

SAFETY RECALL

NORTH AMERICA

Front Upper Control Arm to Steering Knuckle Pinch Bolts

Reference: 10B / NHTSA 24V-132



FCA US LLC



Remedy available for

- 2022-2023 (WL) Jeep Grand Cherokee
- 2021-2023 (WL) Jeep Grand Cherokee L

Template Version 1.0

Revision	Edition	Detail
0	March 2024	Initial Version.

SYMPTOM DESCRIPTION

The Upper Control Arm (UCA) pinch bolt on about 338,238 of the above vehicles may have been damaged during vehicle assembly. A damaged pinch bolt may break and result in the loss of clamp load between the UCA ball joint and the knuckle. A loss of clamp load may result in the UCA separating from the knuckle and the wheel falling outboard, which can cause a vehicle crash without prior warning.

SCOPE

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

Replace the front UCA to steering knuckle pinch bolt on both sides of the vehicle by following the directions outlined in the Service Procedure.

ALTERNATE TRANSPORTATION

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if the vehicle must be held overnight.

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
Replace front UCA to steering knuckle pinch bolt both sides	02-10-B1-82	0.2

Labor Description	Number	Allowance
Floor Plan Reimbursement	95-95-95-97	Calculate See Below

Floor Plan Reimbursement represents the vehicle's average daily allowance (see table below) multiplied by the number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale to the date that the remedy was made available. Note: If the vehicle was received by your dealership (KZX date) AFTER the stop sale date, you will use the KZX date instead of the stop sale date. For this Recall, the stop sale was initiated on 02/29/2024 and the remedy was made available on 03/26/2024, therefore, the number of days cannot exceed 26 days.

Vehicle	Average Daily Allowance
(WL) Jeep Grand Cherokee	██████
(WL) Jeep Grand Cherokee L	██████

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

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

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PARTS INFORMATION

Part No.	Qty.	Part Name
CSUP10B1AA	1	Front Upper Control Arm to Steering Knuckle Pinch Bolts (Kit Includes 2 Bolts)

PARTS RETURN

No parts return required for this campaign. Discard the used pinch bolts.

SPECIAL TOOLS

No Special Tools required for this campaign.

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.

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SERVICE PROCEDURE

1. Vehicle must be parked on a flat surface with all four wheels on the ground, do not support the vehicle with any lifting device.

NOTE: Vehicle may be parked on a drive-on hoist or parked on the ground. However full vehicle weight must remain on all four wheels at normal curb height.

2. Vehicle transmission must be in the **PARK** position and the ignition must be in the **OFF** position.
3. Working through the front wheel opening, access the upper steering knuckle pinch bolt. Remove the steering knuckle pinch bolt (1) from the steering knuckle (Figure 1).

CAUTION: It may be necessary to hold the nut (2) to prevent it from rotating during bolt (1) removal. DO NOT attempt to rotate the steering knuckle pinch nut. The steering knuckle pinch nut is pressed in the steering knuckle and damage will occur if the nut is rotated (Figure 1).

4. **DISCARD** the steering knuckle pinch bolt (1). The nut (2) which is pressed into the steering knuckle may remain in place on the steering knuckle and may be reused (Figure 1).

NOTE: Bolt is a ONE TIME USE fastener and may NOT be reused anytime this joint is serviced.

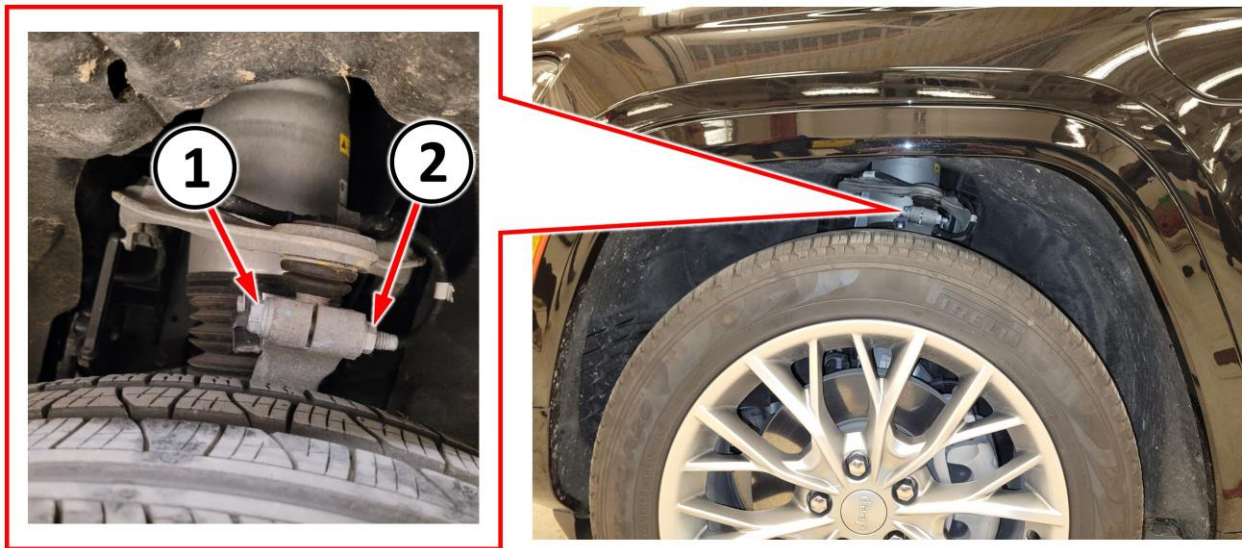


Figure 1 – Upper Steering Knuckle Pinch Joint

1 - Bolt

2 - Nut

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CAUTION: The next steps are **IMPORTANT!** Every effort must be made to **NOT** scratch the corrosion protection coating on the bolt. Do **NOT** force the **NEW** steering knuckle pinch bolt into the hole.

5. Perfectly align the bolt notch in the ball joint (2) with the hole in the steering knuckle (3) so the bolt can easily pass through the hole without any interference. It may be necessary to position the upper control arm (1) up or down slightly to achieve **PERFECT** bolt hole alignment (Figure 2).

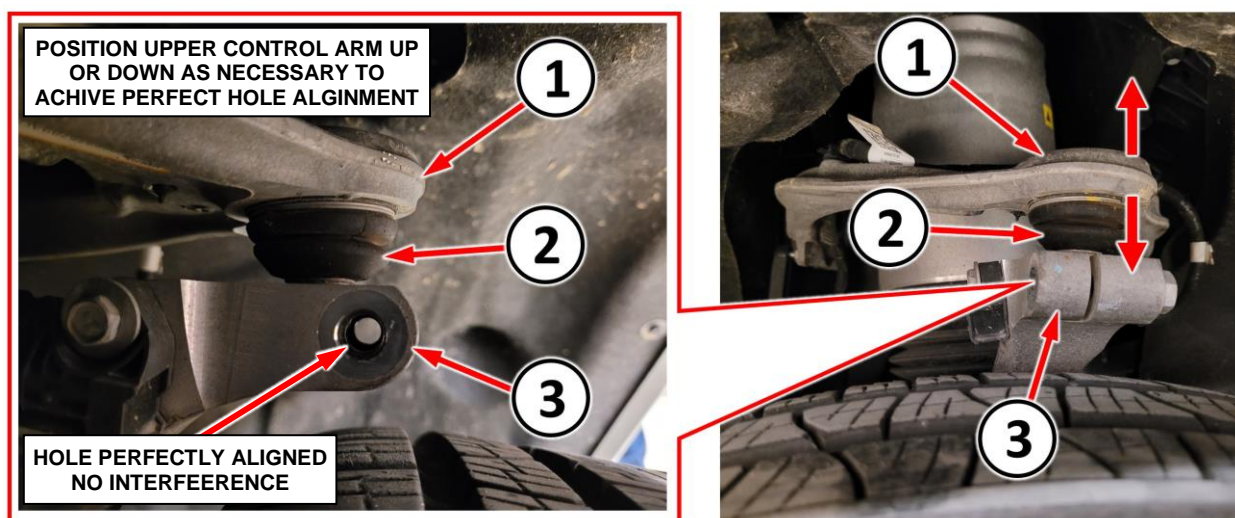


Figure 2 – Upper Steering Knuckle Pinch Joint Alignment

- 1 - Upper Control Arm
- 2 - Upper Ball Joint
- 3 - Upper Steering Knuckle Pinch Joint

6. **BY HAND**, insert a **NEW** bolt into the steering knuckle pinch joint hole and engage the bolt threads with the nut. Then tighten the bolt to 60 N·m (44 Ft. Lbs.).

CAUTION: It may be necessary to hold the nut (2) to prevent it from rotating during bolt (1) installation. **DO NOT** attempt to rotate the steering knuckle pinch nut. The steering knuckle pinch nut is pressed in the steering knuckle and damage will occur if the nut is rotated (Figure 1).

7. Repeat this process for the opposite side of the vehicle.
8. Return the vehicle to the customer or inventory.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

10B/NHTSA 24V-132

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 10B.

IMPORTANT SAFETY RECALL

Front Upper Control Arm to Steering Knuckle Pinch Bolts

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 a defect, which relates to motor vehicle safety, exists in certain [2022-2023 model year (WL) Jeep Grand Cherokee and 2021-2023 model year (WL) Grand Cherokee L] vehicles.

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 Upper Control Arm (UCA) pinch bolts on your vehicle ^[1] may have been damaged during vehicle assembly. A damaged pinch bolt may break and result in the loss of clamp load between the UCA ball joint and the knuckle. Driver may notice an abnormal noise when driving over bumps. **A loss of clamp load may result in the UCA separating from the knuckle and the wheel falling outboard, which can cause a vehicle crash without prior warning.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US LLC will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will replace the UCA pinch bolts. 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.