



Remedy available for
2022 – 2023 (WL) Jeep Grand Cherokee
2021 – 2023 (WL) Jeep Grand Cherokee L

Template Version 1.0

Revision	Edition	Detail
2	April 2026	Repair method and LOP times revised.

SYMPTOM DESCRIPTION

The rear coil spring on about 84,600 of the above vehicles may not have been correctly installed during the repair of FCA US recall ID - 64A (NHTSA Recall ID - 23V413) or has not been repaired under that recall, which may allow the coil springs to come out of position. A rear coil spring that detaches from the vehicle while driving may create a road hazard to operators and occupants of other vehicles, which can cause those vehicles to crash without prior warning and/or may result in injury to other road users.

SCOPE

This recall applies only to the above vehicles with coil spring rear suspension, and not equipped with air spring suspension (sales code SER).

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. Dealers should also consider this requirement to apply to used vehicle inventory and should 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 rear coil springs for proper orientation to the bottom isolators. Inspect the upper isolators for proper installation to the body.

If either end of either spring fails the inspection, remove and replace the lower isolator(s), and reinstall the spring(s) and its isolators in the proper orientation.

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
Inspect Rear Coil Spring Assemblies	02-20-D1-81	0.2
Inspect & Repair One Rear Coil Spring Assembly	02-20-D1-82	0.8
Inspect & Repair Both Rear Coil Spring Assemblies	02-20-D1-83	1.5

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

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

PARTS INFORMATION

Any required part(s) will be determined by performing an inspection. Do NOT order all the parts on this list in advance of inspection as not everything on the list is required for every vehicle. Vehicles that pass inspection require NO parts.

Part No.	Qty.	Part Name
68375897AA	1 per side (as needed)	Spring Isolator, Upper
68668244AA	1 per side (as needed)	Spring Isolator, Lower

PARTS RETURN

No parts return required for this campaign.

Render the recalled parts unusable and discard.

SPECIAL TOOLS

No special tools are required for this campaign.

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.

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

Inspect Lower Isolator & Spring

1. Raise and support the vehicle (Refer to 04 - Vehicle Quick Reference/Hoisting/Standard Procedure).
2. Inspect for the following two conditions:
 - Gap from the end of coil to isolator spring stop (Figures 1 and 2)
 - Pass: 10mm or less gap
 - Fail: greater than 10mm

NOTE: If the spring stop is slightly deformed, measure the area of the smallest gap. See A-B measurement in Figure 1.

NOTE: To measure for a 10mm or less gap at the end of the coil spring use a stack of feeler gauges, toolmakers calipers and dividers, the square end of a 3/8" extension, or any tool that measures 10mm and will reach into the space to be measured.

- Coil not sitting on top of the center pilot of the isolator (Figure 2)

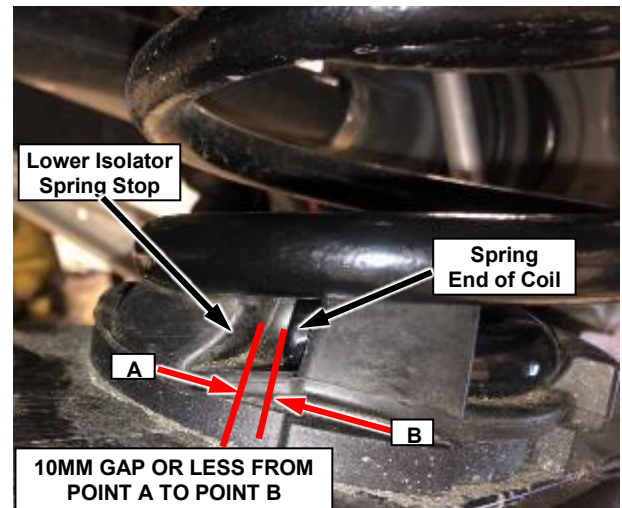


Figure 1 – Check Coil Spring to Isolator Gap at Smallest Point

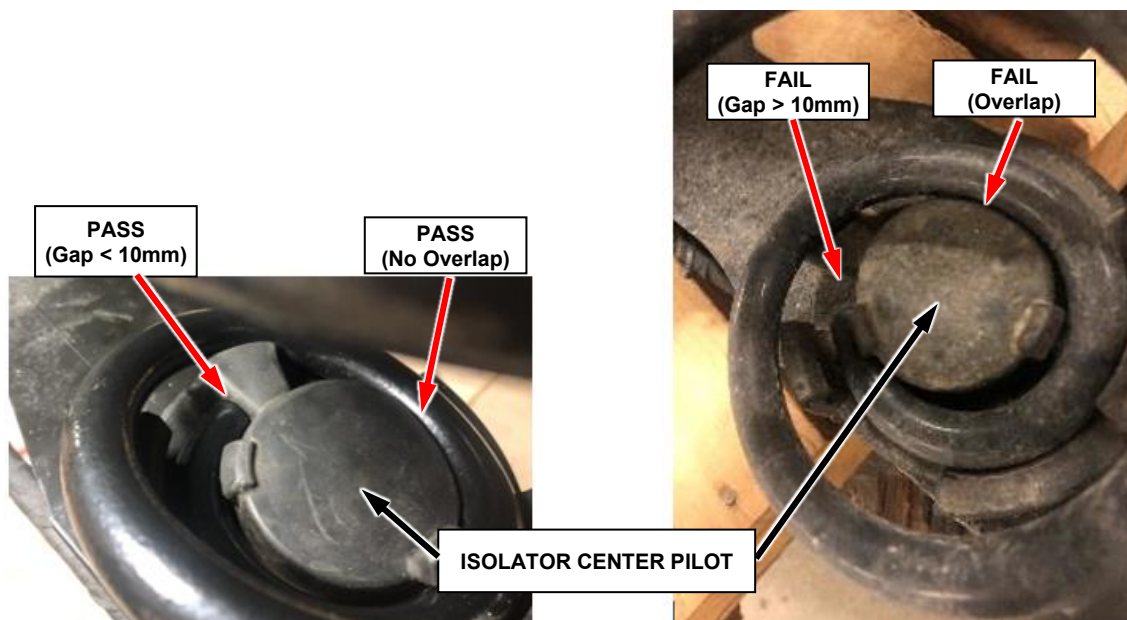


Figure 2 – Inspect Isolator Spring Pilot and Gap

Inspect Upper Isolator to Body

- 3. Verify that the upper spring isolator is seated flush to the body on the welded body pilot feature (Figures 3 and 4).

NOTE: Upper Isolator is replaced only if this inspection step fails. Otherwise it can be reused.

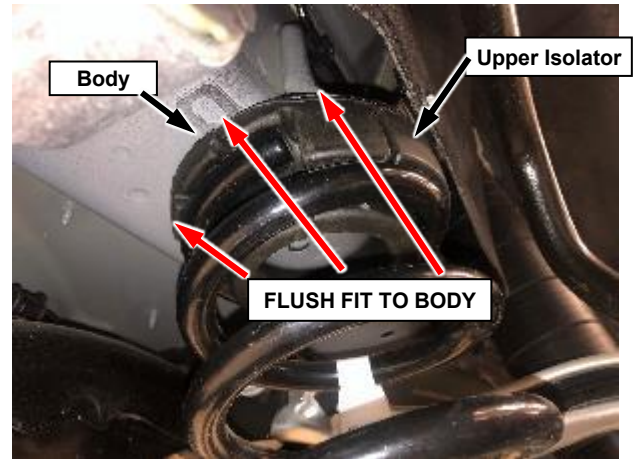


Figure 3 – Upper Spring Isolator to Body

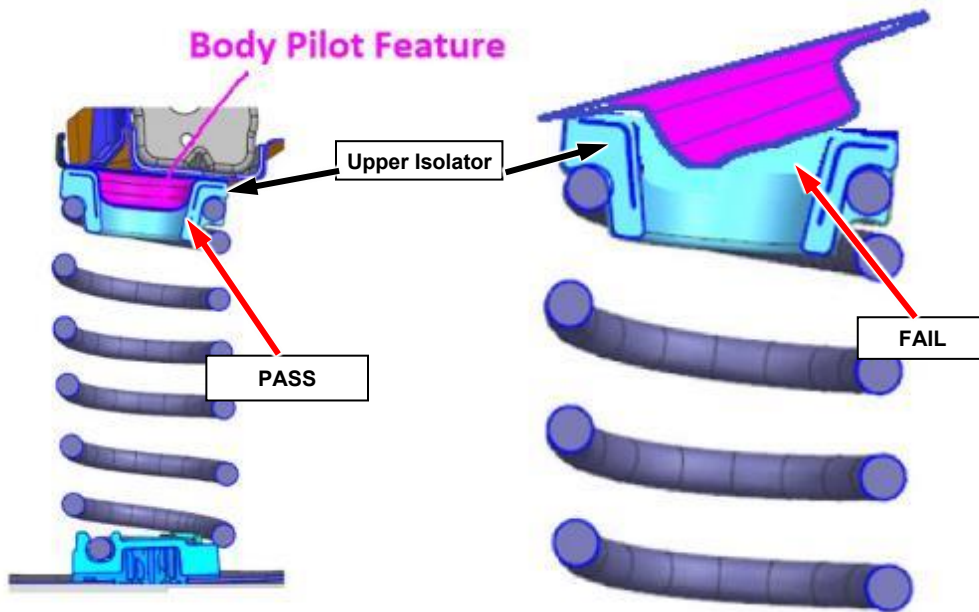


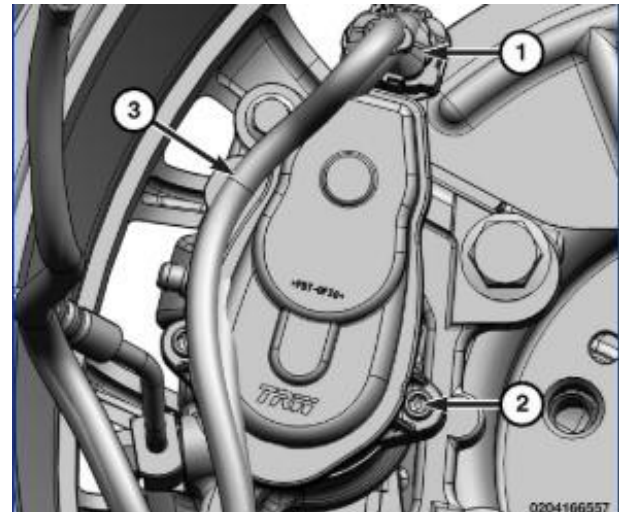
Figure 4 – Upper Spring Isolator Pass/Fail

4. Did the vehicle pass both inspections (Steps 2 and 3)?
 - YES – No further work is required. Lower the vehicle and return it to the customer.
 - NO – Proceed to Repair procedure.

Repair Procedure

NOTE: The spring orientation to the upper and lower isolators must be checked and confirmed throughout the reinstallation process to ensure it has not moved during reassembly.

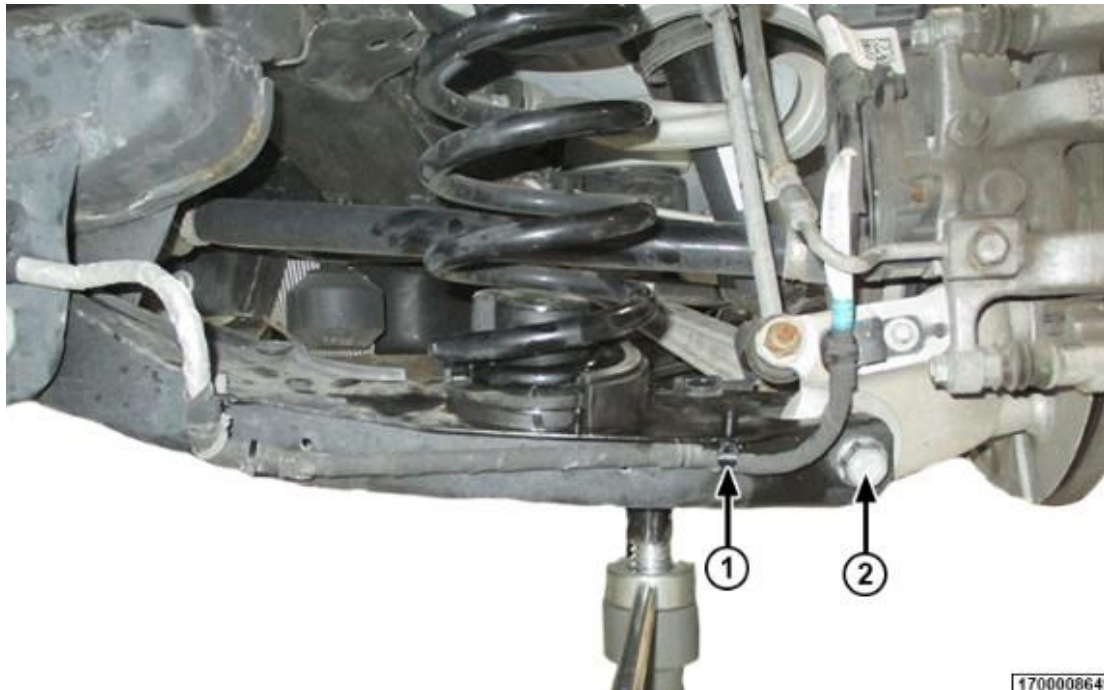
1. Remove the rear tire and wheel assembly. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 22 - Tires and Wheels / Removal and Installation.
2. Disconnect the electric parking brake (EPB) wire harness connector (1) (Figure 5).
3. Release the EPB wire harness retainers (3) (Figure 5).



- 1 - EPB Wire Harness Connector
- 2 - Actuator Bolts
- 3 - Wire Harness Routing Clips

Figure 5 – EPB Connector

4. Position a jack stand under the spring link (Figure 6).



- 1 - Wire Harness Retainers
2 - Spring Link Outer Bolt

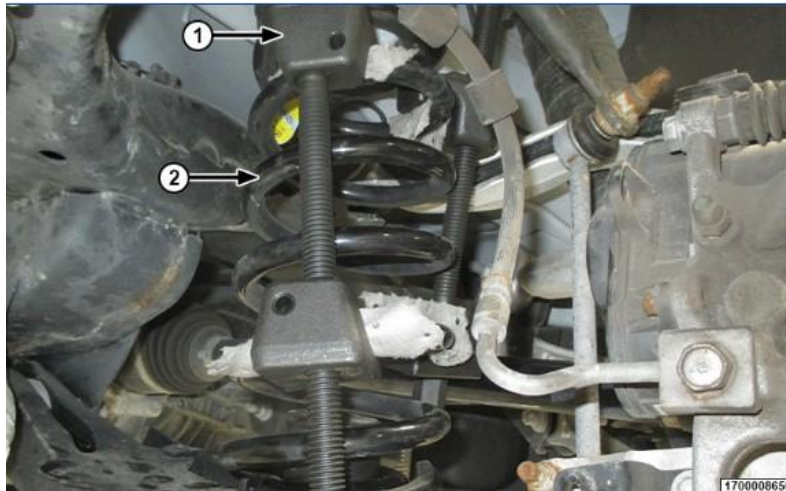
Figure 6 – Spring Link and Wiring

NOTE: More or less pressure may be required on the spring link to get the fastener to line up to be removed.

5. Remove the fastener securing the rear knuckle to the spring link (2) (Figure 6).

NOTE: Protect the spring coating when using the spring compressor.

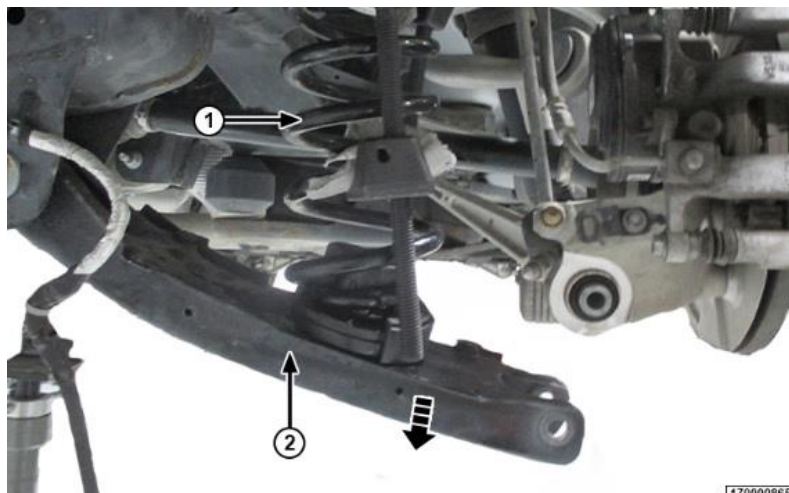
6. Using a commercially available spring compressor (1), compress the rear spring (2) (Figure 7).
7. Slowly raise the hoist to remove the pressure from the spring link.



- 1 - Spring Compressor
- 2 - Rear Spring

Figure 7 – Spring Compressor

8. While pulling down on the spring link (2) remove the spring (1) from the vehicle (Figure 8).

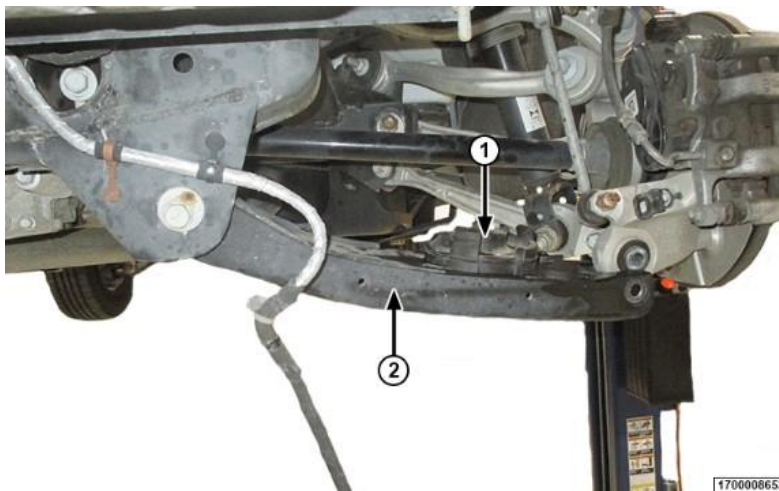


- 1 - Rear Spring
- 2 - Rear Spring Link

Figure 8 – Rear Spring

NOTE: Discard the old lower isolator and replace with the new isolator.

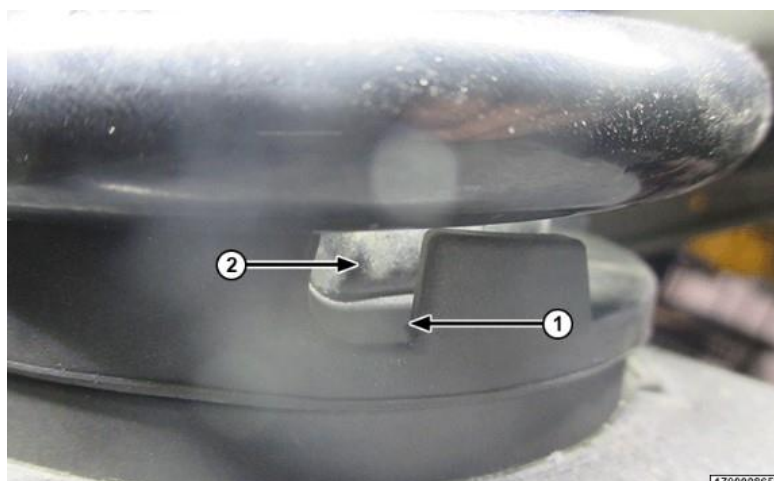
9. Pry up on the lower isolator (1) to release the clips and remove the lower isolator from the vehicle. Clean the compression link surface under the lower isolator (Figure 9).



- 1 - Lower Isolator
2 - Rear Spring Link

Figure 9 – Lower Isolator

10. Install the **NEW** lower isolator onto the rear spring before installing the spring to the vehicle. Make sure that the end of the spring (2) is properly installed in the inspection window (1) on the spring base (Figure 10).



- 1 - Inspection Window
2 - Rear Spring

Figure 10 – New Lower Isolator to Rear Coil Spring

11. Replace Upper Isolator (only if required) - If the upper isolator was not positioned to the body correctly, failing Inspection Step 3, it should also be replaced. Otherwise, reuse the upper isolator.
 12. As you begin reinstalling the coil spring, starting with the upper isolator on the coil spring, ensure that the coil spring is flush against the stop in the upper isolator (rotate the isolator).
 13. While pulling down on the spring link (2) install the spring (1) to the vehicle (Figure 8).
 14. While installing the spring, assure the following:
 - a. The upper isolator is located properly to the pilot on the body
 - b. The bottom coil spring end is located, and remains in contact with the stop in the lower isolator (rotate the spring)
 - c. The bottom of the coil spring is not riding on top of the lower isolator pilot
 15. Slowly lower the hoist to compress the coil spring onto the spring link.
 16. Loosen the spring compressor (1) to decompress the rear spring (2). Verify that the lower isolator is properly aligned with the spring link, and that it seats fully into the link (Figure 7).
 17. Install the fastener securing the rear knuckle to the spring link (2). Do not torque the fastener at this time (Figure 6).
 18. Remove the jack stand from under the spring link.
 19. **CRITICAL FINAL INSPECTION: Perform the inspections in Steps 1-3 and verify that the vehicle now meets specifications. If it does not, repeat repair steps 1-18, reusing the NEW lower Isolator.**
- NOTE: The spring link fastener must be torqued with the vehicle at normal ride height.**
20. Torque the fastener securing the rear knuckle to the spring link (2) to 185 N·m (136 Ft. Lbs.) (Figure 6).
 21. Install the EPB wire harness retainers (3) (Figure 5).
 22. Connect the electric parking brake (EPB) wire harness connector (1) (Figure 5).
 23. Install the rear tire and wheel assembly. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 22 - Tires and Wheels / Removal and Installation.
 24. If needed, repeat steps Repair steps 1-23 for the other side of the vehicle.
 25. Lower the vehicle.
 26. Return the vehicle to the owner.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

20D/NHTSA 26V-051

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 1. **RECOMMENDED OPTION**
Call your authorized Chrysler / Jeep® / Dodge / 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 20D.

IMPORTANT SAFETY RECALL

Rear Coil Springs

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 a defect, which relates to motor vehicle safety, exists in certain [2022-2023 MY (WL) Jeep Grand Cherokee and 2021-2023 MY Jeep Grand Cherokee L] vehicles.

Owners of vehicles previously notified of FCA US recall 64A (NHTSA 24V-413) that have not yet had their vehicles inspected, or that had repairs made under 64A, will need to bring their vehicle in for recall 20D completion.

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 rear coil springs on your vehicle ^[1] may not have been correctly installed during the repair of FCA US recall ID - 64A (NHTSA Recall ID - 23V413) or has not been repaired under that recall, which may allow the coil springs to come out of position. A rear coil spring that detaches from the vehicle while driving may create a road hazard to operators and occupants of other vehicles. **Road hazards to operators and occupants of other vehicles can cause vehicles to crash without prior warning and/or may result in injury to other road users.**

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, if necessary, repair the rear coil spring assembly. The estimated repair time is 20 minutes to 3 hours. 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, JEEP®, DODGE 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 1-888-275-9171), 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.