



January 2022

Dealer Service Instructions for:

Customer Satisfaction Notification Y96 Mojave Black Hood Decal

Remedy Available

2021 (JT) Jeep® Gladiator

NOTE: This campaign applies only to the above vehicles equipped with a black hood decal (sales code MHD).

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 Mojave black hood decal on about 55 of the above vehicles may be missing.

Repair

Add the missing black hood decal.

Alternate Transportation

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if inspection determines that hood decal is required and the vehicle must be held overnight.

Parts Information

<u>Part Number</u>	<u>Qty.</u>	<u>Description</u>
CCAMY961AA	1	Hood Decal Kit

Parts Return

No parts return required for this campaign.

Special Tools

The following special tools are required to perform this repair:

- NPN Clean Lint-free Cloth
- NPN Pin
- NPN X-Acto Knife
- NPN 100% Isopropyl Alcohol
- NPN Squeegee
- NPN Spray Bottle

Service Procedure

A. Decal Instalation

NOTE: Prior to beginning the installation:

- **Wash hands prior to installation or use alcohol wipe.**
- **Vehicle and decal temperature should be between 70° F and 90° F.**
- **Leave vehicle in warm facility for 15 minutes after application.**
- **DO NOT wash car for 72 hours after application.**
- **DO NOT apply in direct sunlight.**
- **Apply in a dust-free environment.**
- **Use a generous amount of solution.**

1. In a spray bottle, mix 5 ml (1 tsp) liquid soap (lanolin-free), and 1 litre (1 qt) of water (Figure 1).
2. Remove any dirt nibs or defects in the paint that would result in objectionable read-through defects after decal is applied.
3. Body surface temperature must be a minimum of 70°F (21°C) during decal application to ensure conformability and initial adhesive bond.



Figure 1 – Soap and Water Mixture

Service Procedure [Continued]

4. Wipe the body surface to which the decals will be applied with a clean, lint-free cloth moistened with isopropyl alcohol to remove contaminants (Figure 2).
5. Wipe the same body surfaces as in Step 4 with a clean, dry lint-free cloth to remove remaining haze.

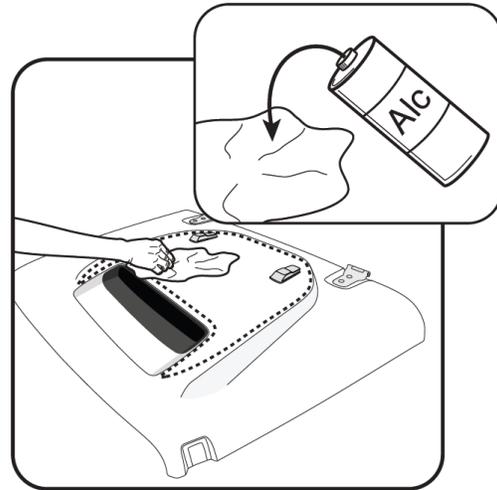


Figure 2 – Clean Application Area

6. Lay decal paper liner side up on flat, clean surface. Slowly remove paper liner in a 180° direction, keeping part as flat as possible. Avoid finger contact with decal adhesive surface (Figure 3).

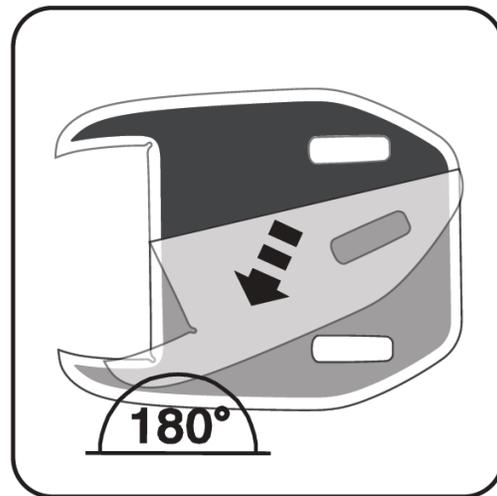


Figure 3 – Remove Paper Backing

Service Procedure [Continued]

7. Spray exposed adhesive and the hood surface with the soap & water solution (Figure 4).

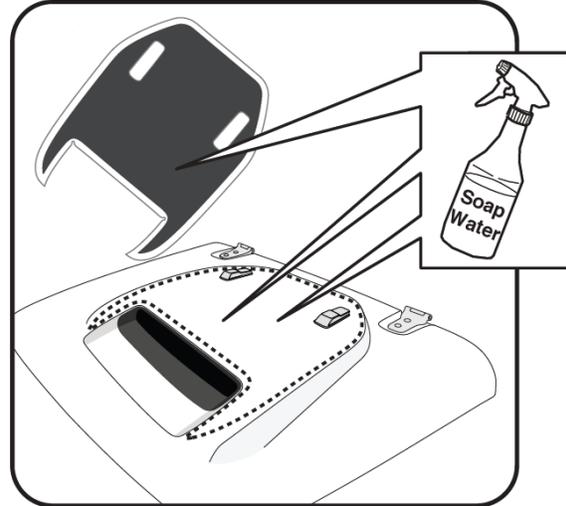


Figure 4 – Apply Soap & Water Solution

8. Hold the premask area of the part and position to body using paper premask locators. Refer to Figures 5 and 6 for location and stripe sequence. Do not pre-adhere decal to vehicle with hands. Keep decal as flat as possible. Do not allow the adhesive surface to become contaminated by touching clothing or floor, etc.

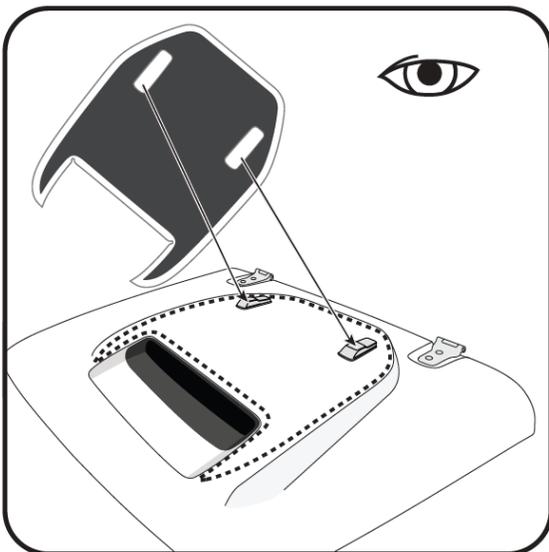


Figure 5 – Decal Location

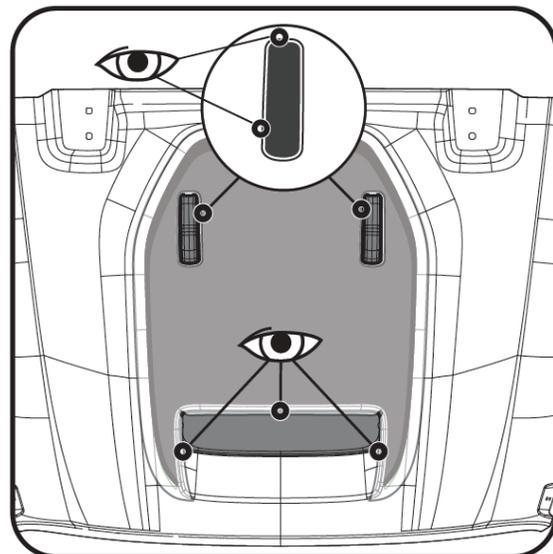


Figure 6 – Decal Location

Service Procedure [Continued]

NOTE: If the decal does not float into position, add one to two more drops of liquid dish soap to the wetting solution.

9. Once decal is in position, spray the premask with the wetting solution. This will allow the squeegee to glide over the premask easier.
10. Squeegee entire decal with a plastic squeegee. Start at the center and fan out to the edges using firm, overlapping strokes (Figure 7).

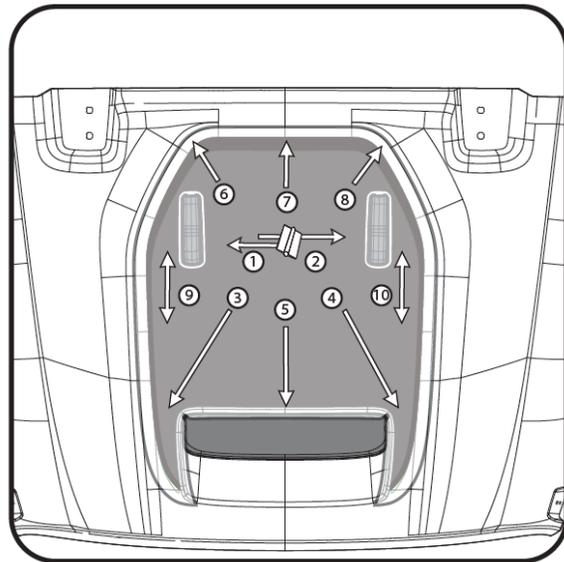


Figure 7 – Squeegee Decal to Hood

11. Slowly remove the premask in a 180° direction, (flat to surface). Do not snap it off or remove in a 90° direction, (perpendicular to the surface). Take extra care in the thin pointed areas. If the decal comes up while removing the paper premask, there may be too much soap in the wetting solution or the temperature may be below 70°F. Re-squeegee the entire decal, then wait a few minutes to allow the adhesive of the decal to increase before removing premask (Figure 8).

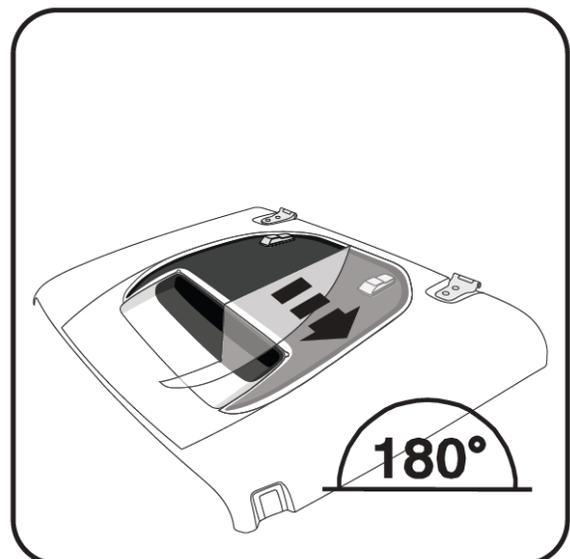


Figure 8 – Remove Premask

Service Procedure [Continued]

12. Squeegeeing after premask removal may be necessary in certain areas. Work bubbles out to the nearest edge or use a pin and re-squeegee that area to ensure proper adhesion.
13. Dry off vehicle and inspect for any remaining bubbles.
14. Allow the vehicle to remain 70°F for at least fifteen minutes before taking outside in freezing conditions. Do not power wash decal area for 72 hours.

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
Install Hood Decal	23-Y9-61-82	0.7 hours

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

In addition, enter “MATL” in the Part Number section of your claim with the applicable Material Allowance where appropriate.

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

Y96

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 Y96.

CUSTOMER SATISFACTION NOTIFICATION

Mojave Black Hood Decal

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 [2021 (JT) Jeep Gladiator] vehicles equipped with sales code MHD – Mojave black hood decal.

WHY DOES MY VEHICLE NEED REPAIRS?

The Mojave black hood decal listed on your vehicle's Monroney Label (window sticker) is missing.

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 install a Mojave black hood decal. The estimated repair time is 1.5 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.