

CUSTOMER SATISFACTION NOTIFICATION

NORTH AMERICA

Incorrect Grille



FCA US LLC

Reference: 91A



2024 (JL) Jeep Wrangler

Template Version 1.8

Revision	Edition	Detail
0	January 2024	Initial Version.

SYMPTOM DESCRIPTION

The front grille on about 1,823 of the above vehicles may have the wrong grille installed.

NOTE: Some vehicles above may have been identified as not involved in this recall 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

Replace the Grille Assembly

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 the correct grille	23-91-A1-81	0.1hrs
Inspect and replace grille	23-91-A1-82	0.3hrs

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

PARTS INFORMATION

Qty	Part Name	Part No.
1	Grille, DX8 (Black)	CCAP91A1AA
1	Grille, GW7 (Bright White)	CCAP91A2AA
1	Grille, WGP (Minty)	CCAP91A9AA
1	Grille, PGG (Sargen Green)	CCAP91A7AA
1	Grille, LAU (Granite Crystal)	CCAP91A3AA
1	Grille, MBJ (Hydro/Laser Blue)	CCAP91A5AA
1	Grille, LDS (Anvil)	CCAP91A4AA
1	Grille, SSE (Atomic Silver)	CCAP91A8AA
1	Grille, MRC (Firecracker Red)	CCAP91A6AA
1	Grille, WJF (High Velocity)	CCAP91A1BA
1	Muckett, Right	68304910AB
1	Muckett, Left	68304911AB
1	Rivets (MSQ 4)	68394958AA

PARTS RETURN

No parts return required for this campaign.

SPECIAL TOOLS

No special tools required.

DEALER NOTIFICATION

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

Reference: 91A
Grille Inspection

1. Visually inspect the front grille (Figure 1).

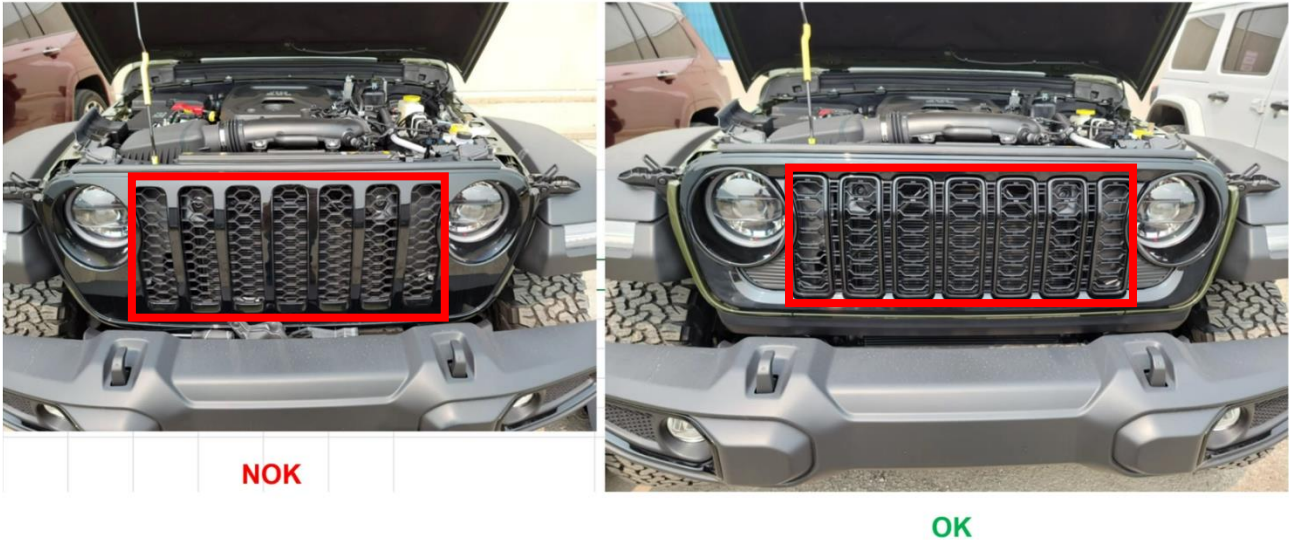


Figure 1 - Grille

2. Does the Grille on the vehicle in for inspection, look similar to the Grille on the right side?

- **YES:** No further service required, return the vehicle to the customer, claim inspection LOP.
- **NO:** Proceed to step 1 below.

Reference: 91A
Service Procedure

1. Open and support the hood.
2. Remove the top push pins (Figure 1).

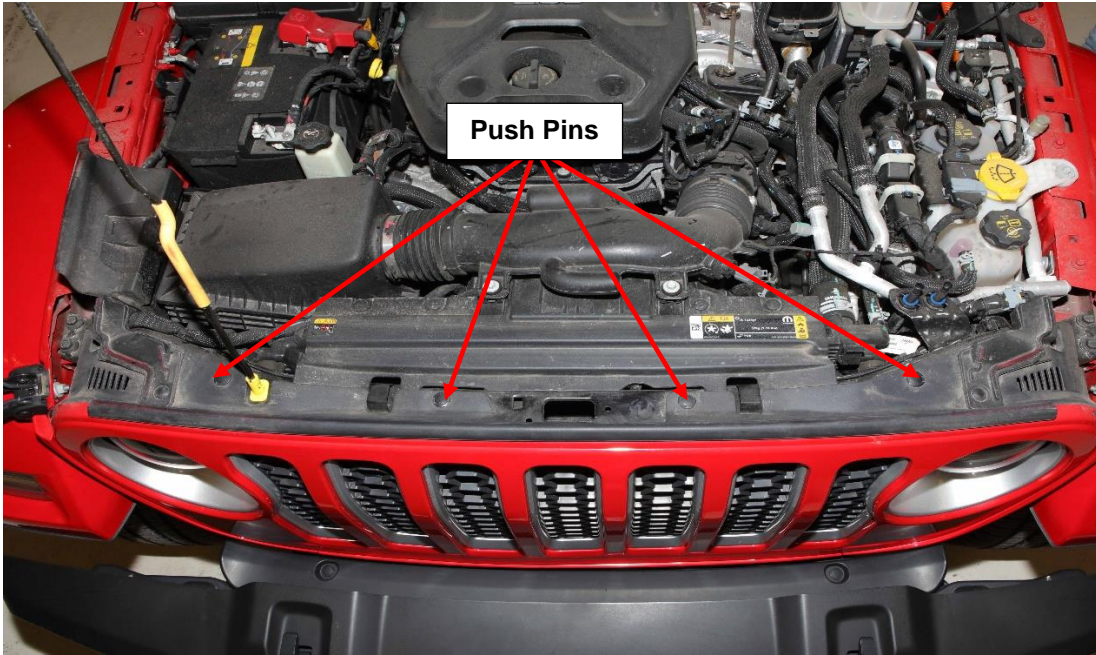


Figure 1 – Push Pins

3. Grasp the lower portion of the grille and carefully pull out to release the lower clips (Figure 2).
4. Separate and remove the grille and **DISCARD**.



Figure 2 – Grille Removal

Reference: 91A

Service Procedure [Continued]

5. Align the **NEW** grille to the vehicle body retainer opening and push grille until retainers are seated.
6. Install the push pins (Figure 2).
7. Install the right and left side Mucketts (Figure 3).

NOTE: Left side Muckett illustrated, right side similar.

8. Close the hood
9. Return the vehicle to the customer.



Figure 3 – Muckett Installed

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

91A

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 91A.

CUSTOMER SATISFACTION NOTIFICATION

Incorrect Grille

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 [2024 Model Year (JL) Jeep Wrangler] vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?

Your vehicle may have been equipped with the incorrect front grille which was not intended for your specific model.

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, replace the front grille. The estimated repair time is about 30 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.