



New Safety Recall Advanced Communication – 89D

FCA US LLC (FCA US) has announced a safety recall on certain 2022 and 2023 Model Year (WL) Jeep Grand Cherokee, 2021 through 2023 Model Year Jeep Grand Cherokee L and 2022 and 2023 Model Year Jeep Grand Cherokee Plug-In Hybrid Electric (PHEV) vehicles with coil spring rear suspension, and not equipped with air spring suspension (sales code SER).

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 experience a rear coil spring that may not be correctly installed, allowing the coil spring to come out of position and, possibly, detach from the vehicle while driving. A rear coil spring that detaches from the vehicle while driving creates a road hazard to operators and occupants of other vehicles, and can cause a vehicle crash without prior warning and/or may result in injury to other road users.

SERVICE ACTION

FCA US will conduct a voluntary safety recall on all affected vehicles to replace both rear coil spring lower isolators. 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.

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