

SAFETY RECALL

NORTH AMERICA

Front Fascia Energy Absorbing Foam



Reference: 41B / NHTSA 24V-346

FCA US LLC



Remedy available for
2024 (WL) Jeep Grand Cherokee

Template Version 1.0

Revision	Edition	Detail
0	May 2024	Initial Version.

SYMPTOM DESCRIPTION

Some of the above vehicles may have been built with a missing front fascia energy absorbing foam. If the front fascia energy absorbing foam is missing, the energy management system is altered which may cause the front airbags to not deploy as intended which can increase the risk of injury in a crash.

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 571.208 which specifies vehicle crashworthiness requirements in terms of forces and accelerations measured on anthropomorphic dummies in test crashes, and specifies equipment requirements for active and passive restraint systems. Suspect vehicles built with a missing energy absorbing foam may compromise intended load distribution or energy management and jeopardize proper crash sensing and airbag deployment.

SCOPE

This recall applies only to the above Anniversary Edition vehicles (sales code ARY).

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

Inspect and, if necessary, install the front fascia energy absorbing foam.

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 Front Fascia Energy Absorbing Foam	13-41-B1-81	0.2
Inspect and Install Front Fascia Energy Absorbing Foam	13-41-B1-82	1.3

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
68406655AA	1	FRONT ENERGY (ABSORBER)
06036755AA	1	SPRING PUSH ON (MSQ of 4, 1 bag services one vehicle)

PARTS RETURN

No parts return required for this campaign.

SPECIAL TOOLS

No Special Tools are required to perform this service procedure.

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

A. Inspect for Front Fascia Energy Absorbing Foam

1. Looking through the lower grille in the fascia, check for Front Fascia Energy Absorbing Foam behind the fascia (Figure 1). Is the Front Fascia Energy Absorbing Foam present?
 - **Yes:** Return the vehicle to the customer and close the recall.
 - **No:** Complete Front Fascia Energy Absorbing Foam installation per the recall instructions below.

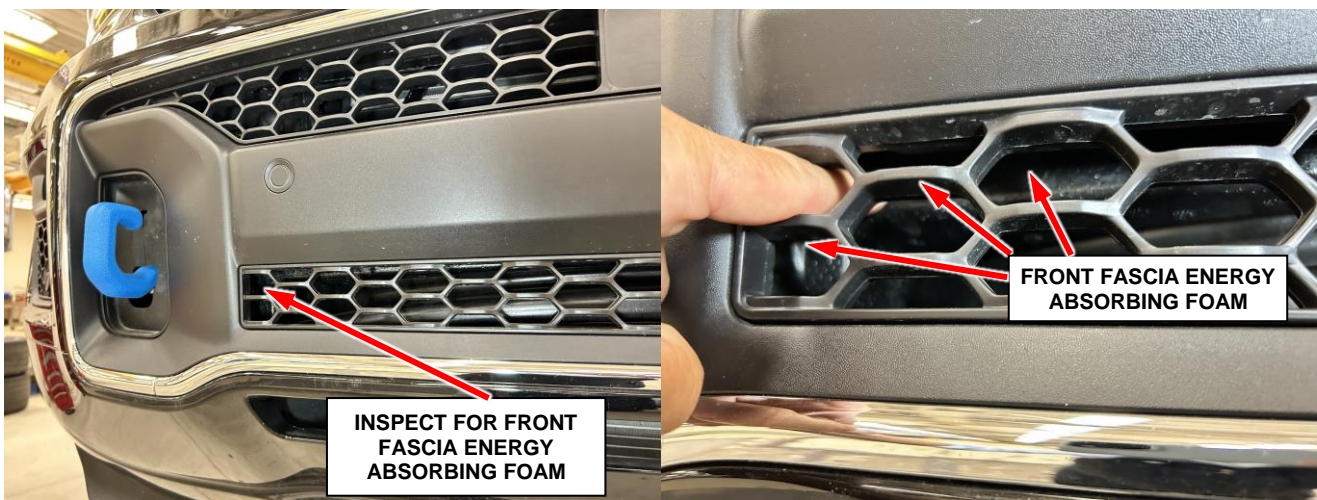


Figure 1 - Inspect for Front Fascia Energy Absorbing Foam

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Front Fascia Energy Absorbing Foam

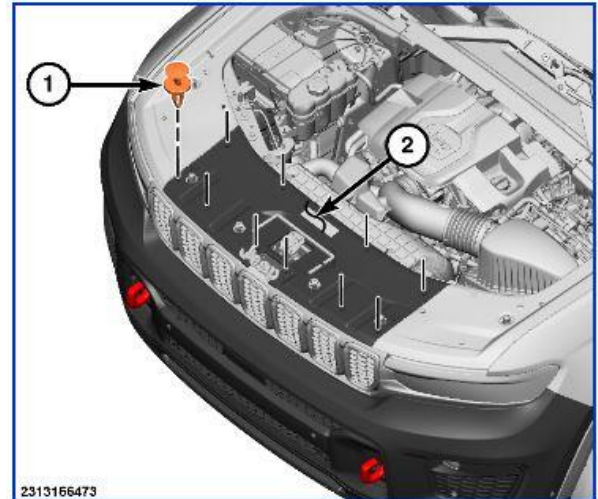


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B. Remove Front Fascia

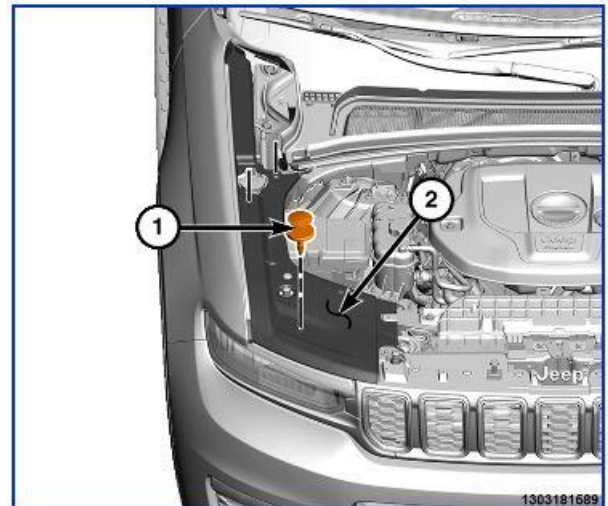
1. Remove the fasteners (1) and remove the front closeout panel (2) (Figure 2).



- 1 - Fasteners
- 2 - Front Closeout Panel

Figure 2 – Front Closeout Panel

2. Remove the fasteners (1) and remove the side closeout panels (2) from both sides of the vehicle (Figure 3).



- 1 - Fasteners
- 2 - Side Closeout Panel

Figure 3 – Side Closeout Panel

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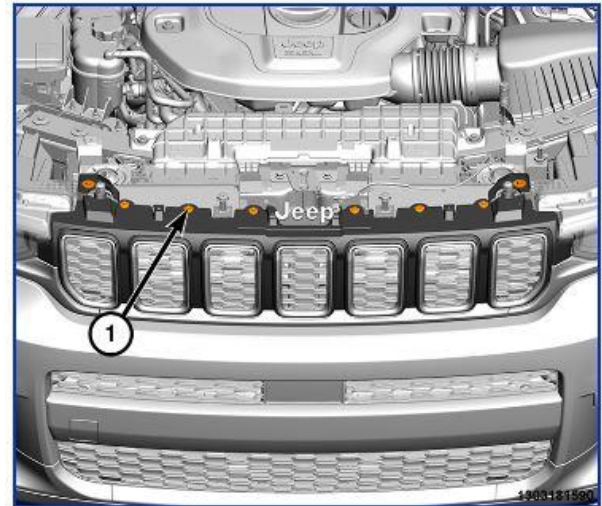
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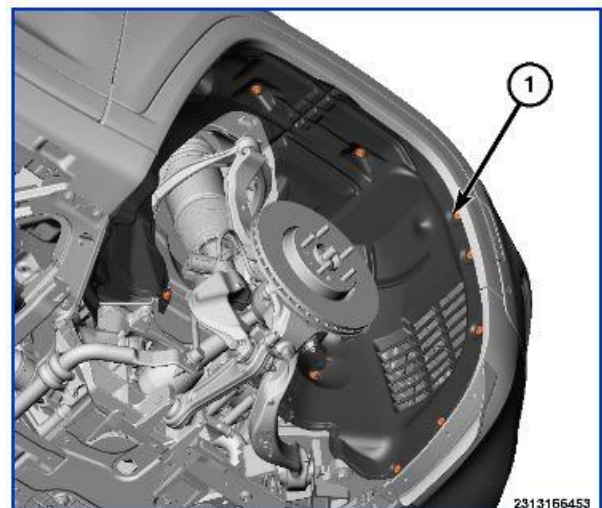
3. Remove the upper grille fasteners (1) (Figure 4).



1 - Upper Grille Fasteners

Figure 4 – Upper Grille Fasteners

4. Raise and support the vehicle (Refer to 04 - Vehicle Quick Reference/Hoisting/Standard Procedure).
5. Remove both front wheels (Refer to 22 - Tires and Wheels / Removal and Installation).
6. Remove the front half of the front splash shield fasteners (1) from both sides of the vehicle and position the splash shield out of the way (Figure 5).



1 - Splash Shield Fasteners

Figure 5 – Front Splash Shield

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7. Reach into the wheelhouse and squeeze the wings of the clip fasteners (1) together using suitable tool to release the fasteners for the moulding where it overlaps the fascia (Figure 6).



1 - Wheel Molding

Figure 6 – Wheel Moldings

8. Disconnect the wire harness connectors on both sides of the vehicle, if equipped. Using suitable hose-pinching pliers, clamp-off the washer hose and disconnect (Figure 7).



1 - Wire Harness Connectors

Figure 7 – Wire Harness Connectors

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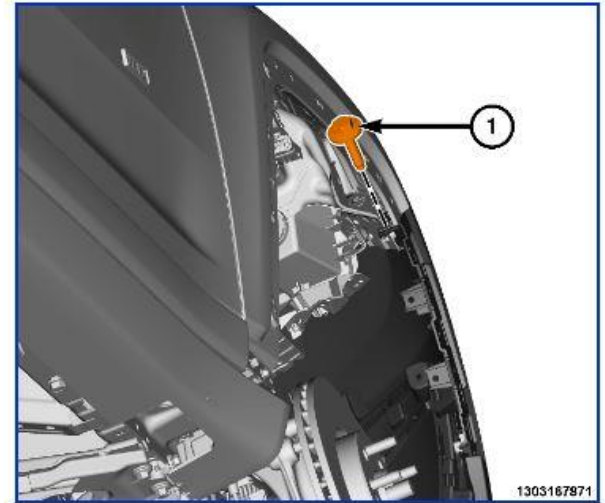
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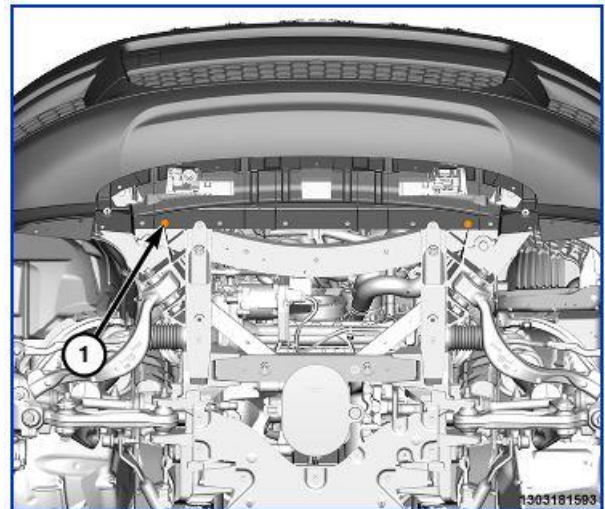
9. Remove the fender fasteners (1) attaching the fascia to the fenders (Figure 8).
10. Remove the front belly pan (Refer to 13 - Frame and Bumpers/Under Body Protection/BELLY PAN/Removal and Installation).



1 - Fender Fastener

Figure 8 – Fascia to Fender Fasteners

11. Remove the lower front fascia fasteners (1) (Figure 9).



1 - Lower Front Fascia Fasteners

Figure 9 – Lower Fascia Fasteners

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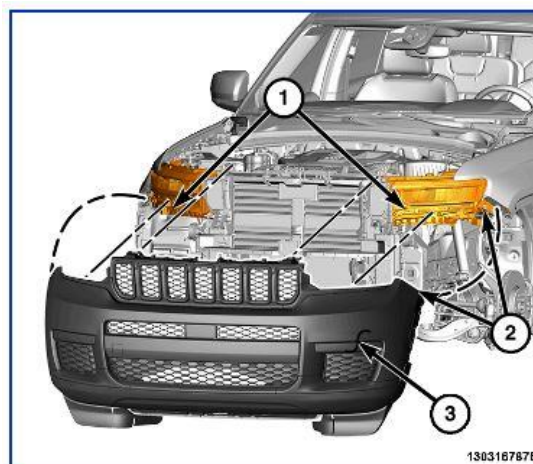
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12. Carefully pull out and release the fascia attachments from the fender attachment brackets (2) (Figure 10).
13. Carefully pull out and release the fascia attachments from the headlamp brackets (1) (Figure 10).
14. Remove the front fascia, and place it face down on a soft work surface.



- 1 - Headlamp Brackets
- 2 - Fender Brackets
- 3 - Front Fascia

Figure 10 – Front Fascia Attachment

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C. Install Front Fascia and Front Fascia Energy Absorbing Foam

15. Note the four mounting studs for the Front Fascia Energy Absorbing Foam (Figure11).

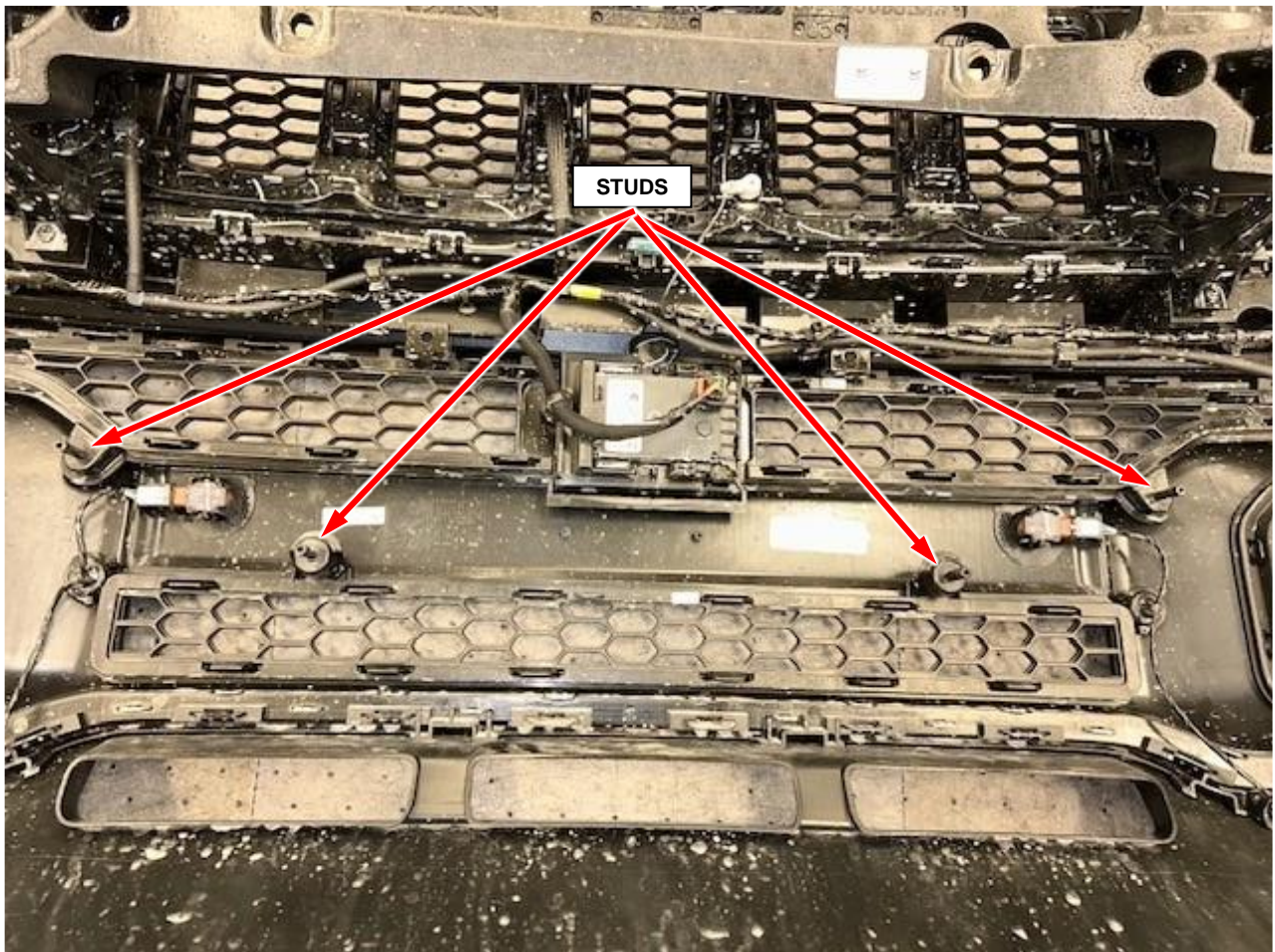


Figure 11– Front Fascia Energy Absorbing Foam Studs

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16. Install the Front Fascia Energy Absorbing Foam as shown and secure it with four push on fasteners (Figure 12).

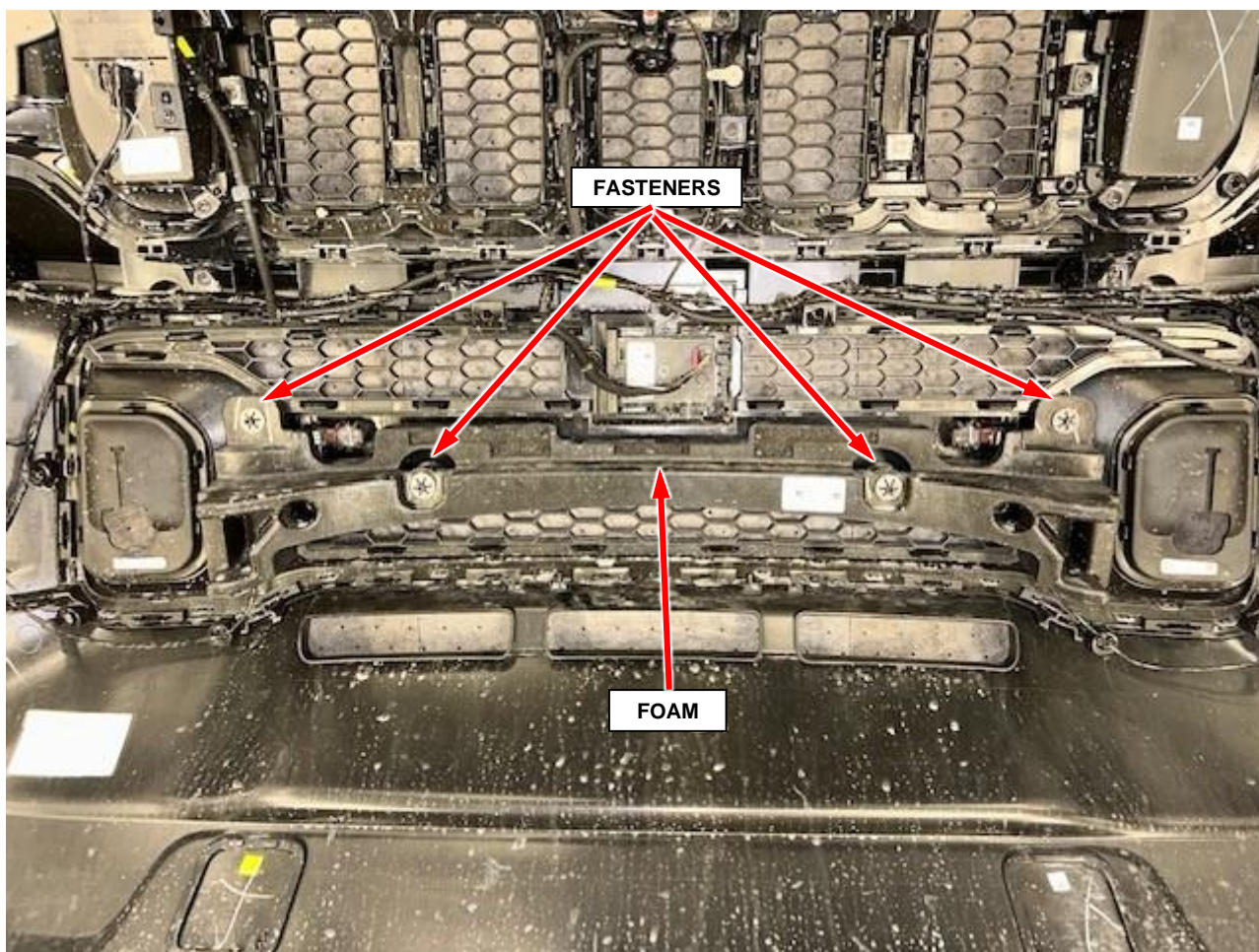


Figure 12– Front Fascia Energy Absorbing Foam Installed

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17. 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.
- If applicable, perform the Long Range Radar Front (LRRF) calibration (08 - Electrical / 8B - Driver Assistance / Programming and Calibration / Programming and Calibration) procedures.
 - Tighten the 6 inner upper grille bolts to 4 N·m (35 in. lbs.).
 - Tighten the 2 outer upper grille bolts to 5 N·m (44 in. lbs.).
 - Tighten front fascia lower bolts to 4 N·m (35 in. lbs.).
 - Tighten fascia to fender bracket bolts to 3 N·m (27 in. lbs.).
 - Tighten wheel lug nuts to 176 N·m (130 ft. lbs.).