



New Safety Recall Advanced Communication – 20C

FCA US LLC (FCA US) has announced a safety recall on certain 2023 through 2024 Model Year (WL) Jeep® Grand Cherokee and Jeep Grand Cherokee L vehicles.

VINs identified as being involved in this campaign are currently live and searchable.
Stop sale is in effect for the above-identified vehicles.

Vehicles impacted by a stop sale are eligible for reimbursement allowance through the Recall Floorplan Reimbursement Policy (RFPRP), which can be requested upon recall claim submission.

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 \$27,874 per vehicle. Involved vehicles can be determined by using the VIP inquiry process.

REASON FOR THIS SAFETY RECALL

Some of the above vehicles may have been built with 2nd row head restraints containing an internal locking mechanism with an interference condition which may prevent the headrest from locking upright. **A head restraint that is folded forward may increase the risk of injury to seat occupants in certain types of crashes.**

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 202a S4.2.1 requires: " ... when measured ...the top of a head restraint located in an outboard designated seating position must have a height not less than 750 mm in any position of adjustment." The head restraint in the suspect vehicles may not lock upright, which causes the top of the head restraint to measure less than 750 mm in height.

SERVICE ACTION

FCA US will conduct a voluntary safety recall to inspect and, if necessary, replace the head restraint. The remedy for this condition is not currently available. Dealers will be notified of the launch of this safety recall by way of established communication methods. This recall is estimated to launch in 3rd Quarter of 2025.

We ask that you please take the time to ensure that your personnel are aware of this communication and are prepared to execute a customer friendly process for inquiries regarding involved vehicles.

Customer Services Field Operations
FCA US LLC