

August 2016

Dealer Service Instructions for:

Customer Satisfaction Notification S57

Front Wiper Arms

Models

2016 (KL) Jeep® Cherokee

NOTE: This campaign applies only to the above built from September 04, 2015 through April 01, 2016 (MDH 090405 through 040101).

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this campaign on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The front wiper arm(s) on about 126,700 of the above vehicles may become loose resulting in the wiper blades contacting the body and/or the wipers blades/arms contacting each other.

Repair

The front wiper arms must be inspected for proper operation and position, correct if necessary, and then tighten the wiper arm nuts to the proper torque specification.

Parts Information

No parts are required to perform this service procedure.

Parts Return

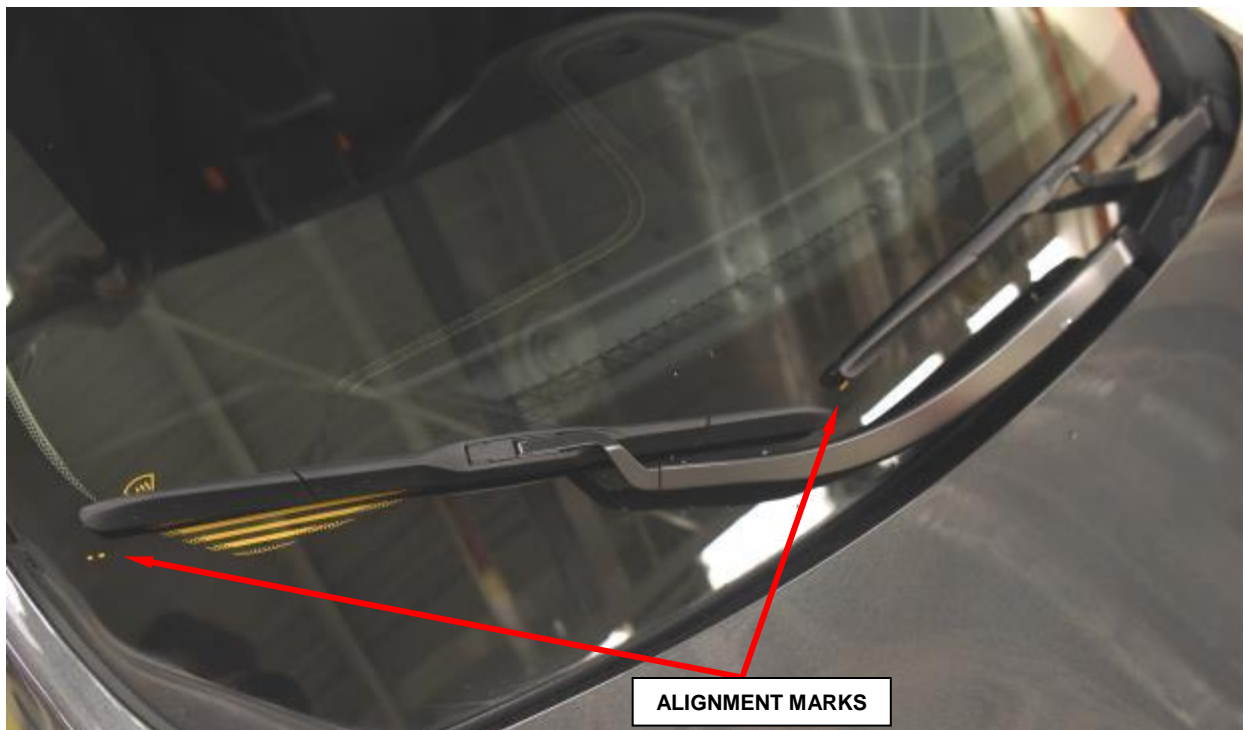
No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. With engine on, cycle the wipers using washer fluid to ensure the windshield is wet. Verify proper function on low speed and inspect the wipers for looseness or contact to the body or the wipers contacting each other.
2. With the wiper blades in the park position, manually lift each blade off the windshield and release to ensure the blades are not under wipe load.
3. Verify if the position of the wiper blade tips are within $\pm 10\text{mm}$ of the park position alignment marks on the windshield (Figure 1).
 - If the wiper blade tips **are** within $\pm 10\text{mm}$ from the alignment marks, and the wipers operate without contact to the body or contact to each other, and are not loose, **continue with Step 4.**
 - If wiper blade tips **are not** within $\pm 10\text{mm}$ from the alignment marks, or if the wiper arms are loose, contact the body or contact each other, **continue with Step 5.**

**Figure 1 – Wiper Blade Alignment Marks**

Service Procedure Continued

4. Open the hood and carefully pry the plastic nut caps off of the pivot end of the wiper arms (Figure 2). While holding the wiper arms, tighten the nuts to 20 ft. lbs. (27 N·m) then continue to **Step 15**.
5. Open hood and carefully pry the plastic nut caps off of the pivot end of the wiper arms (Figure 2).
6. Remove the nuts that secure the wiper arms to the wiper pivot shafts.
7. Close the hood and lift the front wiper arm to its over-center position to hold the wiper blade off of the glass and relieve the spring tension on the wiper arm to pivot shaft connection (Figure 3).
8. Use a slight rocking action to disengage the front wiper arm pivot end from the pivot shaft and remove the front wiper arms.

CAUTION: The use of a battery terminal puller or equivalent when removing the front wiper arm is NOT recommended except as a last resort, as this may damage the front wiper arm.



Figure 2 – Plastic Nut Cap and Nut Locations



Figure 3 – Wiper Arm Removal

Service Procedure Continued

9. Thoroughly clean the pivot shaft knurls and threads with a wire brush ensuring any foreign material is removed.
10. Thoroughly clean the wiper arm surfaces that mate with the pivot shaft knurls using a nylon brush ensuring any foreign material is removed.
11. With wiper arms removed, turn wipers on then turn off to assure proper park position of wiper motor. Position the wiper arm pivot end onto the wiper pivot shaft so that the tip of the wiper blade is aligned with the wiper alignment marks located near or within the lower margin of the windshield.
12. Once the wiper blades are aligned at park position, hold the arms and blades in position and push the pivot ends of the wiper arms down firmly and evenly over the pivot shaft.
13. Open the hood.
14. While holding the arms in position, install the nuts onto the pivot shafts by hand then tighten to 20 ft. lbs. (27 N·m)
15. Install the plastic caps onto the wiper arm pivot ends.
16. Close the hood and cycle the wipers using washer fluid to ensure the windshield is wet.
17. Manually raise each blade off the windshield and release to ensure the blade is not under a wipe load.
18. Verify the position of the wiper blade tips are within $\pm 10\text{mm}$ of the alignment marks on the glass (Figure 1).
 - If wiper blade tips **are not** within $\pm 10\text{mm}$ from the alignment marks **repeat Steps 5 through 18.**
 - If the wiper blade tips **are** within $\pm 10\text{mm}$ from the alignment marks **return the vehicle to the customer.**

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims submitted will be used by FCA to record Customer Satisfaction Notification service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Inspect Wiper Arm Position and Tighten Wiper Arm Nuts	23-S5-71-82	0.2 hours

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

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 and Service Scheduling

All involved vehicle owners known to FCA are being notified of the service requirement by mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

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 campaign launch, those with a phone number, city, zip code, or VIN sequence.

Dealers should 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.

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 notification 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 Service / Field Operations
FCA US LLC

CUSTOMER SATISFACTION NOTIFICATION

S57

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx).

Dear: (Name)

At FCA US LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle. This will be done at no charge to you.

We are recommending the following improvements be performed on certain **2016 model year Jeep® Cherokee vehicles.**

The problem is... **The front wiper arm(s) on your vehicle may become loose resulting in wiper blades contacting the body and/or the wipers blades/arms contacting each other.**

What your dealer will do... **FCA will repair your vehicle free of charge.** To do this, your dealer will inspect the front wiper arms for proper operation and position, correct if necessary, and then tighten the wiper arm nuts to the proper torque specification. The work will take about 1 hour to complete. However, additional time may be necessary depending on service schedules.

What you should do... Simply **contact your Chrysler, Jeep, Dodge or RAM dealer** right away to schedule a service appointment. **Please bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either **fcarecalls.com** or 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to your vehicle. If you have further questions go to **fcarecalls.com**.

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 or you can mail 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.** Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

We apologize for any inconvenience this service may cause to your schedule. FCA is committed to providing our customers with world class quality products, ensuring that you have a positive dealership experience and following up on any issues and concerns that you may have in a timely manner through our Customer Assistance Center. Thank you for being our customer.

Sincerely,
Customer Service / Field Operations
FCA US LLC