



June 2022

Dealer Service Instructions for:

Customer Satisfaction Notification Z32 Mirror Side Marker Light

Remedy Available

2022 (JL) Jeep® Wrangler

NOTE: This campaign applies only to the above vehicles equipped with High Altitude (sales code AHN) and Exterior Mirrors with Supplemental Signals (sales code LEB).

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 complete this campaign service on these vehicles before retail delivery. Dealers should also perform this repair on vehicles in used vehicle inventory and those vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The supplemental side marker light on the exterior rear-view mirrors of about 900 of the above vehicles may not function due to an incorrect mirror wire jumper harness without the circuits for side marker lights being installed during the vehicle assembly process. This results in the mirror side marker lights feature not functioning as intended.

Repair

Replace both the right and left side mirror wire jumper harnesses.

Parts Information

<u>Part Number</u>	<u>Qty.</u>	<u>Description</u>
CCANZ321AA	1	Mirror Wire Jumper Harness, Front Left Door
CCANZ322AA	1	Mirror Wire Jumper Harness, Front Right Door

Parts Return

No parts return required for this campaign.

Render the mirror wire jumper harnesses unusable and discard.

Special Tools

The following special tools is/are required to perform this repair:

- C-4829A Remover, Trim (or equivalent)

Service Procedure

NOTE: The mirror wire jumper harness replacement procedure for both right and left doors is similar. Both must be replaced.

1. Lower the door glass so that the exterior rear-view mirror (3) can be reached and supported during removal (Figure 1).
2. Remove the three bolts (1) securing the exterior mirror (3) to the door (Figure 1).
3. Release the tape (4) securing the wire harness then disconnect the electrical connector (2) from the exterior mirror (3). Remove the mirror from the vehicle (Figure 1).
4. Using a small pick type tool or equivalent at the slot, remove the trim cover (2) (Figure 2).
5. Remove the door interior handle bolt (1) (Figure 2).

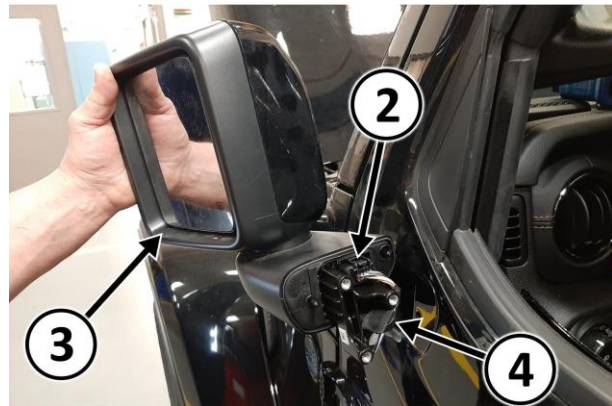


Figure 1 – Exterior Mirror

- (1) - Mirror Bolts
- (2) - Mirror Electrical Connector
- (3) - Mirror
- (4) - Tape

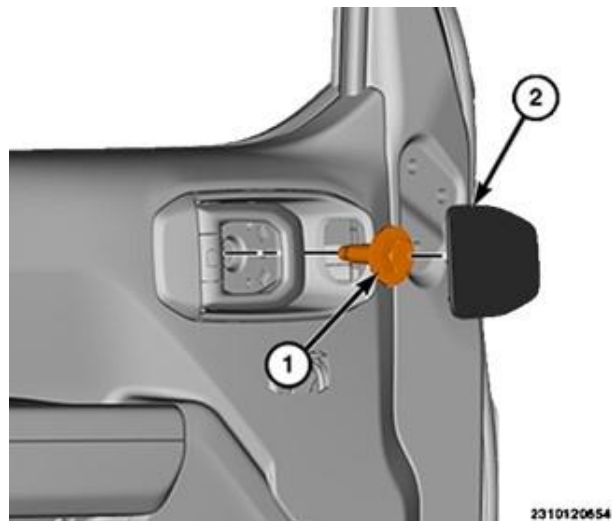


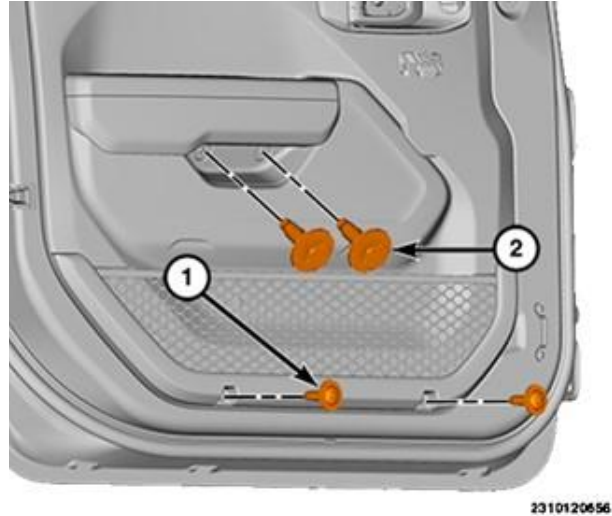
Figure 2 – Door Trim Panel

- (1) - Trim Cover
- (2) - Bolt

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Service Procedure [Continued]

6. Remove the lower door trim panel screws (1) (Figure 3).



7. Remove the armrest bolts (2) (Figure 3).

Figure 3 – Door Trim Panel

- (1) - Door Trim Panel Screws
- (2) - Arm Rest Bolts

8. Using special tool Remover, Trim C-4829A or equivalent, separate the push pin fasteners (1) (Figure 4).

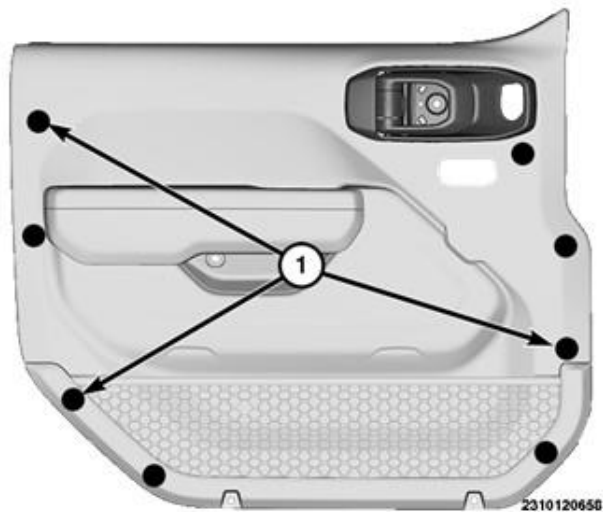


Figure 4 – Push Pin Fasteners

- (1) - Push Pin Fasteners

Service Procedure [Continued]

9. Separate the door trim panel assembly (2) from the door (3) (Figure 5).

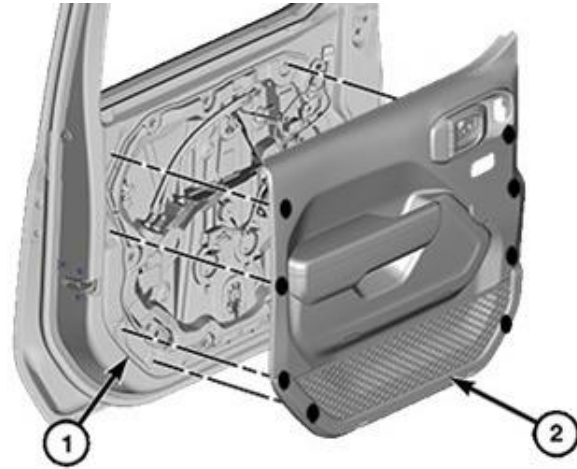


Figure 5 – Door Trim Panel

- (1) - Door
- (2) - Door Panel

10. On the back side of the door trim panel, disconnect the interior handle cables ferrules (2) and remove the barrel ends (1) from the interior handle (Figure 6).

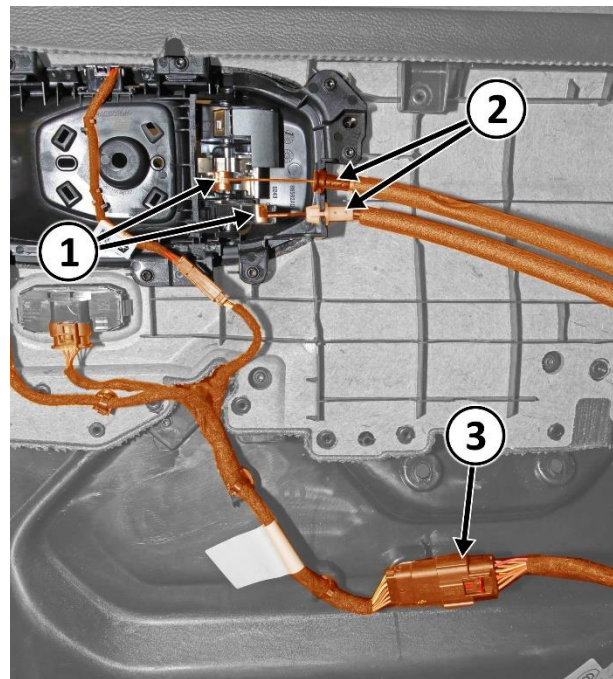


Figure 6 – Door Trim Panel

- (1) - Cable Barrel Ends
- (2) - Cable Ferrules
- (3) - Electrical Connector

11. On the back side of the door trim panel, disconnect the wire harness electrical connector (3) (Figure 6).

Service Procedure [Continued]

12. Open the window glass fastener access plugs (3) and position aside (Figure 7).

13. Raise or lower the window glass (1) until the glass fasteners (2) line up with the access holes (Figure 7).

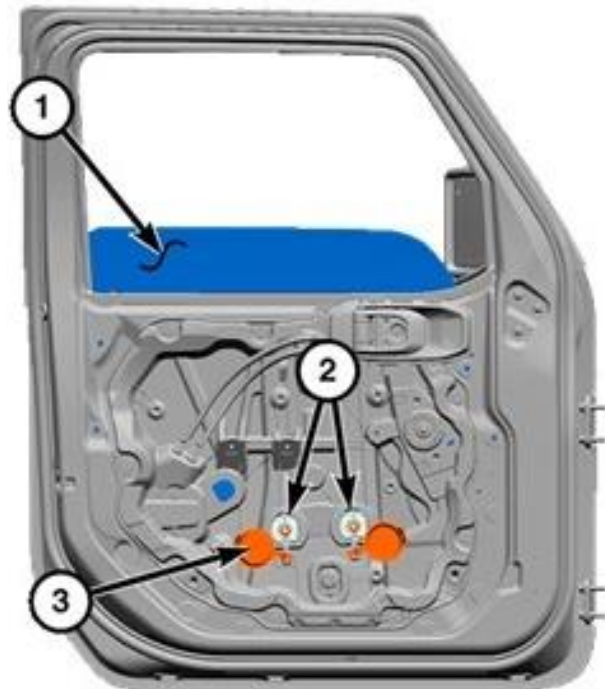


Figure 7 – Window Glass

14. Loosen the glass fasteners (2) (Figure 7). **Do not remove the fasteners.**

- (1) - Window Glass
- (2) - Glass Fasteners
- (3) - Access Plugs

15. Using a hook-type tool or equivalent, release the door glass lower tabs (2) from the regulator lift plates (1) (Figure 8).

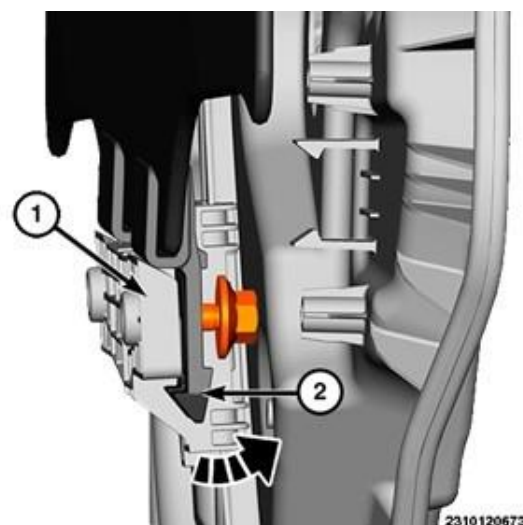


Figure 8 – Window Glass

- (1) - Regulator Lift Plate
- (2) - Glass Tab

Service Procedure [Continued]

16. By hand, raise the door glass to the full up position then secure the window glass into place with a wedge or tape (Figure 9).

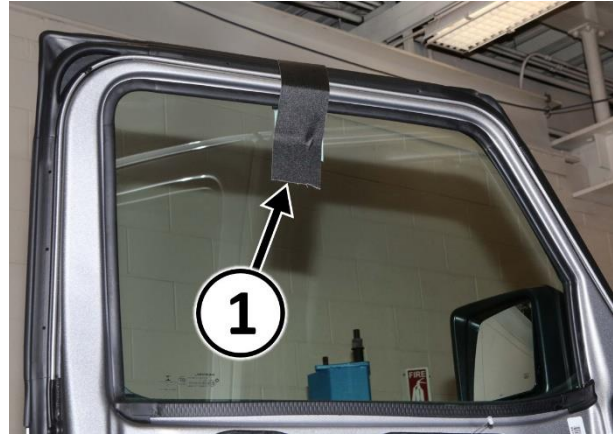


Figure 9 – Secure Window Glass

(1) - Tape

17. Remove the two circular pieces of protective tape (1) used to cover the door handle (2) and lock cylinder (3) slide plate screws (Figure 10). **Do not discard, place tape in a clean location for reuse.**

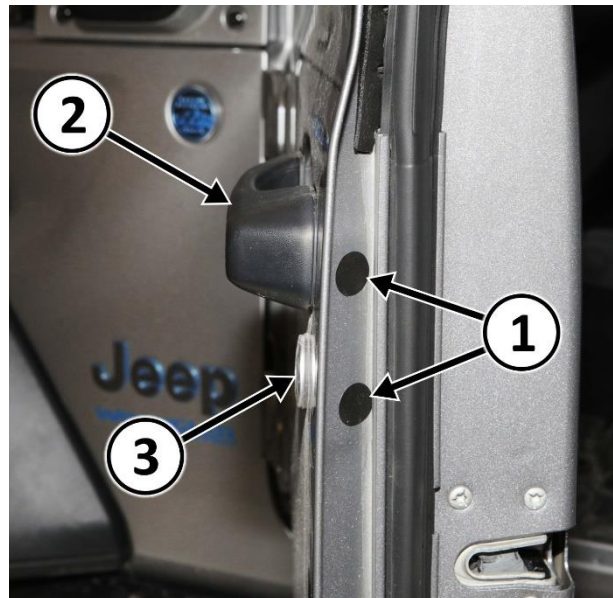


Figure 10 – Protective Tape

(1) - Tape
(2) - Door Handle
(3) - Lock Cylinder

Service Procedure [Continued]

18. Using a suitable tool (3), turn the slide plate screw (2) counter-clockwise to move the slide plate forward in the outside door handle bracket. **Do not attempt to remove the slide plate screw** (Figure 11).

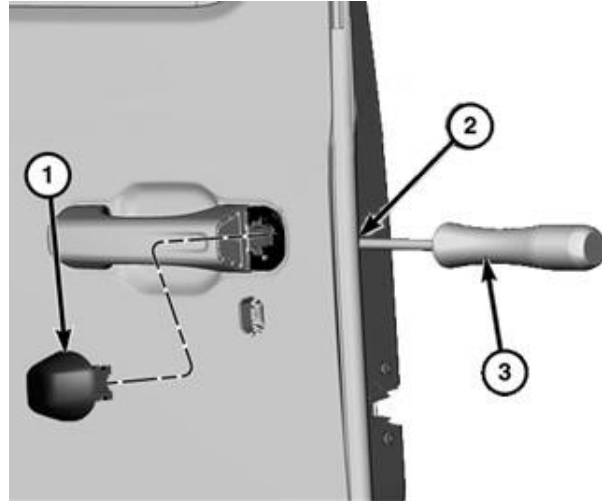


Figure 11 – Exterior Door Handle

- (1) - Door Handle Cap
- (2) - Slide Plate Screw
- (3) - Tool

19. Continue to turn the screw (2) while lightly pulling on the door handle cap (1) until the cap is removed (Figure 11).

20. Slide the door handle (3) rearward and out (Figure 12).

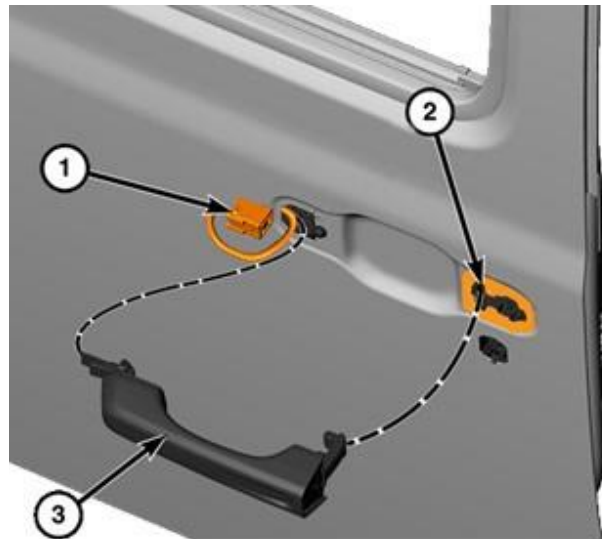


Figure 12 – Exterior Door Handle

- (1) - Wire Harness Connector
- (2) - Door Handle Gasket
- (3) - Door Handle

21. Disconnect the wire harness connector (1) then remove the door handle (3) (Figure 12).

NOTE: It is not necessary to remove the door handle gasket (2) (Figure 12).

Service Procedure [Continued]

22. Using a suitable tool (1) turn the slide plate screw (2) counter-clockwise to move the slide plate forward in the support bracket. **Do not attempt to remove the slide plate screw** (Figure 13).
23. Continue to turn the slide plate screw (2) while lightly pulling on the lock cylinder (3), until the lock cylinder is removed (Figure 13).

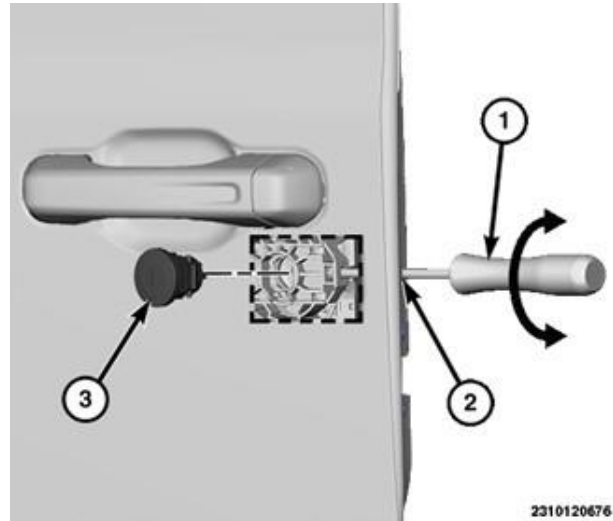


Figure 13 – Door Lock Cylinder

- (1) - Tool
- (2) - Plate Screw
- (3) - Lock Cylinder

24. Loosen the exterior handle support screw (1) (Figure 14). **Do not remove the screw.**
25. Release the door handle hook (3) and lock cylinder hook (4) from the outer door panel (Figure 14).

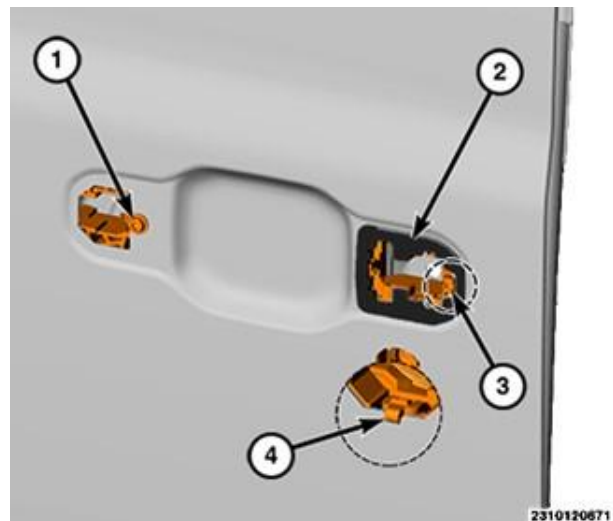


Figure 14 – Exterior Door Handle

- (1) - Exterior Handle Support Screw
- (2) - Handle Gasket
- (3) - Door Handle Hook
- (4) - Lock Cylinder Hook

NOTE: It is not necessary to remove the door handle gasket (3) (Figure 14).

Service Procedure [Continued]

26. Remove the front door latch mounting screws (1) (Figure 15).

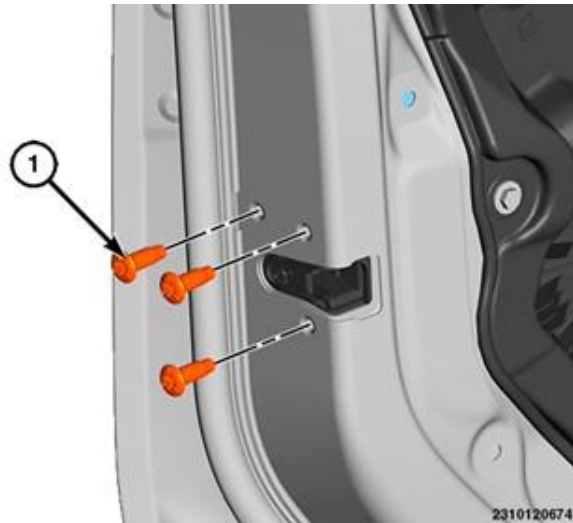


Figure 15 – Door Latch

(1) - Front Door Latch Mounting Screws

27. Disconnect the mirror wire jumper harness connector (1) (Figure 16).

28. Release the mirror wire jumper harness retainer (2) (Figure 16).

29. Remove the door wire harness check strap bracket screws (3) (Figure 16).

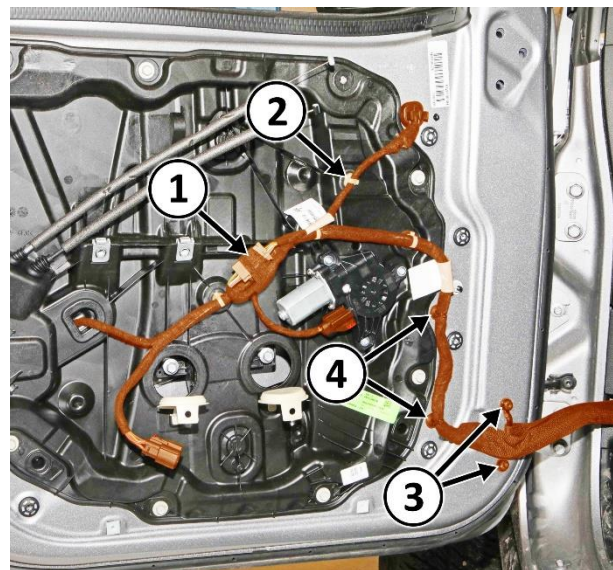


Figure 16 – Wire Harness

(1) - Mirror Jumper Harness Connector
(2) - Mirror Jumper Harness Retainer
(3) - Check Strap Bracket Screws
(4) - Door Harness Retainers

30. Release the door wire harness retainers (4) (Figure 16).

Service Procedure [Continued]

31. Remove the carrier plate assembly bolts (4) and separate the carrier plate assembly (2) from the door (Figure 17).

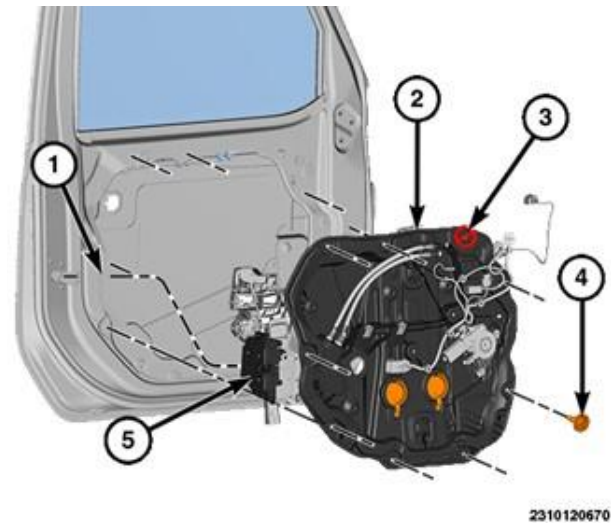


Figure 17 – Carrier Plate Assembly

- (1) - Door Interior
- (2) - Carrier Plate Assembly
- (3) - This bolt hole is a locator used during the trim panel removal and installation. (Do Not Add Bolt.)
- (4) - Carrier Plate Assembly Bolts
- (5) - Latch Assembly

32. Move the carrier plate assembly (2) forward in the door and remove the latch assembly (5) from the door interior then remove the carrier plate (Figure 17).

33. Position the carrier plate assembly (1) aside inside the vehicle while leaving the door wire harness (2) attached between the carrier plate and vehicle (Figure 18).

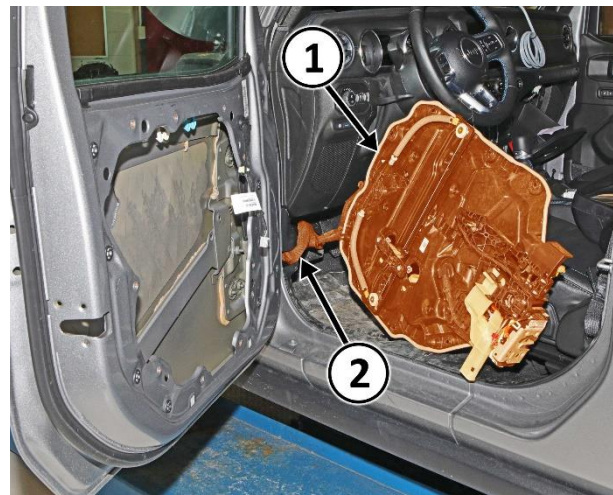


Figure 18 – Carrier Plate Assembly

- (1) - Carrier Plate Assembly
- (2) - Wire Harness

Service Procedure [Continued]

34. Release the mirror wire jumper harness retainer (2) (Figure 19).
35. Release the mirror wire jumper harness grommet (3) (Figure 19).

NOTE: The mirror wire jumper harness (1) will need to be guided behind the door glass run channel (4) (Figure 19). It may be helpful to attach a guide string or wire to the mirror connector end of the harness which may be used as a guide when installing the new harness.

36. Remove the mirror wire jumper harness (1) from the door (Figure 19). Render the harness unusable and **DISCARD**.

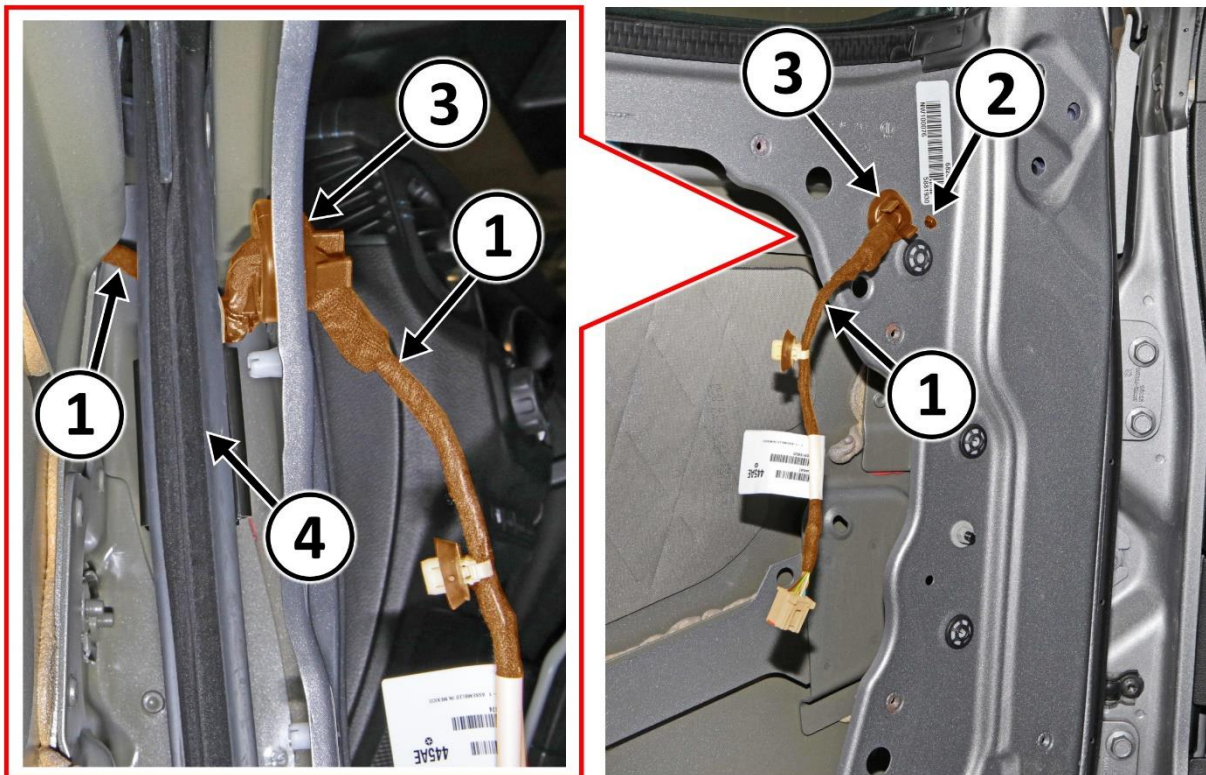


Figure 19 – Mirror Wire Jumper Harness

- (1) - Mirror Wire Jumper Harness
- (2) - Mirror Harness Retainer
- (3) - Mirror Harness Grommet
- (4) - Door Glass Run Channel

Service Procedure [Continued]

37. Obtain the **NEW** mirror wire jumper harness (1) and guide it through the door. **Make certain the harness is routed behind the door glass run channel (4) to not interfere with the door glass movement (Figure 19).**
38. Install the mirror wire jumper harness grommet (3) (Figure 19).
39. Install the mirror wire jumper harness retainer (2) (Figure 19).
40. Insert the latch assembly (5) into the door first then move the carrier plate assembly (2) rearward to align the carrier plate to the door (Figure 17).
41. Install the carrier plate assembly bolts (4) and tighten to 7 N·m (62 in. lbs.). Do not add a bolt to hole (3). This bolt hole is a locator used during the trim panel removal and installation (Figure 17).
42. Install and tighten the door wire harness check strap bracket screws (3) (Figure 16).
43. Install the door wire harness retainers (4) (Figure 16).
44. Install the mirror wire jumper harness retainer (2) (Figure 16).
45. Connect the mirror wire jumper harness connector (1) (Figure 16).
46. Install the door latch mounting screws (1) and tighten to 7 N·m (62 in. lbs.) (Figure 15).
47. Slide the handle bracket rearward to engage the exterior handle support screw (1) into the slot of the outer panel and engage the bracket hook (3) over the edge of the outer panel (Figure 14).
48. Engage the 2nd hook (4) onto the outer panel at the key cylinder hole (Figure 14).

Service Procedure [Continued]

49. While pushing the bracket hook rearward, tighten the exterior handle support screw to 19 N·m (17 ft. lbs.) (Figure 14).
50. Install the handle gasket if it was removed (Figure 14).
51. Install the lock cylinder (3) to the door (Figure 13).
52. Once the lock cylinder is properly positioned and while pushing the door lock cylinder against the door, use a suitable tool (1) to turn the slide plate screw (2) accessible rearward of the lock cylinder and tighten securely (Figure 13).
53. Connect the wire harness connector (1) to the exterior door handle (3) (Figure 12).
54. Slide the exterior door handle (3) in and forward (Figure 12).
55. Once properly positioned and while pushing the door handle cap (1) against the handle gasket, use a suitable tool (3) to tighten the screw (2) to 19 N·m (17 ft. lbs.) (Figure 9).
56. Install the two circular pieces of protective tape (1) used to cover the door handle (2) and lock cylinder (3) slide plate screws (Figure 10).
57. Position the door glass lower tabs (2) and secure them to the window regulator lift plates (1), making sure the glass tabs and lift plates are properly seated (Figure 8).

Service Procedure [Continued]

58. Tighten the door glass bolts (2) to 14 N·m (10 ft. lbs.) (Figure 7).
59. Install the window glass fastener access plugs (3) (Figure 7).

NOTE: Prior to installing the door trim panel, replace any trim panel retaining clips that may have been damaged during the removal process.

60. Connect the wire harness connector (3) to the door trim panel assembly (Figure 6).
61. While holding the door trim panel assembly, install the interior handle cables barrel end (1) then connect the cables ferrule (2) to the interior handle (Figure 6).
62. Position the door trim panel assembly to the door (Figure 5).
63. Engage the push pin fasteners (1) by pushing on the door trim panel (Figure 4).
64. Install the armrest bolts (2) and tighten to 8 N·m (71 in. lbs.) (Figure 3).
65. Install the lower door trim panel screws (1) and tighten securely (Figure 3).
66. Install the door interior handle bolt (1) under handle trim cover and tighten to 7 N·m (62 in. lbs.) (Figure 2).
67. Install the door interior handle trim cover (2) (Figure 2).

Service Procedure [Continued]

68. Lower the door glass so that the exterior mirror (3) can be reached and supported during installation (Figure 1).

69. The wire harness connector (1) may have released from of the exterior mirror during removal. Ensure the harness connector is fully seated in the mirror before installation (Figure 19).

70. Connect the wire jumper harness electrical connector (2) to the exterior mirror (3) then reapply the tape (4) securing the harness to the mirror (Figure 1).

71. Position the exterior mirror (3) to the door then install and tighten the three mirror bolts (1) to 6 N·m (53 in. lbs.) (Figure 1).



Figure 19 – Wire Harness Connector

(1) - Wire Harness Connector

NOTE: Exterior mirror wire jumper harness must be replaced on both the right and left side of the vehicle.

72. Operate the vehicle turn signals to confirm the supplemental side marker light on the exterior rear-view mirrors illuminate as intended.

73. Clean the door window glass.

Service Procedure [Continued]

74. Open the vehicle hood then install a battery charger and verify that the charging rate provides 13.0 to 13.5 volts. Set the battery charger timer (if so equipped) to continuous charge.
75. Connect the wiTECH micro pod II to the vehicle data link connector.
76. Place the ignition in the “**RUN**” position.
77. Open the wiTECH 2.0 website.
78. Enter your “**User id**” and “**Password**” and your “**Dealer Code**”, then select “**Sign In**” at the bottom of the screen. Click “**Accept**”.
79. From the “**Vehicle Selection**” screen, select the appropriate vehicle.
80. Click “**View DTCs**”, select “**Clear All DTCs**”, click “**Continue**” and then click “**Close**”.
81. Remove the battery charger from the vehicle.
82. Close the engine compartment hood.
83. Return the vehicle to customer or inventory.

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 the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Replace both mirror wire jumper harnesses	08-Z3-21-82	1.6 hours

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

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.

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

Z32

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 Z32.

CUSTOMER SATISFACTION NOTIFICATION

Mirror Side Marker Light

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 [2022 Model Year (JL) Jeep Wrangler] vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?

The supplemental side marker light on your vehicle's exterior rear-view mirrors may not function due to an incorrect mirror wire jumper harness being installed during the vehicle assembly process. This results in the mirror side marker lights feature not functioning as intended.

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 both the right and left side mirror jumper harnesses. The estimated repair time is two 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.