



U.S. Department of Transportation

**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

July 22, 2025

25V472

Karen Blaesser
Chrysler (FCA US, LLC)
1000 Chrysler Drive
Auburn Hills, MI 48326

Subject: Head Restraints May Not Lock/FMVSS 202

Dear Karen Blaesser:

This letter serves to acknowledge Chrysler (FCA US, LLC)'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

JEEP/GRAND CHEROKEE/2023-2024
JEEP/GRAND CHEROKEE L/2023-2024

Mfr's Report Date: July 17, 2025

NHTSA Campaign Number: 25V472

Components:

SEATS:MID/REAR ASSEMBLY:HEAD RESTRAINT

Potential Number of Units Affected: 121,398

Problem Description:

Chrysler (FCA US, LLC) is recalling certain 2023-2024 Jeep Grand Cherokee and Jeep Grand Cherokee L vehicles. The second-row seat head restraints may not lock in the upright position. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 202, "Head Restraints."

Consequence:

Head restraints that do not lock can result in an increased risk of injury to seat occupants during a crash.

Remedy:

Dealers will inspect and replace both second-row seat head restraints, as necessary, free of charge. Owner notification letters are expected to be mailed September 5, 2025. Owners may contact FCA US LLC customer service at 1-800-853-1403. FCA US, LLC's number for this recall is 20C.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-888-275-9171), or go to www.nhtsa.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Chrysler (FCA US, LLC)'s contact for this recall will be Emily Smith who may be reached by email at emily.c.smith@dot.gov. We look forward to working with you.

Sincerely,

Alex Ansley

Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement