



Revision 1 April 2023

Dealer Service Instructions for:

Customer Satisfaction Notification 16A

Heads-up Display

NOTE: Revised inspection LOP time

Remedy Available

2022 (WL) Jeep® Grand Cherokee

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 Heads-up Display (HUD) on about 2,798 of the above vehicles may not display any driver information as designed due to a wrong instrument panel pad that was installed during the manufacturing process which blocks the display of the information.

Repair

Inspect the instrument panel pad for HUD cut-out, and if not present replace the instrument panel pad with the HUD cut-out.

Parts Information

NOTE: Parts can only be ordered through campaignteam@fcagroup.com. Please provide the VIN, Mileage, PN, and Dealer Code. The Supply Chain team will order to the Instrument Panel Pad from the supplier. These parts will be shipped SSD.

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Inspection Procedure

1. Looking thru the front of the windshield.

Is there a cut out near the left front speaker as show in figure 1?

YES: No further service required return vehicle to the customer claim inspection LOP.

NO: Proceed to “Service Procedure” step 1.



Figure 1 – Instrument Panel Pad

Service Procedure

1. Disconnect and isolate the negative battery cable(s).

2. Using a trim stick or equivalent, release the retaining clips and loosen the A-pillar trim panels on both sides (Figure 2).

3. Lean the top of the A-pillar trim away from the A-pillar and lift up to disengage lower tabs from the instrument panel.

4. Using a small flat-bladed tool, remove the tether lock and unclip the tether from the back of the A-pillar trim.

5. Remove the A-pillar trim panels.

6. Using a trim stick or equivalent, release the defroster grille from the instrument panel (Figure 3).

7. Remove the defroster grille from the vehicle.

8. Remove the fasteners from the instrument panel top pad (Figure 4).



Figure 2 – “A” Post Removal



Figure 3 – Defroster Grille Removal

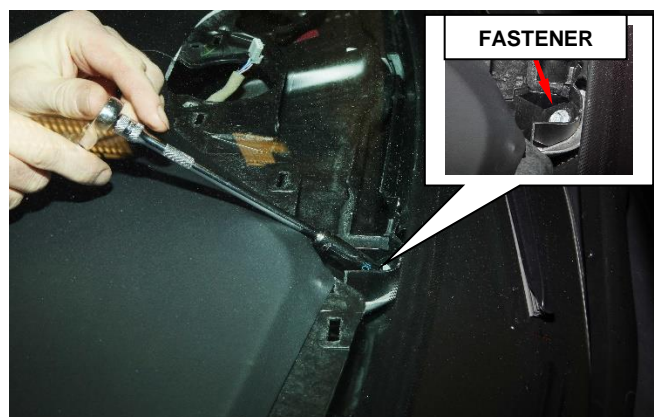


Figure 4 - Instrument Panel Fasteners

Service Procedure [Continued]

9. Remove the fasteners securing the instrument panel center speaker to the instrument panel.
10. Disconnect the wire harness connector and remove the speaker.
11. Remove the fasteners securing the instrument panel end speaker to the instrument panel.
12. Disconnect the wire harness connector and remove the speaker.
13. Using a trim stick or equivalent, release and remove the floor console upper side trim panels from the floor console and then from the instrument panel (Figure 5).
14. Remove the fasteners that secure the instrument panel center bezel to the instrument panel.
15. Using a trim stick or equivalent, disengage the retainer clips that secure the instrument panel center bezel to the instrument panel (Figure 6).

**Figure 5 – Console Upper Trim****Figure 6 – Center Display Bezel**

Service Procedure [Continued]

16. Remove the left and right instrument panel end caps (Figure 7).

NOTE: Right side end cap shown, left side similar.



Figure 7 – Instrument Panel End Cap

17. Remove the left and right instrument panel applique trim bezels (Figure 8).



Figure 8 - Applique trim bezel

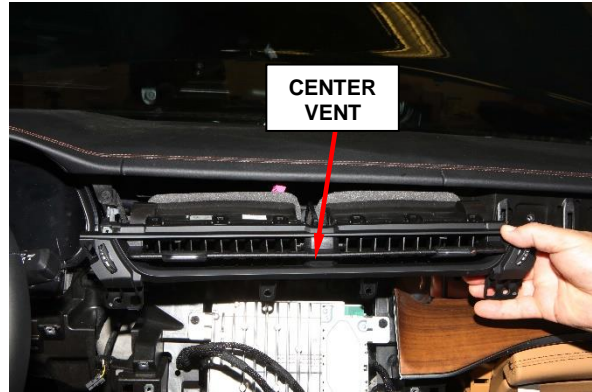
18. Remove the right-side instrument panel screen trim panel (Figure 9)



Figure 9 – Right-Side Trim Panel

Service Procedure [Continued]

19. Remove the instrument panel center vent fasteners then remove the assembly (Figure 10).

**Figure 10 – Center Vent**

20. Release the Instrument Panel Cluster (IPC) trim cover from the instrument panel and remove (Figure 11).

**Figure 11 – IPC Trim Cover**

21. Remove the two fasteners that secure the bottom of the steering column opening cover to the instrument panel (Figure 12).

**Figure 12 – Steering Column Cover**

Service Procedure [Continued]

22. Remove the right-side display fasteners, disconnect the electrical connectors and remove the display (Figure 13).

NOTE: Use care not to scratch screen.

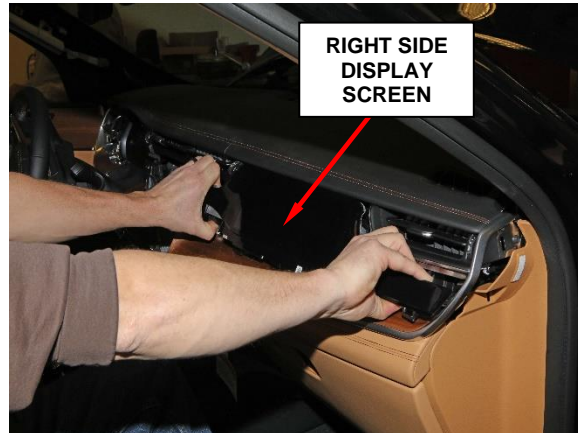


Figure 13 – Right Side Display

23. Remove and the Instrument Panel (IP) pad screws (Figure 14).

NOTE: Not all instrument panel pad screws illustrated.

24. Remove the glove box door.

25. Looking up behind glove box door opening remove the 2 Passenger Air Bag (PAB) fasteners (Figure 15).

NOTE: Illustration shown is after the instrument panel pad was removed.

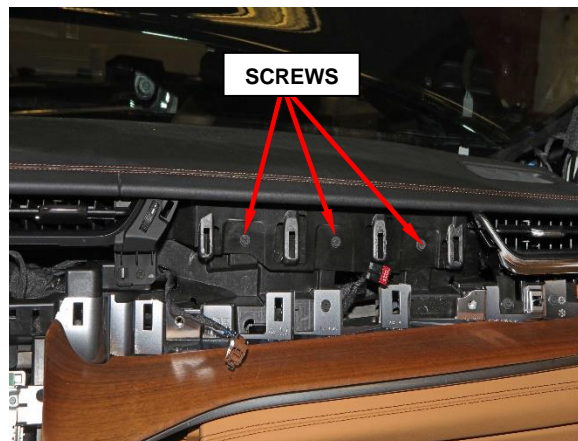


Figure 14 – IP Pad Screws

26. Disconnect the Passenger Air Bag (PAB) wire harness connector.



Figure 15 – PAB Fasteners

Service Procedure [Continued]

27. Release the tabs on each end of the instrument panel top pad.
28. Lift up and disengage the retaining clips from the instrument panel top pad (Figure 16).
29. Disconnect the wire harness retainers.
30. Remove the instrument panel pad and set on table.
31. Carefully remove the PAB assembly from the removed instrument panel pad and transfer into the **NEW** instrument panel pad (Figure 17).

**Figure 16 – Instrument Panel Pad**

32. **DISCARD** the removed instrument panel pad.
33. Align the **NEW** instrument panel pad and reconnect the wire harness retainers.
34. Push the instrument pad onto the retaining clips until the instrument pad is fully seated.
35. Install the fasteners on the instrument panel top pad.

**Figure 17 – Passenger Air Bag (PAB)**

36. Reconnect the Passenger Air Bag (PAB) wire harness connector and install the PAB screws and tighten them to 8N·m (71In. Lbs.).
37. Install the floor console upper side trim panels from the floor console and then from the instrument panel (Figure 5).
38. Install the fasteners that secure the instrument panel bezel to the instrument panel.

Service Procedure [Continued]

39. Install and secure the instrument panel center bezel to the instrument panel (Figure 6).
40. Install the left and right instrument panel end caps (Figure 7).
41. Install the left and right instrument panel applique trim bezels (Figure 8).
42. Install the right-side instrument panel screen trim panel (Figure 9)
43. Install the IP Center Vent fasteners then remove the assembly (Figure 10).
44. Install the defroster grille.
45. Install the instrument panel cluster trim cover on the instrument panel (Figure 11).
46. Install the two fasteners that secure the bottom of the steering column opening cover to the instrument panel (Figure 12).
47. Install and the instrument panel pad screws (Figure 14).
48. Install the glove box door.
49. Install the right-side display fasteners and reconnect the electrical connectors (Figure 13).
50. Install the right-side instrument panel screen trim panel (Figure 9)
51. **Perform the Supplemental Restraint System Verification Test**
 - a) During the following test, the negative cable remains disconnected and isolated from the battery, as it was during the Supplemental Restraint System (SRS) component removal and installation procedures.
 - b) Be certain that the diagnostic scan tool contains the latest version of the proper diagnostic software. Connect the diagnostic scan tool to the 16-way Data Link Connector (DLC). The DLC is located on the driver side lower edge of the instrument panel, near the steering column opening cover and outboard of the steering column.

Service Procedure [Continued]

- c) Check to be certain that there are no occupants in the vehicle, then connect the negative battery cable. If equipped with an Intelligent Battery Sensor (IBS), connect the IBS connector.
- d) Exit the vehicle with the diagnostic scan tool.
- e) Using the diagnostic scan tool, read and record the active (current) Diagnostic Trouble Code (DTC) data.
- f) Next, use the diagnostic scan tool to read and record any stored (historical) DTC data.
- g) If any DTC is found in **Step e** or **Step f**, refer to the appropriate diagnostic information.
- h) Use the diagnostic scan tool to erase the stored DTC data. If any problems remain, the stored DTC data will not erase. Refer to the appropriate diagnostic information to diagnose any stored DTC that will not erase. If the stored DTC information is successfully erased, go to **Step h**.
- i) Turn the ignition switch OFF for about 15 seconds, and then back to ON. Observe the airbag indicator in the instrument cluster. It should light from four to six seconds, and then go out. This indicates that the SRS is functioning normally and that the repairs are complete. If the airbag indicator fails to light, or lights and stays ON, there is still an active SRS fault or malfunction. Refer to the appropriate diagnostic information to diagnose the problem.

52. 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 one of the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Inspect for correct Instrument Panel Pad	23-16-A1-81	0.1 hours
Replace Instrument Panel Pad	23-16-A1-82	2.2 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

16A

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 16A.

CUSTOMER SATISFACTION NOTIFICATION

Heads-up Display

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 (WL) Jeep® Grand Cherokee] vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?

The Heads-up Display in your vehicle may not display any driver information as designed due to a wrong instrument panel pad that was installed during the manufacturing process, which blocks the display of the information.

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 instrument panel pad and replace if necessary. The estimated repair time is about 3 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.