information

Vehicle 1: 2022-2024 Jeep Grand Cherokee

Product Category:

Product Type:

Fuel / Propulsion:

Production Dates: May 17, 2021 - Nov 16, 2023

Number of potentially involved:

Descriptive Information:

Some 2022-2024MY Jeep Grand Cherokee Plug-In Hybrid Electric Vehicles ("PHEVs") may have been built with a battery pack which contains cells which are susceptible to separator damage.

The potentially affected vehicle production period began on May 17, 2021, when production of Jeep Grand Cherokee PHEVs manufactured with suspect battery packs began, and ended on November 16, 2023, when production of Jeep Grand Cherokee PHEVs manufactured with suspect battery packs ended. Vehicle and HV battery pack production records were used to determine the suspect period.

Similar vehicles not included in this recall are not PHEVs or were built with battery packs assembled outside of the suspect battery pack production period.

The total affected vehicles for this model is 35,802.

Vehicle 2: 2020-2024 Jeep Wrangler

Product Category:

Product Type:

Fuel / Propulsion:

Production Dates: Jul 01, 2020 - Nov 16, 2023

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Some 2020-2024MY Jeep Wrangler Plug-In Hybrid Electric Vehicles ("PHEVs") may have been built with a battery pack which contains cells which are susceptible to separator damage.

The potentially affected vehicle production period began on July 1, 2020, when production of Jeep Wrangler PHEVs manufactured with suspect battery packs began, and ended on November 16, 2023, when production of Jeep Wrangler PHEVs manufactured with suspect battery packs ended. Vehicle and HV battery pack production records were used to determine the suspect period.

Similar vehicles not included in this recall are not PHEVs or were built with battery packs assembled outside of the suspect battery pack production period.

The total affected vehicles for this model is 118,230.

Defect / Noncompliance Description**Description of the defect or noncompliance:**

In rare circumstances, a battery pack may contain cells with separator damage. Separator damage, combined with other complex interactions within the cells, may lead to a vehicle fire.

FMVSS1:**FMVSS2:****Description of the safety risk, including crash, fire, death, injury:**

A vehicle fire can result in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage. Vehicle risk is reduced when the battery charge level is depleted. Accordingly, owners are advised to refrain from recharging. Out of an abundance of caution, FCA US is also advising owners of these vehicles to park away from structures or other vehicles until the remedy is obtained.

Description of the cause:**Identification of any warning that can occur:**

None

Component Manufacturer**Tier of Supplier:****Supplier Type:**

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Name: Samsung SDI America INC
Address: 4121 N Atlantic Blvd
 Auburn Hills MI, 48326
Country: United States

Involved Components

Component Name 1: Hybrid Service Kit
Component Description: Battery Pack, 400V
Component Part Number: 68488244AA / 68540591AA

Chronology

• On June 25, 2024, the FCA US LLC ("FCA US") Technical Safety and Regulatory Compliance ("TSRC") organization opened an investigation after receiving two reports of fires originating from the high voltage ("HV") battery in Jeep Wrangler plug-in hybrid electric vehicles ("PHEVs") outside the scope of FCA US Recall ID B9A (NHTSA ID 23V-787) ("B9A"). • From April 2024 through July 2024, FCA US received additional reports of fires originating from the HV battery in certain Jeep Wrangler PHEVs and certain Jeep Grand Cherokee PHEVs. FCA US has conducted further analysis of the battery packs from some of these vehicles with Samsung SDI in an effort to determine root cause. • From June 2024 to July 2024, FCA US received three reports of fires originating in the HV battery in Jeep Wrangler PHEVs which received the B9A remedy software. FCA US has determined the B9A remedy is ineffective at detecting certain abnormalities within the HV battery which may lead to a fire. • In August of 2024, Samsung SDI communicated to FCA US that the most likely root cause of B9A is due to separator damage combined with other complex interactions within the cell. Root cause investigation continues. • As of September 13, 2024, FCA US is aware of 13 customer assistance records, one warranty claim, and 13 field reports potentially relating to this issue for all markets with dates of receipt ranging from February 28, 2024, to September 10, 2024. • As of September 13, 2024, FCA US is aware of zero accidents and two injuries potentially related to this issue for all markets. • On September 20, 2024, FCA US determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall of the affected vehicles.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Software

Consumer Advisories: Do Not Drive Park Outside

Description of remedy program:

95B (NHTSA Recall ID 24V-720) has been superseded by 68C (NHTSA Recall ID 25V-741).

FCA US has a longstanding policy and practice of reimbursing owners who have incurred the cost of

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repairing a problem that subsequently becomes the subject of a field action. To ensure consistency, FCA US, as part of the owner letter, will request that customers send the original receipt and/or other adequate proof of payment to the company for confirmation of the expense.

How remedy component differs from recalled component:

Remedy is revised Battery Pack Control Module ("BPCM") software followed by a HV battery replacement, if needed.

Identify how/when recall condition was corrected in production:

Reimbursement Plan

Description of reimbursement program:

Period of reimbursement:

Costs to be reimbursed:

Address for reimbursement claims:

Recall Schedule

Description of recall schedule:

****11/21/2024:** The remedy for this recall will be Phased. FCA US will notify dealers of final remedy for Jeep Wrangler vehicles on or about 12/07/2024 and begin mailing Final Owner Letters to customers on or about 12/17/2024. FCA US will notify dealers of final remedy for Jeep Grand Cherokee vehicles on or about 01/04/2025 and begin mailing Final Owner Letters to customers on or about 01/16/2025.

****09/27/2024:** FCA US will notify dealers on or about 10/3/2024 and begin notifying owners on or about 10/17/2024.

Planned Dealer Notification Date: Oct 03, 2024 - Oct 03, 2024

No Dealers

Planned Interim Owner Notification Date:

No Owners

Planned Remedy Owner Notification Date: Oct 17, 2024 - Oct 29, 2024

Phased Recall

Date when VIN will be searchable: