



Recall 95B

Jeep Wrangler 4xe

Jeep Grand Cherokee 4xe

Plug-In Hybrid Electric Vehicles ("PHEVs")

Resource Guide

Version: Prior to Remedy Availability

October 2024





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Safety Recall 95B:

To assist with this campaign, this resource guide has been developed to ensure an exceptional level of customer service and efficient execution during the repair process.

This document encompasses important dealer procedures, owner communication, customer handling, FAQs and contact information.

Important Information:

- Applies to certain model year 2020-2024 Jeep Wrangler 4xe and 2022-2024 Jeep Grand Cherokee 4xe SUVs.
- 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 is advising owners of these vehicles to park away from structures or other vehicles until the remedy is obtained.
- Mailing of Interim letters to owners has begun. A final recall notification will be mailed to owners advising them to call their dealer to schedule an appointment, when the remedy becomes available. In addition, FCA will also enact a customer outreach program.
- Vehicles with an open B9A recall should continue to be serviced immediately.
- Included in this guide are Customer Care and Dealer service processes that provide specific actions to ensure compliance and an enhanced customer experience.

We are counting on your expertise to support and provide these customers and their vehicles the highest priority in your stores.

Thank you for your support and commitment to Mopar service quality.



Fixed Operations Best Practices

Proper customer handling will help ensure we provide a best-in-class service experience for our customers. It is strongly recommended you identify a single point of contact to help schedule appointments, answer questions, etc. This dealership expert will aid in assisting customers and ensuring a positive service experience. This single point of contact can be a Service Manager or Service Advisor. This is the person who Customer Care will first attempt to reach when scheduling these appointments.

It is important to understand when the remedy becomes available this is an electrical charge & test, NOT a typical "service bay" flash repair.

Dealer Best Practices & Suggestions:

- ✓ Identify a single point of contact for customer handling.
- ✓ If a customer contacts you and has concerns on the recommendation to not park by structures, alternate transportation can be provided (Refer to Warranty Bulletins D- 19-28 and D-22-01 for alternate transportation and claims processing guidelines).
- ✓ Customers can also be referred to the mopar.com/recalls website to obtain current information on recalls pertaining to their vehicle and request to be added for additional notification when the remedy becomes available.
- ✓ If the customer expresses concern about the recall, please reference the repair Q&A section of this dealer guide beginning on page 6 of this document.

For any additional questions or concerns please immediately reach out to your Area Manager.



Copy of Interim Notification to customers (October 2024)

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

95B/NHTSA 24V-720

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

1. 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.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall 95B.

IMPORTANT SAFETY RECALL

High Voltage Battery

Dear [Name],

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

Owners of vehicles previously notified of the B9A recall (NHTSA 23V-787) will need to bring their vehicle in for recall completion, regardless of having the B9A repair performed.

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain [2020 - 2024 model year (JL) Jeep Wrangler and 2022 - 2024 model year (WL) Jeep Grand Cherokee] Plug-In Hybrid Electric Vehicles (PHEVs).

WHY DOES MY VEHICLE NEED REPAIRS?

The High Voltage (HV) battery pack in your vehicle^[1] may have been built with cells which are susceptible to separator damage. Separator damage, combined with other complex interactions within the cells, may lead to a vehicle fire. 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.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

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

FCA US LLC 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.

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



Q: What is causing the fires?

A: We are working to confirm the cause. Affected customers will be advised when service becomes available.

Q: When will you complete your investigation?

A: We're working as expeditiously as possible, consistent with scientific and engineering discipline. Our investigation will conclude when we're satisfied that we have identified the root cause(s) of these incidents.

Q: When will the remedy become available?

A: A remedy is imminent and affected customers will be notified when they may schedule service.

Q: When will customer notification begin?

A: Mailing to U.S. customers is expected to begin in Q4 2024.

Q: Can customers drive their vehicles?

A: Yes. All fires occurred when vehicles were turned off and parked.

Q: What is the company going to do for customers that cannot use the electric feature on these vehicles?

A: U.S. customers with questions or concerns may call 1-800-853-1403. Canadian customers may call 1-800-387-9983 (FR) or 1-800-465-2001 (EN).

Q: Where do I send customer if they have additional questions?

A: U.S. customers with additional questions or concerns may call 1-800-853-1403. Canadian customers may call 1-800-387-9983 (FR) or 1-800-465-2001 (EN).

Q: What happens if a JL customer asks about the prior recall B9A?

A: B9A service should continue to be performed. The B9A will be superseded once remedy for 95B is available.



Recall Assistance :

800-853-1403

Dedicated Team to answer questions (M-F 8AM – 9PM EST)

Mopar Recall Website:

[Mopar.com/recalls](https://www.mopar.com/recalls)