



SAFETY RECALL W81

2021 JEEP CHEROKEE FRONT LOWER CONTROL ARM

Safety Recall W81 is a Stop Drive involving some 2021 Jeep Cherokees. A small number of these vehicles have been sold to customers. As this is a Stop Drive, FCA will be reaching out to these customers via phone beginning October 28, 2020 to advise them not to drive their vehicle until it can be inspected and remedied per the dealer instructions. Dealers may receive a phone call to set an appointment for these customers; however it is also encouraged that the dealership reach out to customers regarding any vehicle they sold that is affected.

Mobile Service

To minimize customer inconvenience, FCA is recommending that dealers send a technician to perform an initial inspection per the dealer instructions. FCA will reimburse the dealer \$50 for this service. Dealers should use the LOP below on the recall claim for reimbursement. Please note this LOP is only to be used for customer-owned vehicles and should not be claimed for vehicles in a dealer's inventory.

Labor Operation

95-02-02-50 W81 Mobile Service (\$50 limit)

If the inspection reveals that one or both of the lower control arms needs to be replaced, a tow should be arranged by contacting Roadside Assistance at 1-800-521-2779.

Loaner Vehicles

If a customer requires a loaner, one should be offered to them free of charge. Dealers will be reimbursed per standard warranty policy.

Parts Information

Only 20% of the vehicles affected by Safety Recall W81 will require parts replacement. Therefore, parts will be ordered by Mopar Supply Chain. If a vehicle's lower control arm falls into the suspect batch as outlined by the dealer instructions, a picture of the batch number will need to be emailed to campaignteam@fcagroup.com with the following details and an order will be placed and expedited upon approval.

1. Dealer code
2. VIN(s)
3. Photo of lower control arm(s) CLEARLY identifying the batch number - must be #1264206 - and saved with VIN as file name.
4. Identification of lower control arm(s) location - RH, LH or both

Note: VINs without control arms in this suspect batch should be claimed as "inspected/no repair". If both lower control arms are impacted, two photos are required.

FCA appreciates your support!

