

Revision 1 January 2021

Dealer Service Instructions for:

Customer Satisfaction Notification W43 Tire Rub & Chrome Exhaust

A revised tire part number, a new rear fascia part number, a new rivet part number, and a clarifying statement on the change to be performed have been added. The procedure has been updated to indicate the steps needed for vehicles equipped with the ParkSense system.

Remedy Available

2020 (KL) Jeep® Cherokee

NOTE: This campaign applies only to the above vehicles equipped with the North Edition trim package (sales code ADV) or Upland North Edition (sales code AL3).

NOTE: Some vehicles above may have been identified as not involved in this campaign and therefore have been excluded from this campaign.

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 wheel and tire package on about 95 of the above vehicles may cause a rubbing noise and not clear the wheel liners properly. The chrome exhaust tips may be missing.

Repair

Replace **the vehicle's 17" wheels/tires with 18" wheels/tires**, and the muffler. A tire placard overlay must be applied. If damaged by the missing exhaust tips, the rear fascia will also be replaced.

Alternate Transportation

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if inspection determines that wheel, tire, and muffler replacement is required and the vehicle must be held overnight.

Parts Information

<u>Part Number</u>	<u>Quantity</u>	<u>Description</u>
68429531AA	1	Muffler Assembly
TFS0003352	1	Spare Tire
04726429AA	1	Spare Wheel
02073355	1	Spare Wheel Valve Stem
68538058AA	1	Tire Label Overlay
7BM80PTSAA	4	Wheel
TCN1549422	4	Tire
1LB77LS1AC	4	Wheel Center Cap
68324960AB	4	TPM Sensor
68410468AB	1	Rear Fascia with ParkSense
68410396AB	1	Rear Fascia without ParkSense
06510520AA	2	Rivet
		(MSQ of 12, 1 bag services 6 vehicles)
1UW94RXFAD	1	Right Rear Fender Flare Molding
1UW95RXFAD	1	Left Rear Fender Flare Molding

Due to the small number of involved vehicles expected to require repair, no parts will be distributed initially. **Parts should be ordered only after inspection determines that repairs are required.**

For tire(s) replacement, call **Mopar Tire Works** at **888-403-8473** or go to **DealerCONNECT / Parts Tab / Tire Order Entry** and then follow the screen prompts. Have the following information available:

- **Dealer Code**
- **Vehicle Model and Model Year**
- **Tire Make, Model and Size**

Service Procedure

A. Replace Wheels and Tires

1. Disconnect the battery.
2. Raise and support the vehicle.
3. Remove and replace all four wheels and tires, install **NEW** TPM sensors and balance the wheel/tire assemblies.

NOTE: When installing new TPM sensors, soapy water solution should be used for proper installation to the wheel.

- ✓ Wipe the area clean around valve stem mounting hole in wheel. Make sure surface of wheel is not damaged.
- ✓ Position the TPM valve stem into the wheel mounting hole with the flats at a 90° angle to the wheel's lip, then pull through to seat with a standard valve stem installation tool.

NOTE: Do not install the rear wheels and tires to the vehicle until the rear fascia is replaced (if required).

4. Install all four of the road wheel and tire assemblies on the vehicle and tighten the lug bolts to 135 N·m (100 ft. lbs.).
5. Lower the vehicle.
6. Install the spare wheel and tire and tighten the double ended stud to 12 N·m (9 ft. lbs.).
7. Adjust air pressure to that listed on tire inflation pressure label overlay 68538058AA. See section **D. Apply Tire Placard Label Overlays**. Make sure the valve stem cap is securely installed to keep moisture out of sensor.
8. Reconnect the battery.

Service Procedure [Continued]

- Using the TPM-RKE analyzer push the red ON/Off button to ON the TPM-RKE analyzer (Figure 1).



Figure 1 – TPM-RKE Analyzer

- Select 'FCA Vehicles' displayed on the screen (Figure 2).

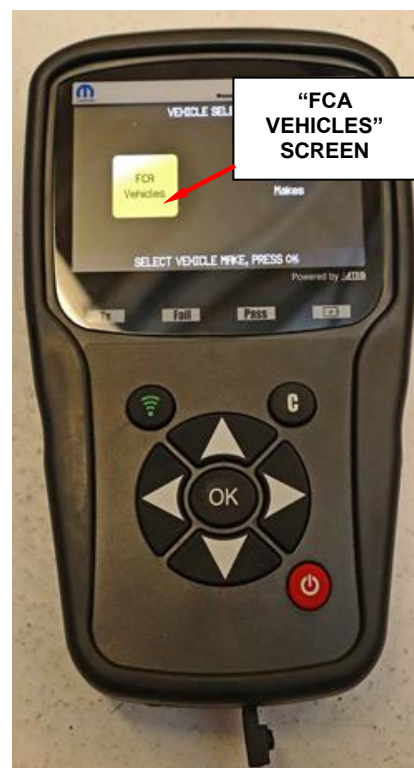


Figure 2 - Selection

Service Procedure [Continued]

11. Select “Manual” displayed on the screen (Figure 3).



Figure 3 – Manual Selection

12. Select “**Jeep**”.
13. Select “**Cherokee**”.
14. Select “**2020 KL**”.
15. Select the applicable TPMS style:
 - a) Metal Stem (Clamp On)
 - b) Rubber Stem (Snap On)
16. Select “**4-Wheels**”.

Service Procedure [Continued]

17. Approach the wheel selected on the TPM-RKE tool and press the “Green Frequency” button, until the TPM sensor ID is displayed on the screen (Figure 4).

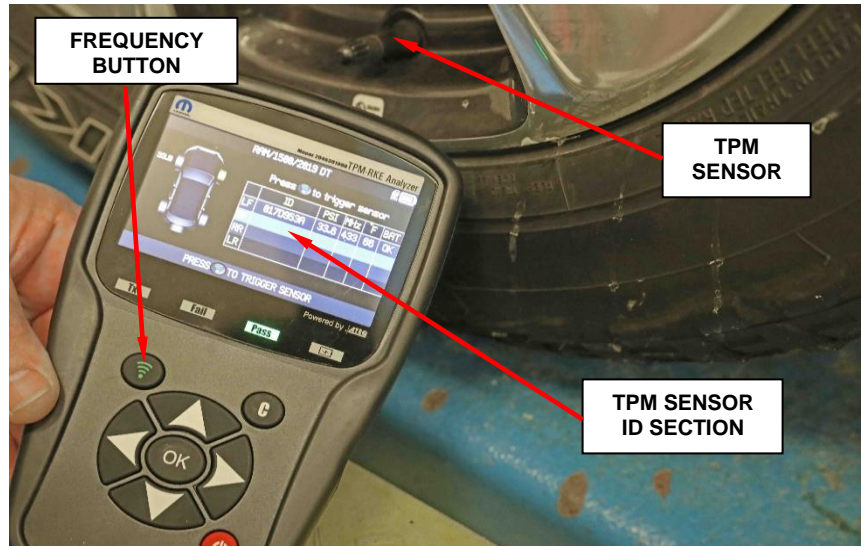


Figure 4 – TPM Screen

NOTE: Place the TPM-RKE tool near the tire portion

18. Repeat the procedure on the remaining wheels.
19. Record all the TPM sensors ID's on paper for later use.
20. **Add sales code to VIN procedure:**
- Connect to DealerCONNECT.
 - Select “Service” tab.
 - Scroll down to the “Warranty Administration” section.
 - Select “Vehicle Option Updates” under warranty.
 - Enter the VIN then select view.
 - Select the new sales code from the “Available Vehicle Options” list, then add to the “Selected Vehicle Option”.
- Old sales code **TCF** is replaced with new sales code **TWS**.
 - Old sales code **WBR** is replaced with new sales code **WP5**.
- Highlight the selected sales code then click “save”.
 - Perform section **B. Program Tire Sensor Identifications**.

Service Procedure [Continued]

B. Program Tire Sensor Identifications

1. Connect the wiTECH micro pod II to the vehicle data link connector.
2. Place the ignition in the “**RUN**” position.
3. Open the wiTECH 2.0 website.
4. Enter your “**User id**” and “**Password**” and your “**Dealer Code**”, then select “**Sign In**” at the bottom of the screen. Click “**Accept**”.
5. From the “**Vehicle Selection**” screen, select the vehicle to be updated.
6. From the “**Action Items**” screen, select the “**Topology**” tab.
7. From the topology section select “**TPM**”.
8. Select “**Misc. Functions**”.
9. Select “**Program Tire Sensor Identifications**”.
10. Follow screen prompts, until all 4 TPM sensors ID’s have been entered then continue with section **C. Restore Vehicle Configuration**.

C. Restore Vehicle Configuration

1. Select “**Guided Diagnostics**”.
2. Select “**Restore Vehicle Configuration**”.
3. Clear fault codes.
4. Disconnect the wiTECH micro pod II from the vehicle data link connector.

Service Procedure [Continued]

D. Apply Tire Placard Label Overlays

1. Open the driver’s door and locate the tire placard label on the driver’s side “B” pillar below the door latch striker.
2. Clean the existing tire placard label with isopropyl alcohol or glass cleaner and a soft cloth to remove any dirt, oil residue or grease.

3. Remove the overlay labels from its paper backing and carefully install them over the appropriate portions of the tire placard label (Figure 5). Firmly press and smooth the overlay labels to the surface of the existing tire placard label to ensure good adhesion.

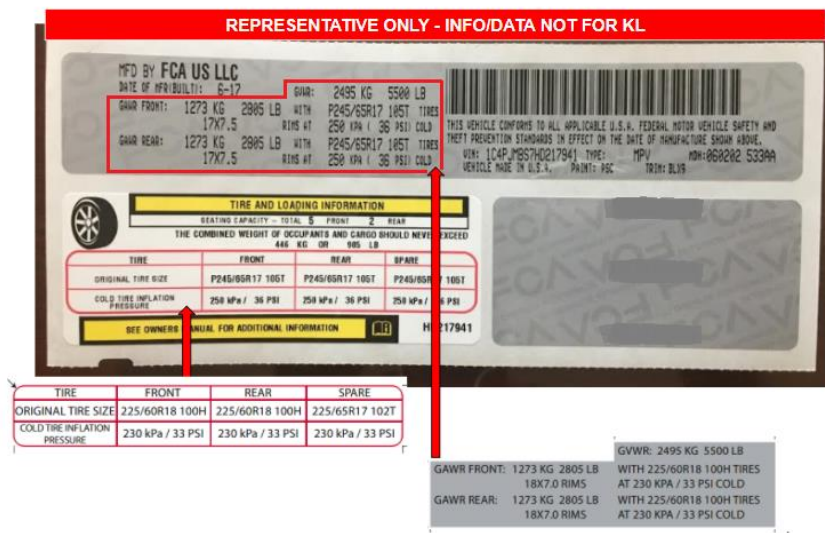


Figure 5 – Decal Overlays

E. Replace Muffler

WARNING: The normal operating temperature of the exhaust system is very high. Therefore, never attempt to service any part of the exhaust system until it is cooled. Special care should be taken when working near the catalytic converter. The temperature of the converter rises to a high level after a short period of engine operation time.

Service Procedure [Continued]

1. Loosen the exhaust muffler band clamp nut (Figure 6).

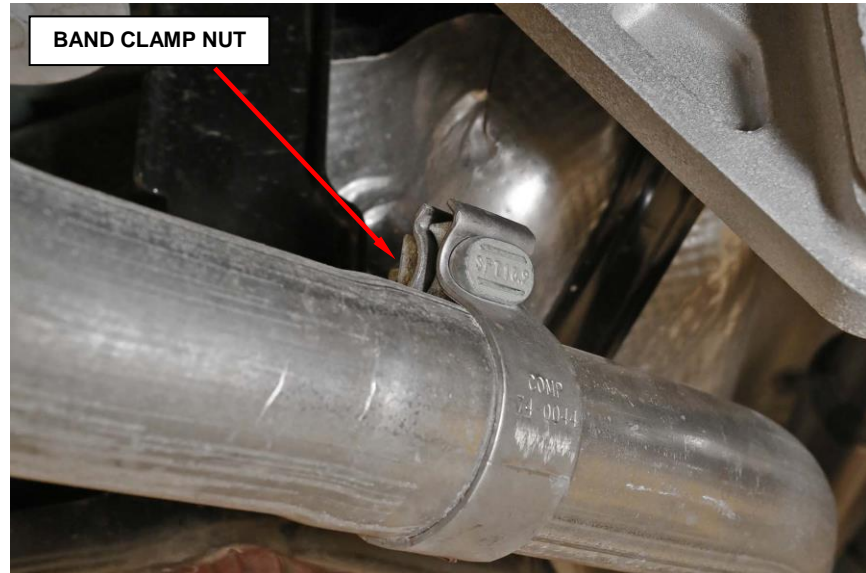


Figure 6 – Muffler Band Clamp

CAUTION: Do not use any tools to remove the rubber isolators—remove by hand only. Soapy water or silicone based lubricant spray may be used to assist removal/installation of isolators. DO NOT use a petroleum based lubricant on the isolators, as damage to the rubber material can occur.

2. Remove the exhaust isolator bolts securing the exhaust muffler. Driver side shown, passenger side similar (Figure 7).

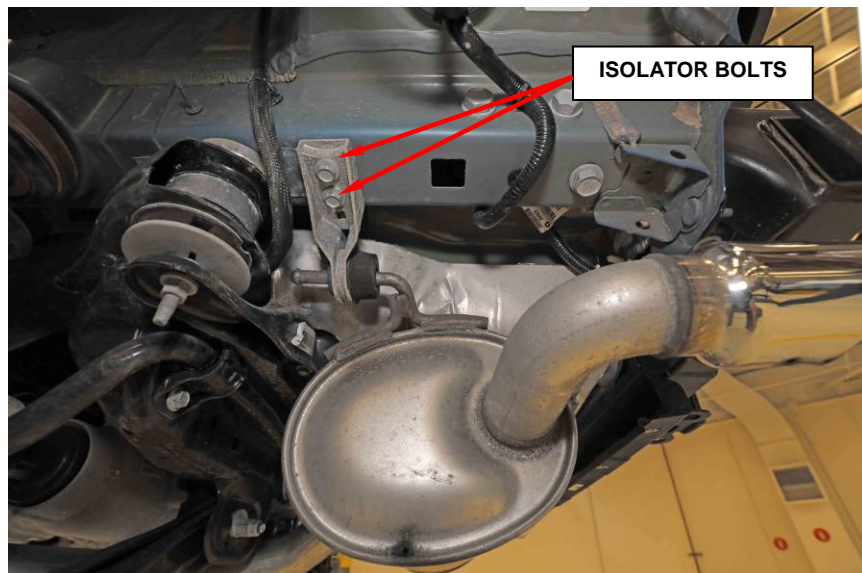


Figure 7 – Isolator Bolts

Service Procedure [Continued]

3. Remove the old exhaust muffler.

NOTE: Always work from the front to rear of exhaust system when aligning and tightening exhaust system components.

4. Install the exhaust muffler to the exhaust resonator pipe.
5. Install the exhaust isolator bolts and tighten to 20 N·m (15 ft. lbs.) (Figure 7).
6. Align muffler and resonator assembly to maintain position and proper clearance with underbody parts. All support isolators should have equal load on them.
7. Tighten the exhaust clamp nut to 16 N·m (12 ft. lbs.) (Figure 6).
8. Lower the vehicle.
9. Start the engine and inspect for exhaust leaks. Repair exhaust leaks as necessary.
10. Check the exhaust system for contact with the body panels. Make the necessary adjustments, if needed.
11. If the rear fascia is not being replaced, reconnect the battery. If the rear fascia is to be replaced, proceed to **F. Inspect and Replace Rear Fascia**.

F. Inspect and Replace Rear Fascia

NOTE: Inspect the original rear fascia for heat damage at the location of the original muffler outlets. If damage is present, replace the rear fascia.

1. Disconnect the battery.

Service Procedure [Continued]

2. Remove the rear wheel house fasteners and wheelhouses (Figure 8).

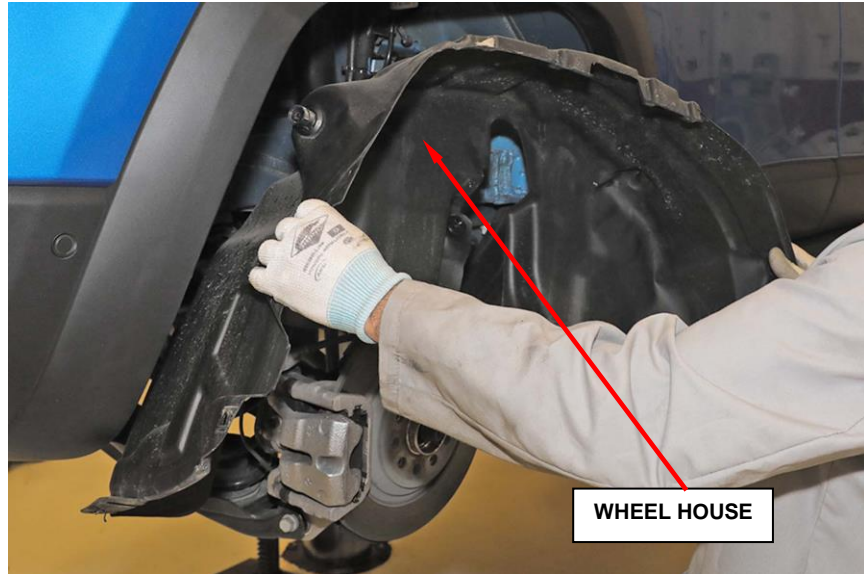


Figure 8 – Rear Wheel House

3. Using a trim tool, release the clip retainers and remove the flares at the tops of the wheel arches. Discard the old flare sections.

4. Remove the fascia screws exposed by removing the flares on each side of the vehicle (Figure 9).

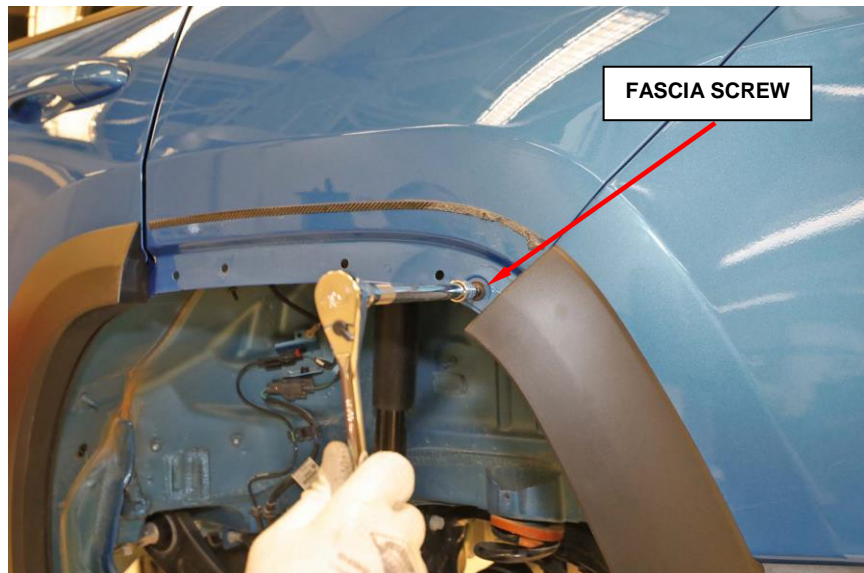


Figure 9 – Rear Fascia Screw

Service Procedure [Continued]

5. Drill the rivets retaining the fascia to the bracket on each side of the vehicle (Figure 10).



Figure 10 – Fascia Rivet

6. Disconnect the fascia wire harness connector (Figure 11).

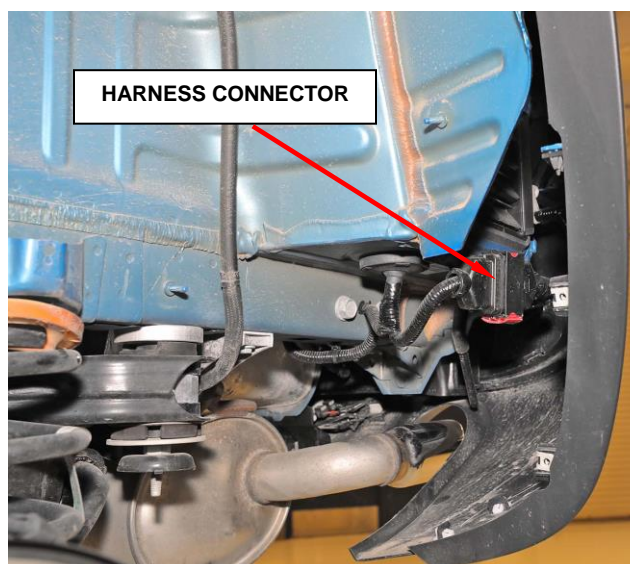


Figure 11 – Fascia Wire Harness Connector

Service Procedure [Continued]

7. Remove the four lower fasteners (Figure 12).

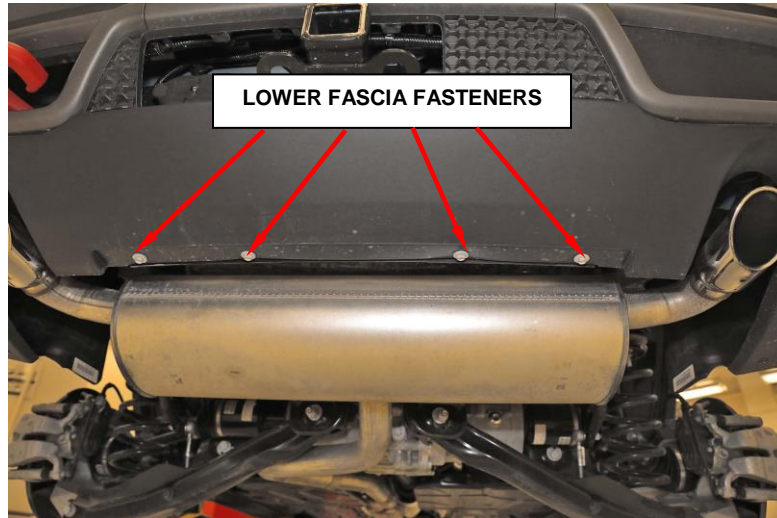


Figure 12 – Lower Fascia Fasteners

8. Open the tailgate and remove the fascia screws from the corners of the open (Figure 13).



Figure 13 – Fascia Screws

Service Procedure [Continued]

9. Locate and remove the fasteners that secure the outer rear tail lamp housings (Figure 14).



Figure 14 – Outer Tail Lamp Screws

10. Pull the outboard side of the lamp rearward far enough to disengage the two ball studs on the back of the lamp housing from the plastic grommets in the lamp opening of the body sheet metal (Figure 15).



Figure 15 – Outer Tail Lamp Ball Studs

Service Procedure [Continued]

11. Pull the lamps away from the vehicle far enough to access and disconnect the body wire harness connectors (Figure 16).

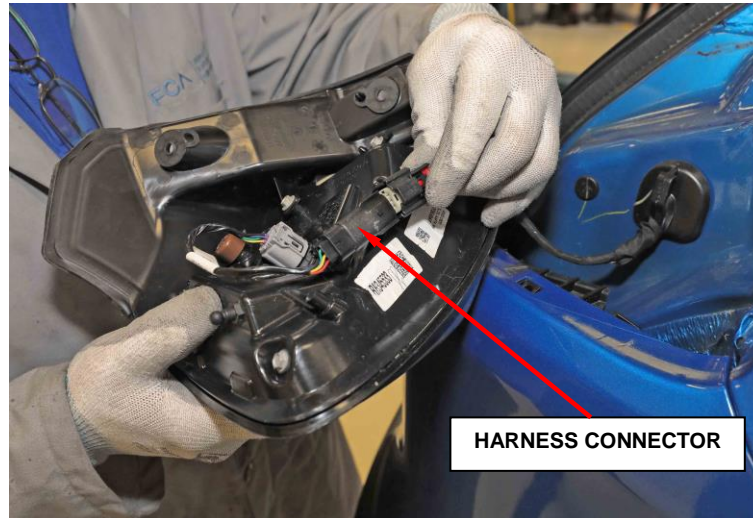


Figure 16 – Harness Connector

12. Remove the lamp from the vehicle.
13. Pull out on the fascia at the wheel house openings to disengage the fascia from the retaining brackets.
14. With the help of an assistant, pull rearward to disengage the fascia from the rear retaining brackets at the quarter panels and the retaining bracket under the tail lights.
15. Working on a padded surface:
 - a) Disassemble old fascia
 1. Remove the rear obstacle detection sensors (if equipped).
 2. Remove harness clips (if equipped).
 3. Remove flare from fascia by releasing the barbed fasteners (Figure 17).

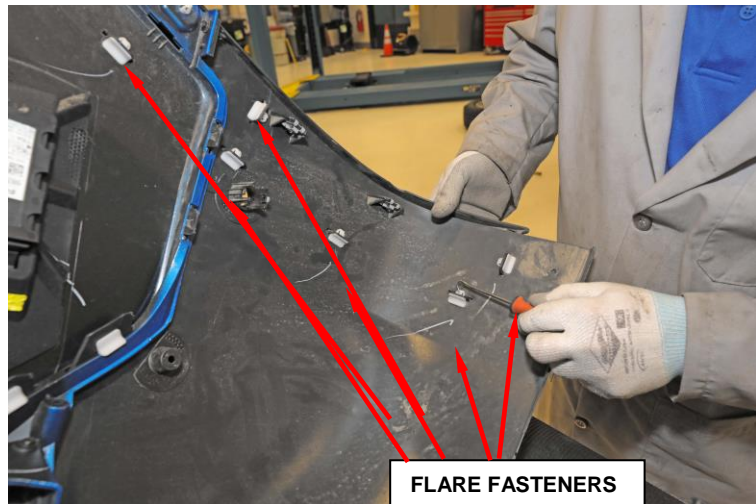


Figure 17 – Flare Fasteners

Service Procedure [Continued]

4. Remove two star screws retaining the reflector (catch the reflector from the front side).
5. Remove screws holding painted upper panel to fascia.
6. Remove fasteners and tabs holding painted upper panel to fascia (Figure 18).
7. Remove the painted upper panel from the fascia.



Figure 18 – Upper Panel Fasteners

8. Remove the left, right, and center closeout panels at the bottom of the fascia. Use a trim stick to aid in the release of the barbed fasteners (Figure 19).

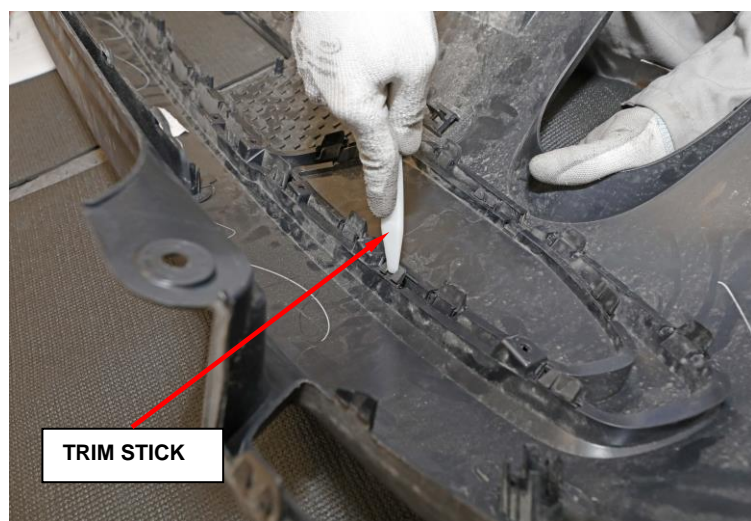


Figure 19 – Closeout Panel Removal

Service Procedure [Continued]

- b) Assemble new fascia
1. Install the left, right, and center closeout panels at the bottom of the fascia. Press firmly to seat all barbed tabs (Figure 20).



Figure 20 – Seating Barbed Tabs

2. Install the painted upper panel from the fascia.
 3. Install fasteners and tabs holding painted upper panel to fascia.
 4. Install screws holding painted upper panel to fascia (Figure 18).
 5. Install the reflectors from the front side of the fascia, and secure with two star screws.
 6. Install flare to fascia by aligning and seating the barbed fasteners (Figure 17).
 7. Install harness clips (if equipped).
 8. Install the rear obstacle detection sensors (if equipped).
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16. With the help of an assistant install the new fascia to the vehicle.
 17. Align the fascia with the retaining brackets at the tail lamp and wheelhouse openings. Using firm pressure push in to engage. Repeat on the opposite side.
 18. Install the outboard lamps to the vehicle.
 19. Connect the body wire harness connector to the outboard lamps (Figure 16).
 20. Push the outboard side of the lamps inward to engage the two ball studs on the back of the lamp housings to the plastic grommets in the lamp openings of the body sheet metal (Figure 15).

Service Procedure [Continued]

21. Locate and install the screws that secure the outer rear tail lamp housings (Figure 14).
22. Install the screws attaching the fascia to the quarter panels in the corners of the hatch opening and behind the flares (Figure 9 and 13).
23. Align the barbed fasteners of the flares with the holes in the wheel arch, and press the new flares into place.
24. Install the four fasteners that secure the rear fascia assembly to the underbody (Figure 12).
25. Connect the fascia wire harness connector (Figure 11).
26. Install the wheelhouse splash shield screws and a new rivet on both sides of the fascia (Figures 8 and 10).
27. Lower the vehicle and reconnect the battery.

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 paid will be used by FCA to record Customer Satisfaction Notification service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Replace muffler assembly, all wheels and tires, update TPM sensor ID#, restore vehicle configuration, and install tire placard overlays.	22-W431-82	2.4 hours
Replace muffler assembly, all wheels and tires, update TPM sensor ID#, restore vehicle configuration, install tire placard overlays, replace rear fascia.	22-W4-31-83	3.9 hours

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

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

NOTE: If your dealer is not equipped with the proper tire equipment to complete this recall, please refer to standard sublet procedure and sublet LOPs to utilize in addition the recall specific LOPs listed above.

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.

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 campaign 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

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

W43

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

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

DEALERSHIP INSTRUCTIONS

Please reference CSN W43.

CUSTOMER SATISFACTION NOTIFICATION

Tire Rub and Chrome Exhaust

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 ^[1]. This will be done at no charge to you.

We are recommending the following improvements be performed on certain [2020 (KL) Jeep Cherokee] vehicles with the North Edition trim package or Upland North Edition trim package.

WHY DOES MY VEHICLE NEED REPAIRS?

The wheel and tire package on your vehicle may cause a rubbing noise and not clear the wheel liners properly. The chrome exhaust tips may be missing. This leaves the vehicle without trim it was ordered with.

HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION?

FCA US will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace all wheels and tires, and the muffler. A tire placard overlay must also be applied. If damaged by the missing exhaust tips, the rear fascia will also be replaced. The estimated repair time is **four 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. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR,
CALL YOUR CHRYSLER, DODGE, JEEP 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. ^[2] 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 repair performed.

We apologize for any inconvenience, but are sincerely concerned about your satisfaction. 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] 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.