

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

20D/NHTSA 26V-051

LOGO

#### YOUR SCHEDULING OPTIONS

1. Visit [recalls.mopar.com](https://recalls.mopar.com) to sign up for email or SMS notifications for when remedy parts become

VEHICLE PICTURE

available. You will be asked to provide your Vehicle Identification Number (VIN), provided above.

2. Scan below using your smartphone or tablet to sign up to be notified when remedy parts become available.

QR Code

3. Wait for FCA US to contact you again, by mail, with a follow-up recall notice when remedy parts are available.

4. Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can sign you up to be notified when remedy parts become available, or answer any other questions you may have.

#### 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.**

#### WHY DOES MY VEHICLE NEED REPAIRS?

The rear coil springs on your vehicle <sup>[1]</sup> 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?

**The remedy for this condition is not currently available.** We are making every effort to finalize the remedy, and will service your vehicle free of charge (parts and labor) when the remedy is available.

FCA US LLC will contact you again, by mail, with a follow-up recall notice when the remedy is available. Once you receive your follow-up notice, simply contact your Chrysler, Jeep®, Dodge or RAM dealer right away to schedule a service appointment <sup>[2]</sup>. Additional options for your next steps are included on the left side of this notification. We appreciate your patience.

#### 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](https://www.fcarecallreimbursement.com) to submit your reimbursement request online <sup>[3]</sup>. 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](http://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.