

SAFETY RECALL
 NORTH AMERICA
High Beam Headlamps



Reference: 12B / NHTSA 24V-130

FCA US LLC



Remedy available for
 2023 - 2024 (WL) Grand Cherokee/Grand
 Cherokee L

Template Version 1.0

Revision	Edition	Detail
0	February 2024	Initial Version.

SYMPTOM DESCRIPTION

The high beam headlamps on about 10,300 of the above vehicles may not respond to requests from the high beam switch. If the master lighting switch is set to the auto position, activation of the high beams requires turning the master lighting switch to "ON" and then toggling the stalk.

The inability to conveniently activate high beam headlights may result in reduced visibility for the driver, which can cause a vehicle crash without prior warning.

The condition above fails to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 108 S9.4 – Lamps, reflective devices, and assoc. equipment.

SCOPE

This recall applies only to the above vehicles without Auto High Beam Headlamps (sales code LMS).

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. Violation of this requirement by a dealer could result in a civil penalty of up to \$27,168 per vehicle.
- Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery.
- Dealers should also perform this recall on vehicles in for service.

Involved vehicles can be determined by using the VIP inquiry process.

REPAIR TO BE PERFORMED

Reconfigure the vehicle high beam parameters by executing a wiTECH routine to correct the auto high beam option.

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
Perform Enable Auto Headlamp Routine and PROXI Configuration Alignment	18-12-B1-82	0.3

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

PARTS INFORMATION

No parts are required to perform this service procedure.

PARTS RETURN

No parts return required for this campaign.

SPECIAL TOOLS

Number	Description
NPN	wiTECH MicroPod II / MDP
NPN	Laptop Computer
NPN	wiTECH Software

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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

Execute wiTECH Routine

NOTE: The wiTECH scan tool must be used to perform this recall. The wiTECH software is required to be at the latest release level before performing this procedure.

1. Open the hood. Install a battery charger and verify that the charging rate provides 13.0 to 13.5 volts. Do not allow the charger to time out during the flash process. Set the battery charger timer (if so equipped) to continuous charge.

NOTE: Use an accurate stand-alone voltmeter. The battery charger volt meter may not be sufficiently accurate. If voltage reading is too high, apply an electrical load by activating the park or headlamps and/or HVAC blower motor to lower the voltage.

2. Place the ignition in the “**RUN**” position.
3. Connect the wiTECH MDP to the vehicle data link connector.
4. Open the wiTECH 2.0 website.
5. Enter your “**User id**” and “**Password**” and your “**Dealer Code**”, then select “**Sign In**” at the bottom of the screen. Click “**Accept**”.
6. From the “**Vehicle Selection**” screen, select the vehicle to be updated.
7. From the Left Margin Drop Down Menu, under “**Activities**” select “**Guided Diagnostics**”.
8. Then select “**Enable AHBM Feature Menu**” (Figure 1).
9. Follow the prompts to complete the vehicle procedure.
10. Cycle the ignition.
11. Navigate through the following radio screens: Vehicle >System Settings > Lights > un-check Auto Dim High Beams.
12. Perform a proxi configuration alignment and follow on-screen prompts.
13. Relaunch the wiTECH session.
14. Navigate through the following screens: Vehicle >System Settings > Lights, and verify that the Auto Dim High Beam menu choice is gone.
15. From the “**Topology**” screen, select the “**All DTCs**” tab then select the “**Clear Stored DTC’s**” button.
16. Turn the ignition to the “**OFF**” position and remove the wiTECH MDP from the vehicle data link connector.

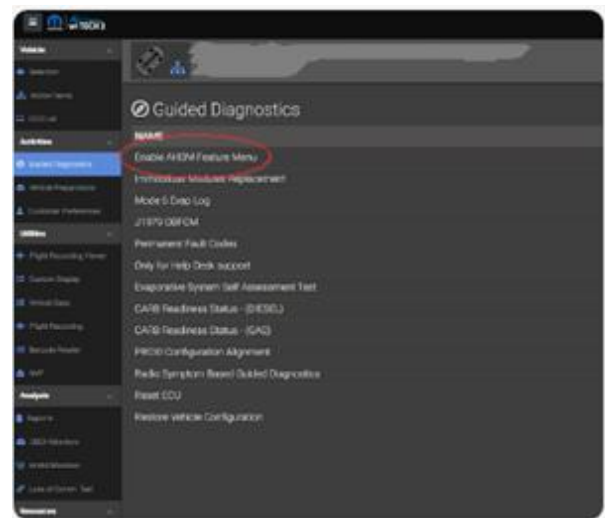


Figure 1 – Guided Diagnostics Menu

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FCA US LLC

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17. Remove the battery charger from the vehicle.
 18. Close the hood and return the vehicle to the customer.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

12B/NHTSA 24V-130

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

1. RECOMMENDED OPTION

Call your authorized Chrysler / Dodge / Jeep® / RAM / Dealership.

2. Call the FCA Recall Assistance Center at 1-800-853-1403.

An agent can confirm part availability and help schedule an appointment

3. Visit recalls.mopar.com, scan the QR code below, or download the Mopar Owner’s Companion App.

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner’s Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall 12B.

IMPORTANT SAFETY RECALL

High Beam Headlamps

Dear [Name],

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

FCA US LLC has decided that certain [2023 - 2024 (WL) Grand Cherokee/Grand Cherokee L] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 108 – Lamps, reflective devices, and associated equipment.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

WHY DOES MY VEHICLE NEED REPAIRS?

The High Beam Headlamp Control on your vehicle ^[1] (not equipped with the Auto High Beams feature) may not turn on the high beam headlamps when requested if the master lighting switch is set to the AUTO headlamp position. **The inability to conveniently activate high beam headlights may result in reduced visibility for the driver, which can cause a vehicle crash without prior warning.**

Federal Motor Vehicle Safety Standard ("FMVSS") No. 108 S9.4 requires that "Each vehicle must have a means of switching between lower and upper beams designed and located so that it may be operated conveniently by a simple movement of the driver's hand..." If the master lighting switch is set to the auto position, activation of the high beams requires turning the master lighting switch to "ON" and then toggling the stalk.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will reconfigure the vehicle high beam parameters by executing a wiTECH routine to correct the auto high beam option. The estimated repair time is 30 minutes. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**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.

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.