

# SAFETY RECALL

NORTH AMERICA

## Headlamp Aim Plugs

Reference: 23C / NHTSA 25V-174



FCA US LLC



Remedy available for  
2024-2025 (KM) Wagoneer S

Revision	Edition	Detail
0	March 2025	Initial Version.

Template Version 1.0

### SYMPTOM DESCRIPTION

The headlamp aiming adjustment mechanisms on about 4,540 of the above vehicles may not have proper accessibility. **If headlamp aim is improperly adjusted it may reduce forward visibility for the driver and create glare for oncoming vehicle drivers, which may cause a vehicle crash without prior warning.**

The condition above fails to conform to the requirements of FMVSS No. 108 S10.18.1 which requires that each headlamp "must be installed [...] with a mounting and aiming mechanism [...] accessible for those purposes without removal of any vehicle parts, except for protective covers removable without the use of tools." Additionally, FMVSS No. 108 S10.18.4 requires that "A visually/optically aimable headlamp that has a lower beam must not have a horizontal adjustment mechanism..." Suspect vehicles do not allow access to vertical headlamp aim adjustment without the use of tools, and do allow access for horizontal headlamp aim adjustment.

### 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 \$27,874 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 the vehicle and add or remove plugs to make the vertical headlamp aim adjustment accessible and, if necessary, make the horizontal headlamp aim adjustment inaccessible.

### 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:

Labor Description	Number	Hrs
Cover, Cowl Side Panel - Inspect	23-23-C1-81	0.2
Cover, Cowl Side Panel - Inspect and Repair	23-23-C1-82	0.2

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

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**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

Part No.	Qty.	Part Name
CSAS23C1AA	2	Rubber Plugs

### PARTS RETURN

No parts return required for this campaign.

Render the recalled parts unusable and discard.

### 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.

Dealers are encouraged to consider alternative scheduling and servicing approaches for this recall. This repair does not require hoists or other full service facility special equipment and is a Chrysler Mobile Service approved repair.

### 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 Headlamp Aim Plugs

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

1. Open the hood.
2. Inspect both cowl side panel covers for plugs in the vertical alignment holes. Remove and discard if present (Figures 1 and 2).
3. Measure the size of the horizontal alignment holes in both cowl side panels (Figure 1). It is possible for only one panel to require service.
  - Hole is 10mm in size, no further action needed.
  - Hole is 20mm in size, install rubber plug(s) (see parts section of this recall) (Figures 1 and 3).

**NOTE: The plug to be installed in the 20mm hole is oval shaped, but easily fits this opening.**

4. Close the hood and return the vehicle to the customer.

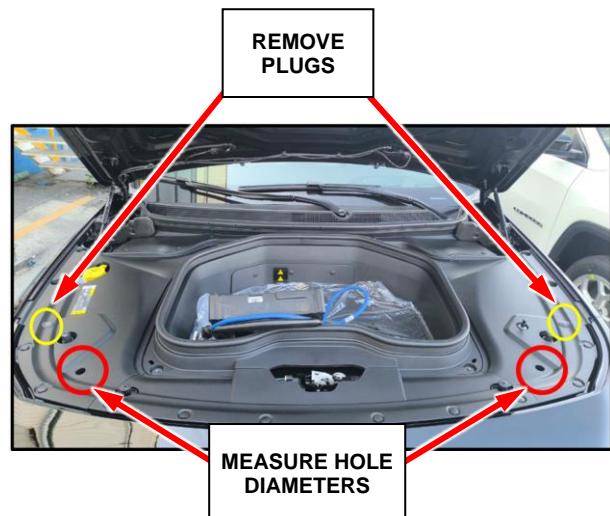


Figure 1 – Hole and Plug Locations



Figure 2 – Plug in Vertical Alignment Hole

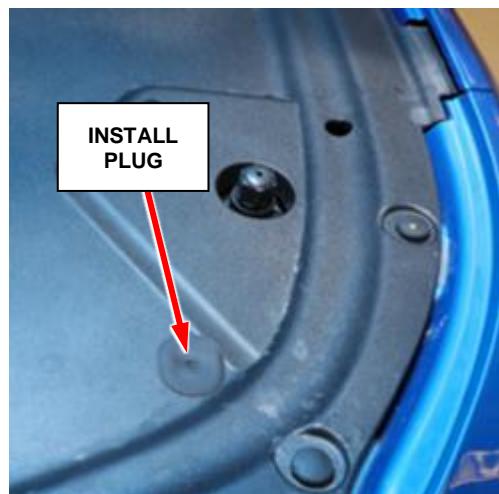


Figure 3 – Add Plug to 20mm Horizontal Alignment Hole