

SAFETY RECALL

NORTH AMERICA

Radiator Crossmember Bolts



Reference: D1B / NHTSA 24V-926

FCA US LLC



Remedy available for

- 2024 (WL) Jeep Grand Cherokee
- 2024 (WL) Jeep Grand Cherokee L

Template Version 1.0

Revision	Edition	Detail
0	December 2024	Initial Version.

SYMPTOM DESCRIPTION

The radiator crossmember bolts on about 631 of the above vehicles may not be properly secured to the body of the vehicle. Improperly secured bolts may compromise intended load distribution or energy management which may jeopardize proper crash sensing and fuel system integrity. An incorrect crash sensing may lead to an improper airbag deployment which can increase the risk of injury to occupants of the vehicle in certain crashes. A compromised fuel system can lead to a fuel leak and potential fire which can result in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage.

The condition above fails to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 571.208 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 radiator crossmember bolts not properly secured may compromise intended load distribution or energy management which may jeopardize proper crash sensing and airbag deployment. FMVSS 571.301 specifies crashworthiness requirements in terms of structural energy management to mitigate post-crash fires and high voltage electrical risks. Suspect vehicles built with radiator crossmember bolts not properly secured may compromise the fuel system integrity.

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

Inspect and ensure all radiator crossmember bolts are present and tighten to the proper torque specification.

ALTERNATE TRANSPORTATION

Dealers should proactively minimize customer inconvenience while the recall repair is being performed. Reference the Goodwill Alternate Transportation Guidelines warranty bulletin link within Recall Central on DealerCONNECT for options to support the customer while their vehicle is in service.

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:

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Labor Description	Number	Hrs
Inspect Bolts are Present Then Tighten Radiator Crossmember Bolts	13-D1-B1-81	0.2
Inspect and Install Missing Bolts Then Tighten Radiator Crossmember Bolts	13-D1-B1-82	0.2

Add the cost of the bolts plus applicable dealer allowance to your claim.

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

For Mobile Service Reimbursement, dealer to include standard dealer entry and mark-up for parts, standard dealer entry and labor rate for service, as well as the special services code for mobile allowance. The special services LOP will only be paid once per VIN and may NOT be used in coordination with any Alternate Transportation claims.

For additional details, reference the Mobile Service Warranty Bulletin - for convenience, a copy has been linked within Recall Central on DealerCONNECT.

PARTS INFORMATION

NOTE: Bolts are only required if missing.

Part No.	Qty.	Part Name
06511036AA	AR	Bolt with Washer, Hex Head, M8X1.25X55.00

PARTS RETURN

No parts return required for this campaign.

SPECIAL TOOLS

Number	Description
NPN	Torque Wrench capable of achieving 15 N·m (11 Ft. Lbs.)

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.

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

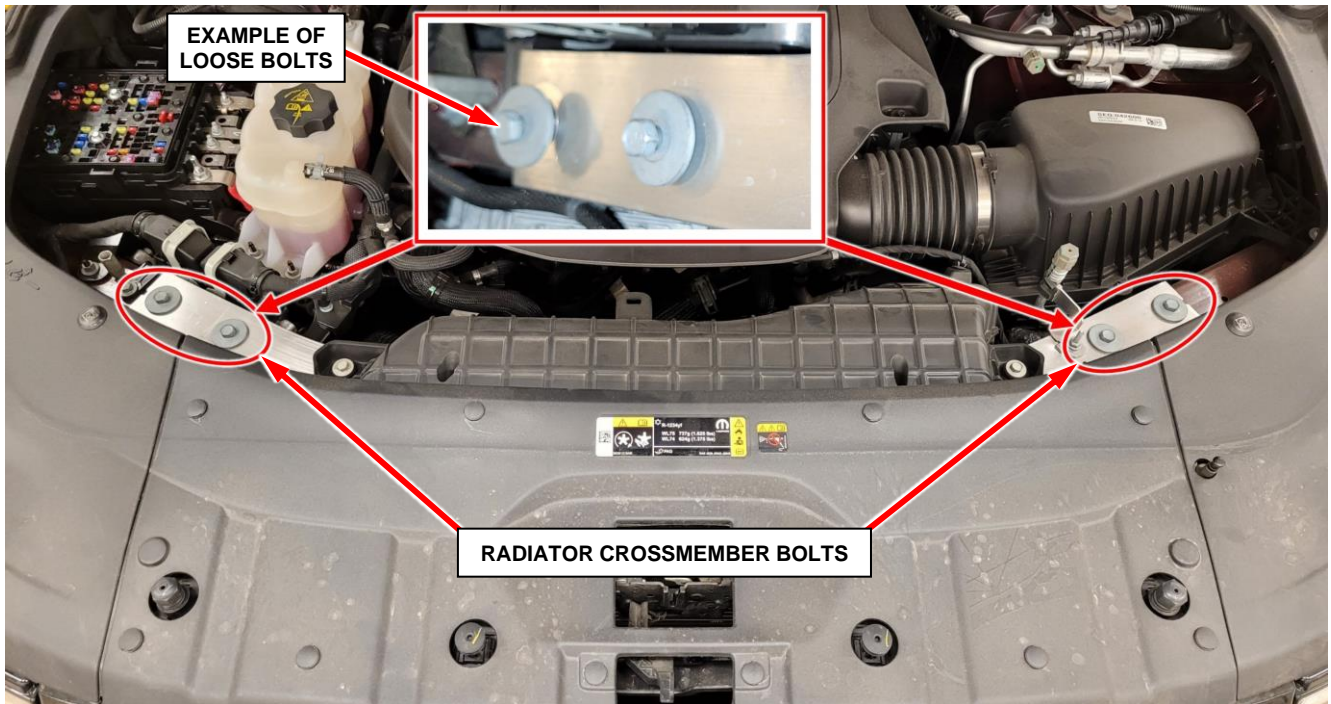


Figure 1 – Radiator Crossmember Bolts

1. Open the engine compartment hood.
2. Inspect for any missing radiator crossmember bolts and replace any missing bolts (Figure 1).
3. Using a torque wrench, tighten all four radiator crossmember bolts to 15 N·m (11 Ft. Lbs.) (Figure 1).
4. Close the engine compartment hood.
5. Return the vehicle to the customer or inventory.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

D1B/NHTSA 24V-926

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 D1B.

IMPORTANT SAFETY RECALL

Radiator Crossmember 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 certain [2024 Model Year (WL) Jeep® Grand Cherokee and Jeep® Grand Cherokee L] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 208 - Occupant crash protection and No. 301 - Fuel system integrity.

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 radiator crossmember bolts on your vehicle ^[1] may not be properly secured to the body of the vehicle. Improperly secured bolts may compromise intended load distribution or energy management which may jeopardize proper crash sensing and fuel system integrity. **An incorrect crash sensing may lead to an improper airbag deployment which can increase the risk of injury to occupants of the vehicle in certain crashes. A compromised fuel system can lead to a fuel leak and potential fire which can result in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage.**

The condition above fails to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 571.208 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 radiator crossmember bolts not properly secured may compromise intended load distribution or energy management which may jeopardize proper crash sensing and airbag deployment. FMVSS 571.301 specifies crashworthiness requirements in terms of structural energy management to mitigate post-crash fires and high voltage electrical risks. Suspect vehicles built with radiator crossmember bolts not properly secured may compromise the fuel system integrity.

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 inspect and ensure all radiator crossmember bolts are present and torqued to the proper specification. The estimated repair time is 20 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. Ask your dealer for alternate transportation options while your vehicle is in service. 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.