

CUSTOMER SATISFACTION NOTIFICATION

NORTH AMERICA

Swing Gate Name Plate



FCA US LLC

Reference: 50A



2023 (JL) Jeep Wrangler

Template Version 1.8

Revision	Edition	Detail
0	June 2023	Initial Version.

SYMPTOM DESCRIPTION

The swing gate name plate on about 49 of the above vehicles may not have the correct wording as indicated on the Maroney label. The name plate should indicate "Jeep Beach" instead of "JL".

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

REPAIR TO BE PERFORMED

Inspect the swing gate name plate wording for "**Jeep Beach**" if not present replace the name plate.

COMPLETION REPORTING / 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 recall service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

Labor Description	Number	Hrs
Inspect for correct swing gate name plate	23-50-A1-81	0.1hrs
Replace swing gate name plate	23-50-A1-82	0.2hrs

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

PARTS INFORMATION

Qty	Part Name	Part No.
1	"Jeep Beach" Swing Gate Name Plate	68629685AA
4	Attachment Rivet	06513744AA

PARTS RETURN

No parts return required for this campaign.

SPECIAL TOOLS

No special tools required to perform this service procedure.

DEALER NOTIFICATION

To view this notification on DealerCONNECT, select "Global Recall System" on the Service tab, then click on the description of this notification.

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Service Procedure

1. Open the swing gate door locate and verify if “Jeep Beach” wording is on the name plate (Figure 1).

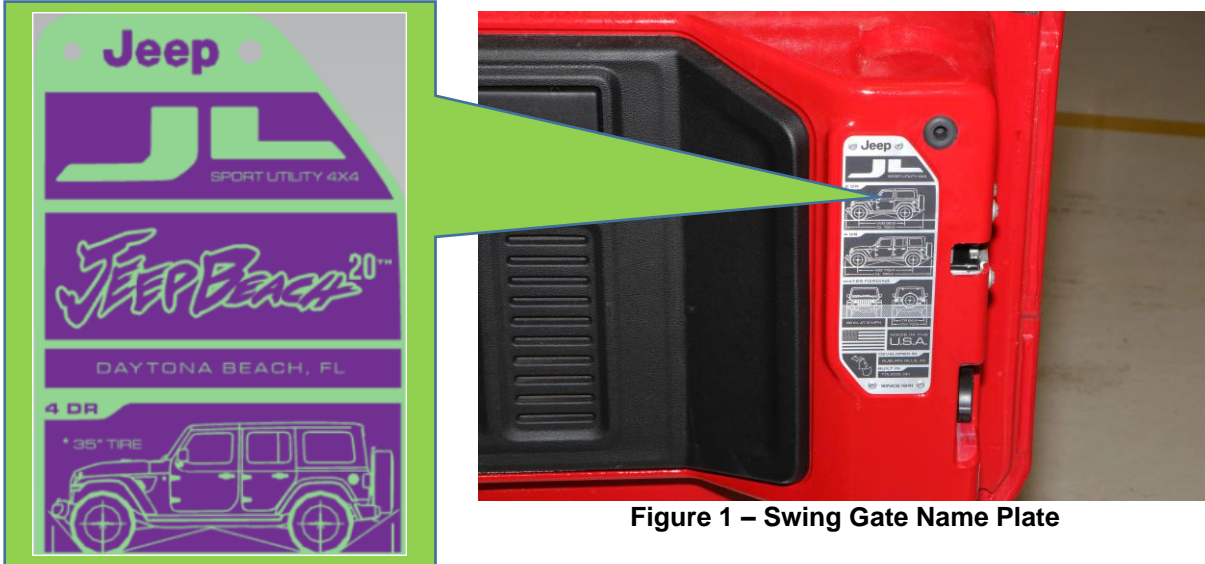


Figure 1 – Swing Gate Name Plate

2. Does the name plate contain the “Jeep Beach” wording (Figure 1)?
 - **Yes:** No further service required, claim the inspection LOP, return the vehicle to the customer.
 - **No:** Proceed to step 3.
3. Carefully drill out the 4 rivets, remove the name plate and **DISCARD**.
4. Align the **NEW** name plate onto the 4 holes and install a rivet in each hole.
5. Return the vehicle to the customer.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

50A

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 50A.

CUSTOMER SATISFACTION NOTIFICATION

Swing Gate Name Plate

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 [2023 Model Year (JL) Jeep Wrangler] vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?

The swing gate name plate on your vehicle may not have the correct wording, as indicated on the Maroney label. The plaque should indicate "Jeep Beach" instead of "JL".

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 and if needed, remove, and install the correct swing gate name plate. The estimated repair time is about 20 minutes. 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.