



Remedy available for  
 2023 (WL) Jeep Grand Cherokee and  
 Grand Cherokee L and 2023-2024 (WS)  
 Wagoneer and Grand Wagoneer

Template Version 1.0

Revision	Edition	Detail
0	May 2024	Initial Version.

**SYMPTOM DESCRIPTION**

About 6,530 of the above vehicles may have been built have been built with a steering column control module (SCCM) with an insufficient weld between an internal flexible flat cable (FFC) and busbar. The SCCM 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. 571.208 which requires driver's airbag deployment during certain crash events. The SCCM in the suspect vehicles may not allow a deployment signal from the Occupant Restraint Controller to reach the driver airbag module, preventing airbag deployment during these events.

**SCOPE**

This recall applies only to the above vehicles.

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**

Verify the SCCM Julian date using wiTech. If the SCCM falls within the provided date range, replace the SCCM. If it does not fall within the provided date range, return the vehicle to the customer.

**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
Inspect Steering Column Control Module SCCM (2023 WL & 2023-2024 WS)	08-36-B1-81	0.2
Inspect and Replace Steering Column Control Module SCCM (2023 WL)	08-36-B1-82	0.8
Inspect and Replace Steering Column Control Module SCCM (2023-2024 WS)	08-36-B1-82	0.7
Inspect and Replace Steering Column Control Module SCCM - PHEV Models Only (2023 WL)	08-36-B1-83	1.2

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 **03/21/2024** and the remedy was made available on **05/21/2024**, therefore, the number of days cannot exceed **61** days.

Vehicle	Average Daily Allowance
2023 (WL) Jeep Grand Cherokee and Grand Cherokee L	██████
2023-2024 (WS) Wagoneer and Grand Wagoneer	██████

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

**PARTS INFORMATION**

Part No.	Qty.	Part Name
CSAR36B1AA	1	STEERING COLUMN (MODULE) (WL) (Without NHS, without SUB)
CSAR36B2AA	1	STEERING COLUMN (MODULE) (WL) (With NHS, without SUB)
CSAR36B3AA	1	STEERING COLUMN (MODULE) (WL & WS) (With NHS, with SUB)
CSBR33B3AA	1	HEX LOCK (M16X1.50)

**PARTS RETURN**

No parts return required for this campaign.

Render the recalled part unusable and discard.

**SPECIAL TOOLS**

Number	Description
NPN	wiTECH MicroPod II / MDP
NPN	Laptop Computer
NPN	wiTECH Software
C-4755	Trim Stick
2050200100	Remover, Driver Air Bag

**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*

**SAFETY RECALL**  
NORTH AMERICA  
**SCCM Internal Failure**



Reference: 36B / NHTSA 24V-199

**FCA US LLC**

*various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.*

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

**ADDITIONAL INFORMATION**

Customer Services / Field Operations  
FCA US LLC.

## **SERVICE PROCEDURE**

### **A. wiTECH Diagnostic Testing**

**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. Connect the wiTECH MDP to the vehicle data link connector.
2. Place the ignition in the **“RUN”** position.
3. Open the wiTECH 2.0 website.
4. Enter your **“User id”** and **“Password”** and your **“Dealer Code”**, then select **“Sign In”** at the bottom of the screen. Click **“Accept”**.
5. From the **“Vehicle Selection”** screen, select the vehicle to be updated.
6. Select **“SCCM”** from the topology screen.
7. Go to the **“Misc. Functions”** tab.
8. Select **“SCCM Serial Number Validation”**.
9. One of these results will be displayed:
  - **“Serial Number Confirmed OK. No replacement needed.”** Clear any set codes and return the vehicles to the owner.
  - **“This SCCM is faulty and needs replacement. Refer to recall instructions.”** Complete the SCCM replacement steps below.

## SERVICE PROCEDURE

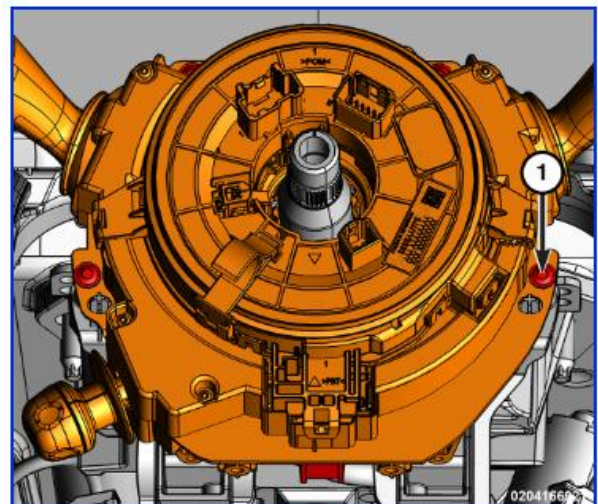
### B. Remove SCCM – (WS) Wagoneer

**WARNING:** Before servicing the steering column the airbag system must be disarmed. Failure to do so may result in accidental deployment of the airbag and possible personal injury.

**WARNING:** When an undeployed airbag module is to be removed from the vehicle, first disconnect the battery ground cable and isolate it. Allow the system capacitor to discharge for a minimum of two minutes before starting any removal.

**CAUTION:** Anytime the Steering Column Control Module (SCCM) is mounted on the steering column the steering shaft must be kept from turning or else SCCM damage will occur. Some vehicles do not have an internal lock mechanisms, so the steering column shaft must be preventing from rotating through use of a suitable tool.

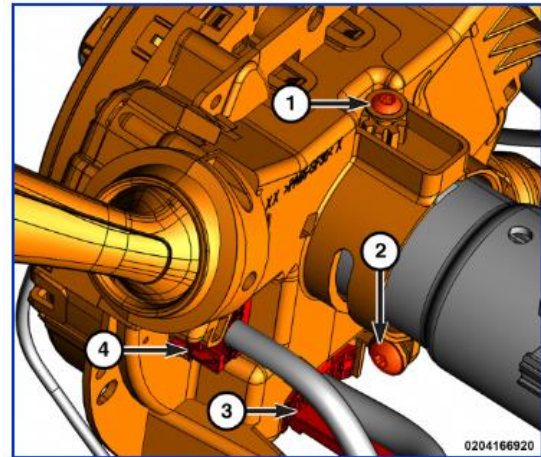
1. Place the front wheels in the straight-ahead position and inhibit the steering column shaft from rotation.
2. Extend the steering column to the fully extended position and lower it to its lowest (down) position.
3. Disconnect and isolate the negative battery cable(s) (Refer to 08 - Electrical / 8F - Engine Systems / Battery System / Standard Procedure).
4. Remove the steering wheel (Refer to 19 - Steering/Column/WHEEL, Steering/Removal and Installation).
5. Remove the steering column shroud (Refer to 19 - Steering/Column/SHROUD, Steering Column/Removal and Installation).
6. Remove the SCCM bracket screws (1) and position the bracket away from the SCCM (Figure 1).



1 - SCCM Bracket Screws

**Figure 1 – SCCM Bracket Screws**

7. Disconnect the SCCM wire harness connectors.
8. Loosen the SCCM screw (1), do not remove the screw completely (Figure 2).
9. Loosen the SCCM clamp screw (2), do not remove the screw completely (Figure 2).
10. Remove the SCCM from the steering column.



- 1 - SCCM Screw
- 2 - SCCM Clamp Screw
- 3 - SCCM Wire Harness Connectors
- 4 - SCCM Wire Harness Connectors

**Figure 2 – SCCM Screws and Connectors**

## **SERVICE PROCEDURE**

### **C. Install SCCM – (WS) Wagoneer**

**Follow the removal procedure in reverse for general reassembly of the components on the vehicle. The steps listed below are calling out specific procedures that should be followed during installation.**

- A service replacement SCCM is shipped with the clockspring centered and with a molded plastic lock installed. This lock must not be broken off until the SCCM has been installed on the steering column.
- Break off the lock tab if a new SCCM is being installed.
- After installation, a PROXI alignment is required for certain features related to the SCCM. Using the Scan Tool, go to “Guided Diagnostics” then “PROXI Configuration Alignment”, follow the on-screen prompts.
- Clear DTCs.
- Do not connect the negative cable to the battery at this time. The Supplemental Restraint System (SRS) Verification Test procedure should be performed following service of any SRS component, Refer to (10 - Restraints / Standard Procedure / Supplemental Restraint System Verification Test).



## SERVICE PROCEDURE

### D. Remove SCCM – (WL) Grand Cherokee

**WARNING:** Part of this recall population contains hybrid vehicles. Follow all safety precautions published in Service Library for the specific vehicle you are working on.

**WARNING:** Before servicing the steering column the airbag system must be disarmed. Failure to do so may result in accidental deployment of the airbag and possible personal injury.

**WARNING:** When an undeployed airbag module is to be removed from the vehicle, first disconnect the battery ground cable and isolate it. Allow the system capacitor to discharge for a minimum of two minutes before starting any removal.

**CAUTION:** Anytime the Steering Column Control Module (SCCM) is mounted on the steering column the steering shaft must be kept from turning or else SCCM damage will occur. Some vehicles do not have an internal lock mechanisms, so the steering column shaft must be preventing from rotating through use of a suitable tool.

1. Place the front wheels in the straight-ahead position and inhibit the steering column shaft from rotation.
2. Extend the steering column to the fully extended position and lower it to its lowest (down) position.
3. Disconnect and isolate the negative battery cable(s) (Refer to 08 - Electrical / 8F - Engine Systems / Battery System / Standard Procedure).
4. Remove the steering wheel (Refer to 19 - Steering/Column/WHEEL, Steering/Removal and Installation).
5. Remove the steering column shroud (Refer to 19 - Steering/Column/SHROUD, Steering Column/Removal and Installation).
6. Remove the SCCM bracket screws (1) and position the bracket away from the SCCM (Figure 1).
7. Disconnect the SCCM wire harness connectors.
8. Loosen the SCCM screw (1), do not remove the screw completely (Figure 2).
9. Loosen the SCCM clamp screw (2), do not remove the screw completely (Figure 2).
10. Remove the SCCM from the steering column.

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## **SERVICE PROCEDURE**

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This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

36B/NHTSA 24V-199

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](https://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 36B.

# IMPORTANT SAFETY RECALL

## SCCM Internal Failure

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 (WL) Jeep Grand Cherokee/Grand Cherokee L and 2023 and 2024 (WS) Jeep® Wagoneer/Grand Wagoneer] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 208 – Occupant Crash Protection.

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 Steering Column Control Module (SCCM) on your vehicle <sup>[1]</sup> may have been built with an insufficient weld between an internal flexible flat cable (FFC) and busbar. The SCCM 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.**

Federal Motor Vehicle Safety Standard (FMVSS) No. 571.208 requires driver's airbag deployment during certain crash events.

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US LLC will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will inspect and, if necessary, replace the steering column control module. The estimated repair time is one hour. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time.

**Please schedule a service appointment on or after May 21<sup>st</sup>, 2024, as the remedy will not be available before then.**

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](https://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[3]</sup> 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](http://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.