



New Safety Recall Advanced Communication – 15B

FCA US LLC (FCA US) has announced a safety recall on certain MOPAR Steering Column Control Modules 68351725AD, 68351726AD, intended for use on 2021-2024 (WL) Jeep Grand Cherokee/Grand Cherokee L vehicles. 68351728AD intended for use on 2021-2024 (WL) Jeep Grand Cherokee/Grand Cherokee L, and 2022-2024 (WS) Jeep® Wagoneer/Grand Wagoneer vehicles. 68545657AA, 68545658AA, intended for use on 2019-2023 (DT) Ram 1500 Pickup vehicles. 68599295AA, 68599297AA, 68599299AA, intended for use on 2018-2024 (JL) Jeep® Wrangler vehicles. 68599296AA, 68599298AA, intended for use on 2018-2024 (JL) Jeep® Wrangler and 2020-2024 (JT) Jeep® Gladiator vehicles. 68603040AA intended for use on 2017-2024 (RU) Chrysler Pacifica and Voyager vehicles.

REASON FOR THIS SAFETY RECALL

Some of the above steering column control modules ("SCCM") may have been built with an insufficient weld between an internal flexible flat cable ("FFC") and busbar. The suspect parts may not allow a deployment signal from the Occupant Restraint Controller to reach the driver airbag module, preventing airbag deployment during these events. An airbag that does not deploy when intended may result in increased risk of injury to the driver in certain crashes.

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 571.208 requires driver's airbag deployment during certain crash events.

SERVICE ACTION

FCA US will conduct a voluntary safety recall to inspect and, if necessary, replace the steering column control module. The remedy for this condition is not currently available. Dealers will be notified of the launch of this safety recall by way of established communication methods. This recall is estimated to launch in 2nd Quarter of 2024.

We ask that you please take the time to ensure that your personnel are aware of this communication and are prepared to execute a customer friendly process for inquiries regarding involved vehicles.

Customer Services Field Operations
FCA US LLC

IMPORTANT SAFETY RECALL

SCCM Internal Failure - Equipment

15B/NHTSA 24E-025

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA US LLC (FCA US) has decided that a defect, which relates to motor vehicle safety, exists in certain MOPAR Steering Column Control Modules (SCCM) 68351725AD, 68351726AD, intended for use on 2021-2024 (WL) Jeep Grand Cherokee/Grand Cherokee L vehicles; 68351728AD intended for use on 2021-2024 (WL) Jeep Grand Cherokee/Grand Cherokee L, and 2022-2024 (WS) Jeep® Wagoneer/Grand Wagoneer vehicles; 68545657AA, 68545658AA, intended for use on 2019-2023 (DT) Ram 1500 Pickup vehicles; 68599295AA, 68599297AA, 68599299AA, intended for use on 2018-2024 (JL) Jeep® Wrangler vehicles; 68599296AA, 68599298AA, intended for use on 2018-2024 (JL) Jeep® Wrangler and 2020-2024 (JT) Jeep® Gladiator vehicles and 68603040AA intended for use on 2017-2024 (RU) Chrysler Pacifica and Voyager vehicles.

YOUR SCHEDULING OPTIONS

Visit recalls.mopar.com to sign up for email or SMS notifications for when remedy parts become available. You will be asked to provide your Vehicle Identification Number (VIN), provided above.

2. Scan below using your smartphone or tablet to sign up to be notified when remedy parts become available.

QR Code

3. Wait for FCA US to contact you again, by mail, with a follow-up recall notice when remedy parts are available.

4. Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can sign you up to be notified when remedy parts become available, or answer any other questions you may have.

WHY DOES MY VEHICLE NEED REPAIRS?

FCA US records indicate that you may have purchased an SCCM for your vehicle [1]. The SCCMs may have been built with an insufficient weld between an internal flexible flat cable and busbar. The defective SCCMs may not allow a deployment signal from the Occupant Restraint Controller to reach the driver airbag module, preventing airbag deployment. An airbag that does not deploy when intended may result in increased risk of injury to the driver in a crash.

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 208 requires driver's airbag deployment during certain crash events.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

The remedy for this condition is under development and not currently available. We are making every effort to finalize the remedy as quickly as possible, and will service your vehicle free of charge (parts and labor).

FCA US will contact you again, by mail, with a follow-up recall notice when the remedy is available. Once you receive your follow-up notice, simply contact your Chrysler, Jeep®, Dodge or RAM dealer right away to schedule a service appointment [2]. Additional options for your next steps are included on the left side of this notification. We appreciate your patience.

**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.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall 15B.

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.