



July 2022

Dealer Service Instructions for:

Customer Satisfaction Notification Z70 Door Speaker Covers

Remedy Available

2022 (WS) Jeep® Wagoneer

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 door speaker covers on about 135 of the above vehicles do not match or are incorrect.

Repair

Inspect all 4 door speaker covers name plates and replace with correct speaker covers if needed.

Reference Section B. For front door speaker cover replacement procedure.

Reference section C. For rear door speaker cover replacement procedure.

Parts Information

<u>Part Number</u>	<u>Description</u>
7CS72DX8AA	Cover, Alpine Right Front Door
7CS73DX8AA	Cover, Alpine Left Front Door
7CS76DX8AA	Cover, Alpine Right Rear Door
7CS77DX8AA	Cover, Alpine Left Rear Door
7CS741X8AA	Cover, McIntosh Right Front Door
7CS751X8AA	Cover, McIntosh Left Front Door
7CS781X8AA	Cover, McIntosh Right Rear Door
7CS791X8AA	Cover, McIntosh Left Rear Door

Parts Return

No parts return required for this campaign.

Special Tools

- C-4829A or equivalent Remover, Trim

Service Procedure

A. Inspect Door Speaker Covers Procedure

1. Open the driver's door and visually inspect the speaker cover name plate located on the left side of the instrument panel speaker cover (Alpine or McIntosh) (Figure 1).

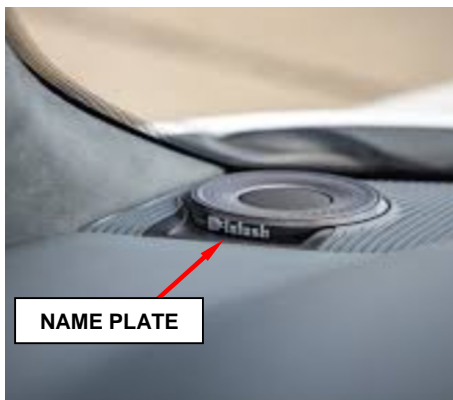


Figure 1 – Instrument Panel Speaker

2. Open each door and verify the name plate on all 4 door speaker covers is the same as on the instrument panel speaker cover name plate (Alpine or McIntosh).
 - Did any of the door speaker covers not have the same name plate as the instrument panel speaker cover (Figure 1)?

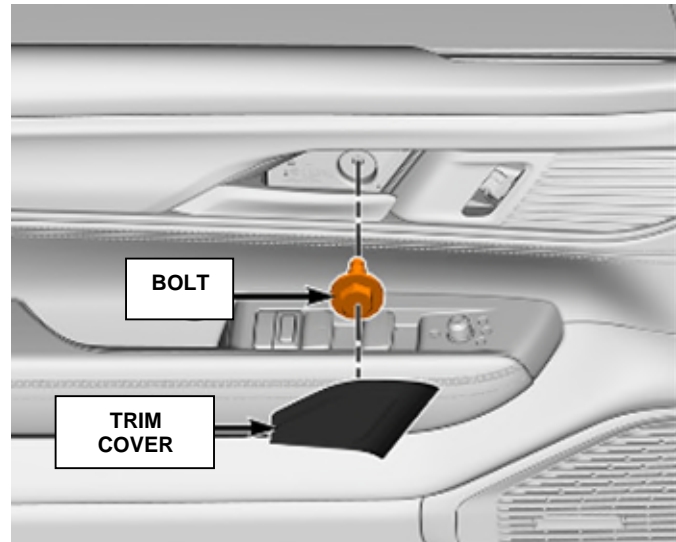
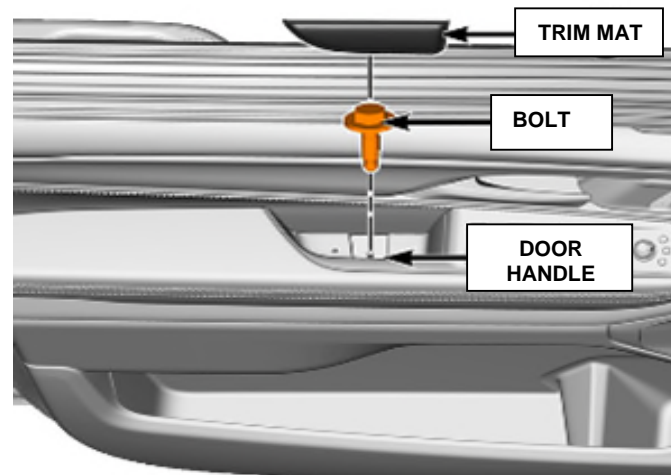
- **NO**, no further service required, return the vehicle to the customer.
- **Yes**, proceed to section **B. Section Replacing Front Door Speaker Cover Procedure or Section C. Replacing Rear Door Speaker Cover Procedure**



Figure 2 – Door Speaker Cover

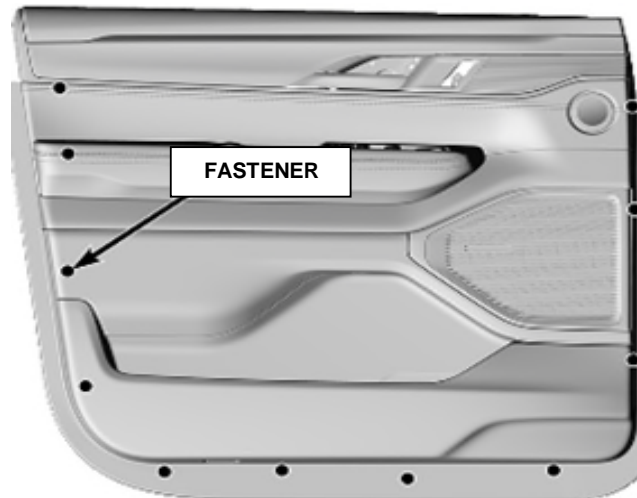
Service Procedure [Continued]**B. Replacing Front Door Speaker Cover Procedure.**

1. Using a small flat bladed tool or equivalent, pull out on the interior door handle and remove the trim cover located in the door handle cavity (Figure 3).
2. Remove the door trim interior handle bolt (Figure 3).
3. Using a small flat bladed tool or equivalent, remove the pull cup trim mat (Figure 3).
4. Remove the door trim pull cup bolt (Figure 4).

**Figure 3 – Front Door Panel****Figure 4 – Front Door Panel Bolt**

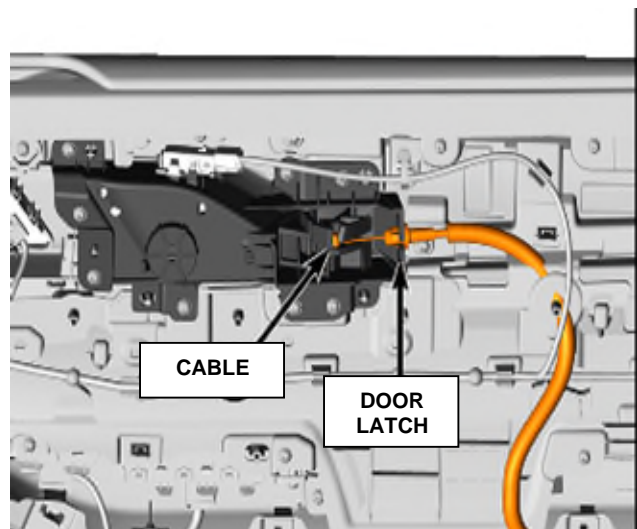
Service Procedure [Continued]

- Using special tool Remover, Trim C-4829A or equivalent, separate the door trim push fasteners (Figure 5).

**Figure 5 – Push Fasteners**

- Separate the door trim panel from the door. **Position the door trim panel slightly away from the door, do not remove.**
- Disconnect wire harness connector(s).

- Disconnect the interior handle release cable and remove the door trim panel (Figure 6).

**Figure 6 - Handle Release Cable**

Service Procedure [Continued]

9. Remove all the speaker cover screws (6) (Figure 7).

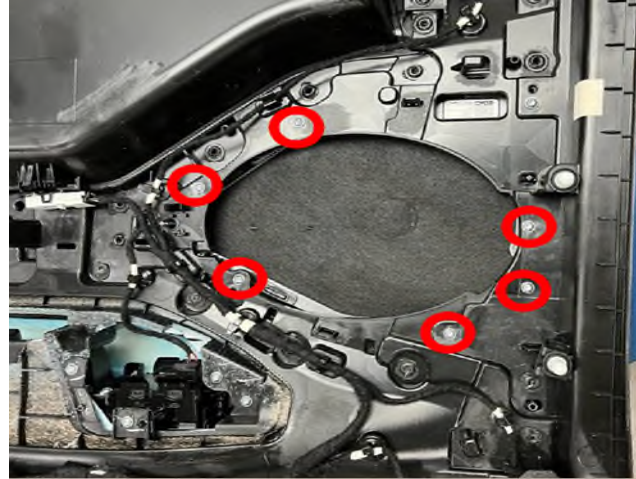


Figure 7 – Speaker Cover Screws

10. Gently push the speaker cover to disengage it from the door trim panel and DISCARD (Figure 8).
11. Align the **NEW** speaker cover to the door panel opening and insert the cover and secure the screws (6).

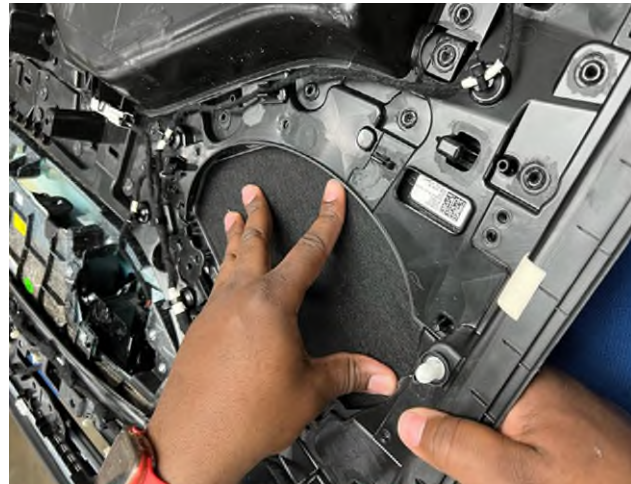


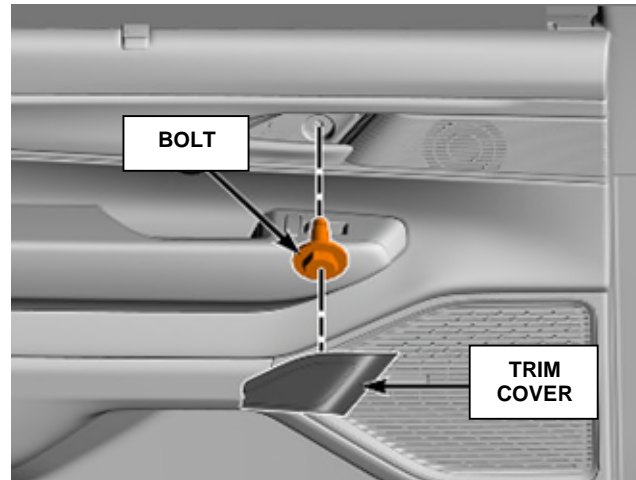
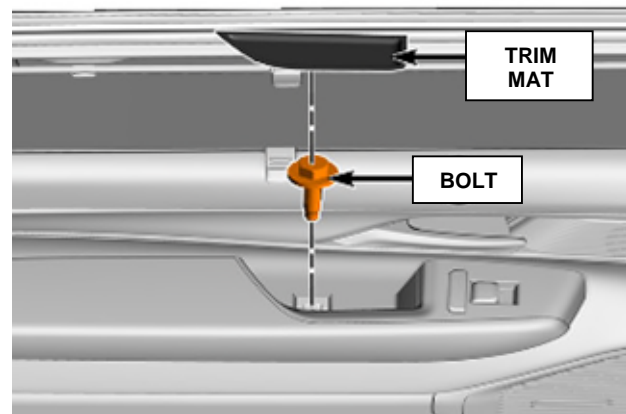
Figure 7 – Speaker Cover Removal

Service Procedure [Continued]

12. Reconnect the interior handle release cable to the door panel handle (Figure 6).
13. Reconnect wire harness connector(s).
14. Position the door trim panel to the door, push the door panel onto the door.
15. Install the door trim pull cup bolt and tighten to 7 N·m (62 In. Lbs.) (Figure 4).
16. Install the pull cup trim mat (Figure 3).
17. Install the door trim interior handle bolt and tight to 7 N·m (62 In. Lbs.) (Figure 3).
18. Install the trim cover located in the door handle cavity (Figure 3).
19. Return the vehicle to the customer.

Service Procedure [Continued]**C. Replacing Rear Door Speaker Cover Procedure.**

1. Using a small flat bladed tool or equivalent, pull out on the interior door handle and remove the trim cover located in the door handle cavity.
2. Remove the door trim interior handle bolt (Figure 8).
3. Using a small flat bladed tool or equivalent, remove the pull cup trim mat (Figure 9).
4. Using a small flat bladed tool or equivalent, remove the pull cup trim mat (Figure 9).
5. Remove the door trim pull cup bolt (Figure 9).

**Figure 8 – Rear Door Panel****Figure 9 – Door Panel Bolt**

Service Procedure [Continued]

6. Using special tool Remover, Trim C-4829A , separate the fasteners (Figure 10).

7. Separate the door trim panel from the door. **Position the door trim panel slightly away from the door, do not remove.**

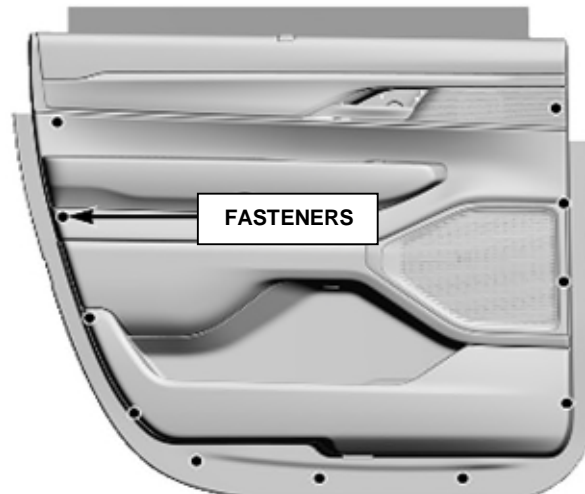


Figure 10 - Fasteners

8. Disconnect the wire harness connector.

9. Disconnect the interior handle release cable.

10. Remove the door trim panel.

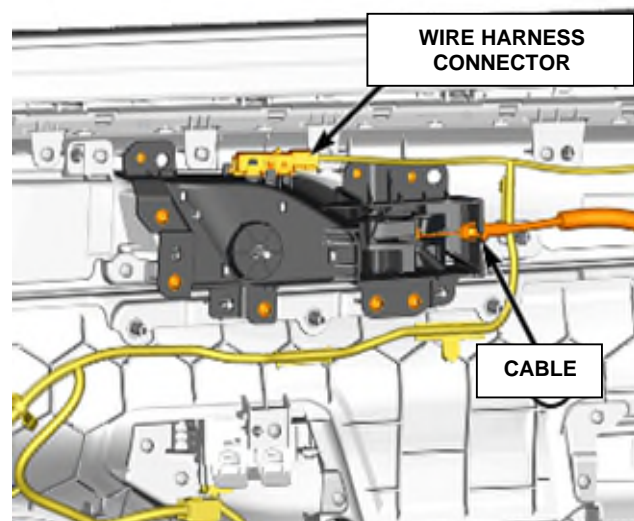


Figure 11- Door Panel Cable

Service Procedure [Continued]

11. Remove all the speaker cover screws (6) (Figure 12).

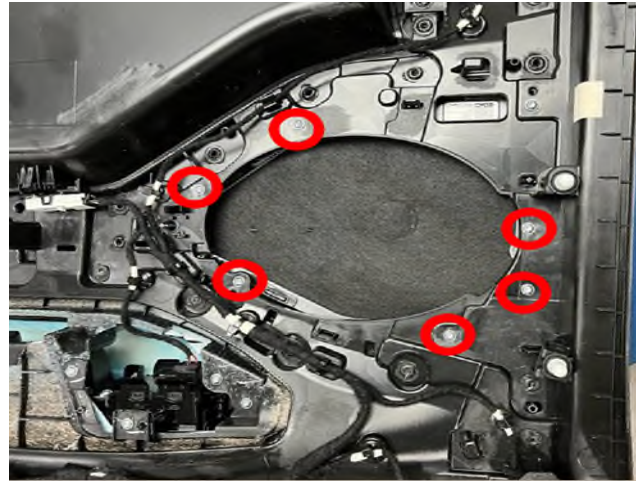


Figure 12 – Speaker Cover Screws

12. Gently push the speaker cover to disengage it from the door trim panel and **DISCARD** (Figure 13).
13. Align the **NEW** speaker cover to the door panel opening and insert the cover and secure the screws (6).

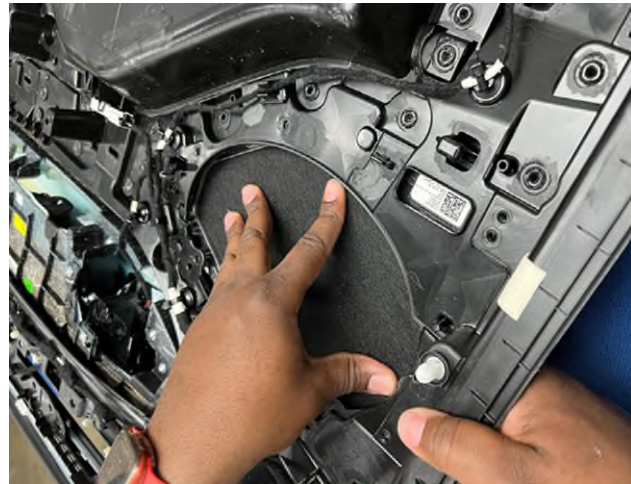


Figure 13 – Speaker Cover Removal

Service Procedure [Continued]

14. Reconnect the interior handle release cable and remove the door trim panel (Figure 11).
15. Reconnect wire harness connector(s).
16. Position the door trim panel to the door, push the door panel onto the door.
17. Install the door trim pull cup bolt and tighten to 7 N·m (62 In. Lbs.) (Figure 9).
18. Install the pull cup trim mat (Figure 8).
19. Install the door trim interior handle bolt and tight to 7 N·m (62 In. Lbs.) (Figure 3).
20. Install the trim cover located in the door handle cavity (Figure 8).
21. 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 paid will be used by FCA to record Customer Satisfaction Notification service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Inspect door speaker covers	23-Z7-01-81	0.2 hours
Replace One Door Speaker Cover	23-Z7-01-82	0.5 hours
Replace Two Door Speaker Covers	23-Z7-01-83	0.8 hours
Replace Three Door Speaker Covers	23-Z7-01-84	1.1 hours
Replace Four Door Speaker Covers	23-Z7-01-85	1.4 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.

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

Z70

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 Z70.

CUSTOMER SATISFACTION NOTIFICATION

Door Speaker Covers

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 (WS) Jeep Wagoneer] vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?

Your vehicle may have the door speaker covers name plate that may not match or are incorrect.

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 inspect the door speaker cover and replace any as needed. The estimated repair time is about one hour. 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.