

CUSTOMER SATISFACTION NOTIFICATION

NORTH AMERICA

Fuel Line



FCA US LLC

Reference: 09B



2023 (WL) Jeep Grand Cherokee

Template Version 1.8

Revision	Edition	Detail
0	May 2024	Initial Version.

SYMPTOM DESCRIPTION

The fuel line on about 8,900 of the above vehicles may have been manufactured with a non-conductive 90-degree adapter which could lead to a build-up of static electricity and could potentially result in a pin hole in the fuel line and create a leak over time.

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 fuel line manufacturing date, if in the range from **10th of July 2023** to **18th of July 2023**, replace the fuel line.

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 fuel line built date	14-09-B1-81	1.1hrs
Inspect and replace fuel line	14-09-B1-82	1.4hrs

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

PARTS INFORMATION

Qty	Part Name	Part No.
1	Fuel Line	68502217AB
1	Authorized Modification Label	04275086AE

Ordering Additional Authorized Modification labels:

The labels may be ordered using the Marketing Materials link within DealerCONNECT.

Process Steps to Order Additional labels and extended warranty information kits:

1. Access the "DealerCONNECT" website.
2. Select the "Marketing" link in the header of DealerCONNECT.
3. Locate the "Product Information" section heading on the Marketing page.
4. Select the "Literature and Merchandising Materials" link in the product information section.
5. Locate the "MOPAR" section heading on the Literature and Merchandising Materials page.
6. Select the "Recall Labels / Cards" link listed in the MOPAR section.
7. Select Item > Update Cart > Submit Order.

PARTS RETURN

No parts return required for this campaign.

SPECIAL TOOLS

No special tools required to perform this service procedure.

Strictly respect STELLANTIS Group safety, cleanliness, and environmental instructions for any intervention.
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Reference: 09B

DEALER NOTIFICATION

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

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.

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.

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

Reference: 09B

A. Inspection Service Procedure

1. Open the hood and remove the Power Distribution Center (PDC) cover from the PDC housing base.
2. Remove the fuel pump fuse from the PDC (F51) (Figure 1).
3. Start and run the engine until it stalls.
4. Attempt restarting the engine until it will no longer start.
5. Turn the ignition key to the OFF position.
6. Raise and support the vehicle.

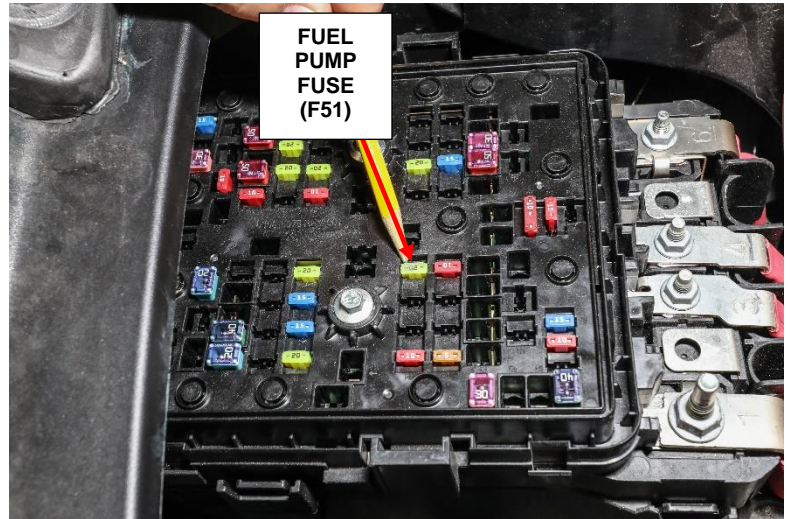


Figure 1 – Fuel Pump Fuse

NOTE: If equipped with air suspension, using the center display screen select the below steps to disable the air suspension system.

- Select vehicle>Setting>Suspension>Enable “Tire Jack Mode”.

7. Remove the left side fasteners of the belly cover and remove cover (Figure 2).

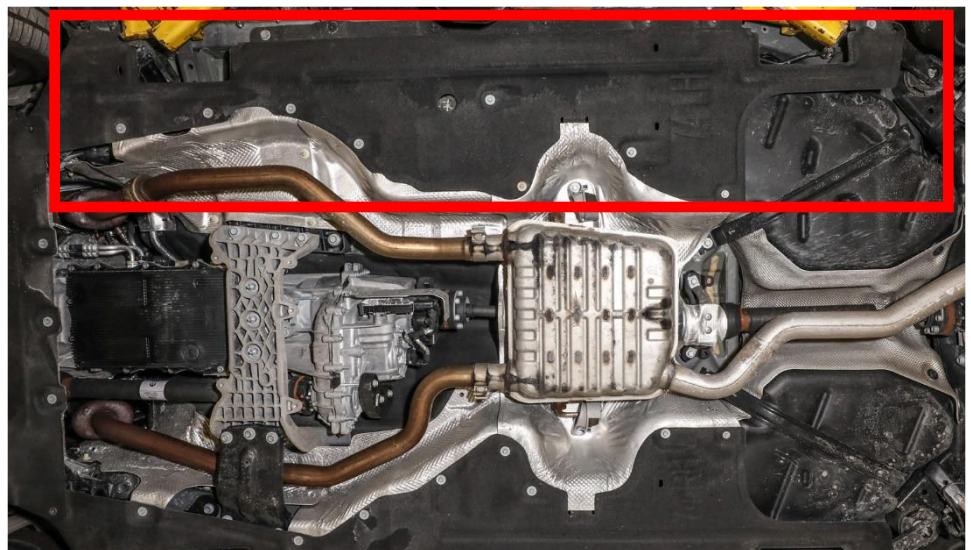


Figure 2 – Under Body

Reference: 09B

Service Procedure [Continued]

8. Remove the left side front and center heat shields (Figure 3).

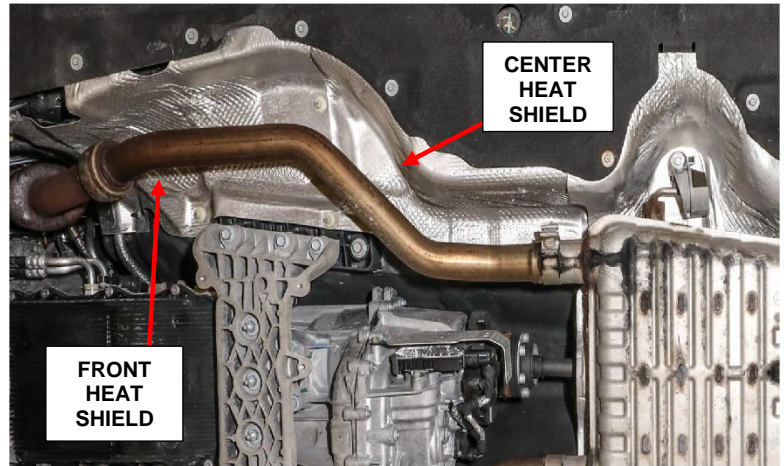


Figure 3 – Front and Center Heat Shields

9. Support the transmission and remove the left side and right transmission crossmember bolts and the left crossmember impact bracket bolts (Figure 4).
10. Lower transmission and remove the impact brace to body bracket (Figure 4).

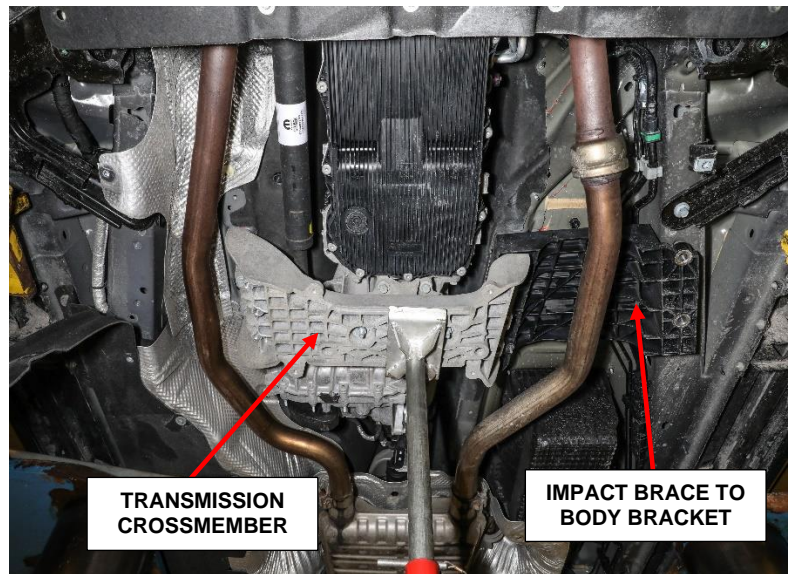


Figure 4 – Transmission Support

Reference: 09B

Service Procedure [Continued]

11. Locate the fuel bundle tag and inspect the built date (Figure 5).
12. Inspect the built date on the Fuel Return Line label.
13. Is the date within **10th of July 2023** and **18th of July 2023**?

Yes: Proceed to section **B. Fuel Line Replacement Procedure.**

No: No further service required, proceed to step 13 thru 17 and claim inspection LOP.

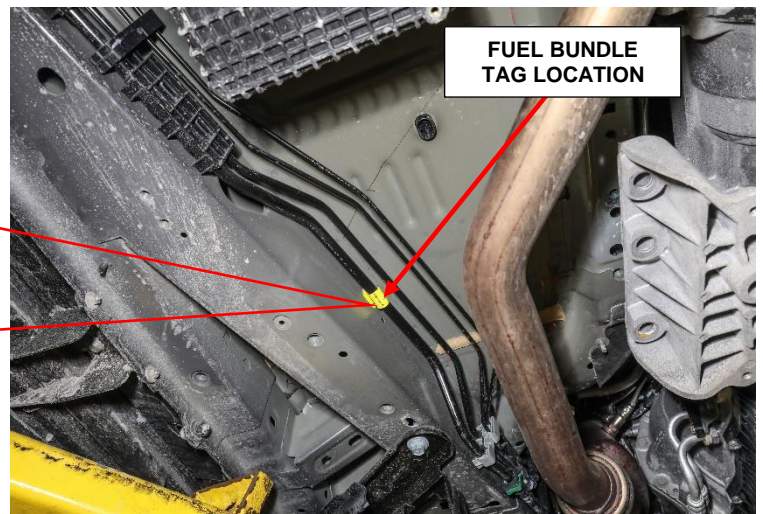
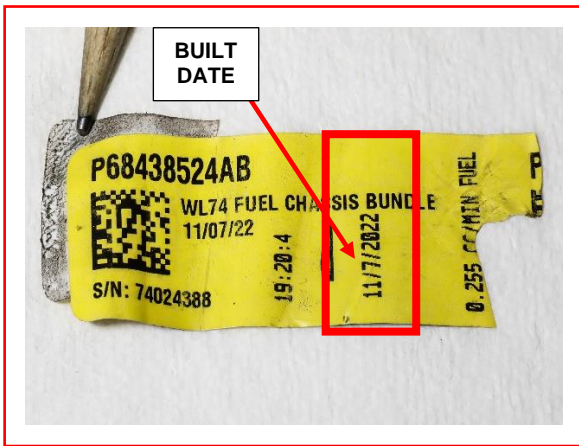


Figure 5 – Built Date Tag Location

14. Reinstall the transmission crossmember and the impact brace to body bracket and tighten the crossmember bolts to 62.5Nm (84ft. lbs.) and tighten the impact brace to body fasteners to 47.5N·m (35ft. lbs.) (Figure 6).

Callout

- (2) 55Nm (41Ft. Lbs.)
- (3) 62.5Nm (84Ft. Lbs.)
- (4) 55Nm (41Ft. Lbs.)
- (5) 47.5Ft. Lbs.)
- (6) 55Nm (41Ft. Lbs.)

15. Reinstall the front and center heat shields and secure fasteners.

16. Lower the vehicle and install the fuel pump fuse (F51).

17. Connect the wiTech scan tool and clear faults.

18. Return the vehicle to the customer.

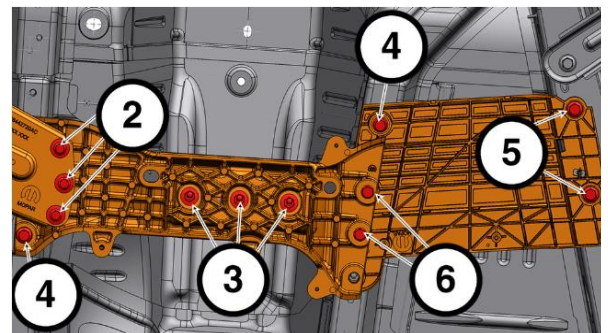


Figure 6 - Callout

Reference: 09B

B. Fuel Line Replacement Service Procedure

1. Press on the front fuel line lock to release the fuel line (Figure 7).

NOTE: Place a shop towel near connection to capture any residual fuel leaking out of line.

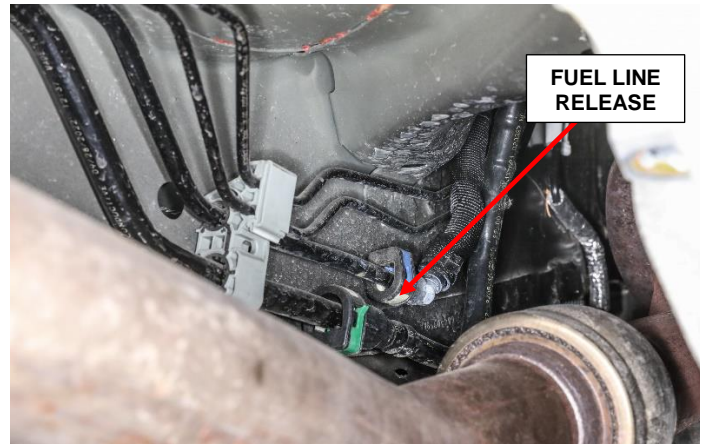


Figure 7 – Front Fuel Line Lock

2. Press on the rear fuel line lock to release the fuel line (Figure 8).

NOTE: Place a shop towel near connection to capture any residual fuel leaking out of line.

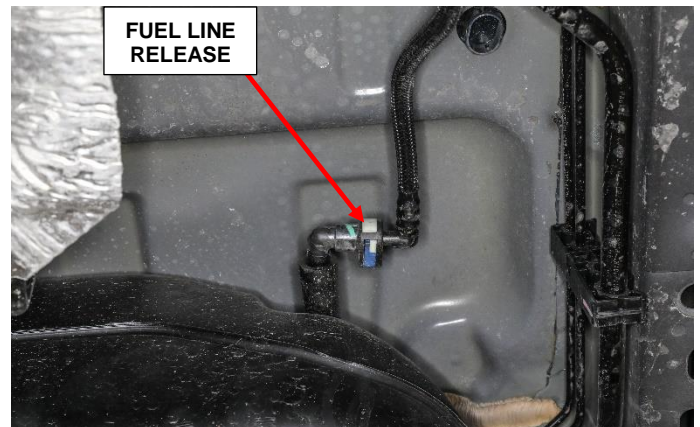


Figure 8 – Rear Fuel Line Lock

3. Release the retainers that hold the fuel line (Figure 9).

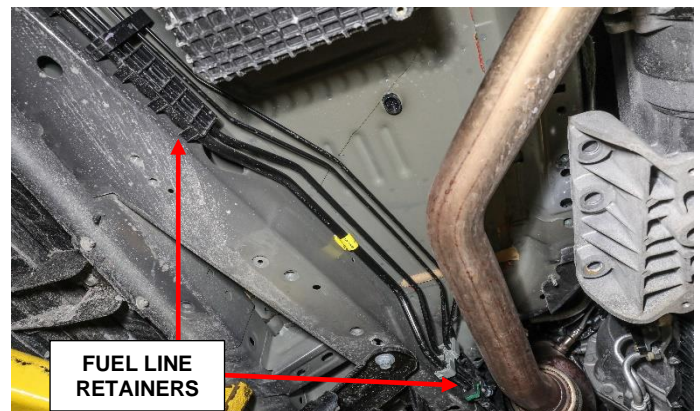


Figure 9 – Fuel Line

Reference: 09B

Service Procedure [Continued]

4. Install the **NEW** fuel line by going from rear towards the front of the car and locking the line into the clips seating fully.
5. Connect the fuel line to the lock connector that is on the front and rear (Figure 7 and Figure 8).
6. Perform push-pull-push procedure to check the connection is secure.
7. Reinstall the transmission crossmember and the impact brace to body bracket and tighten the crossmember bolts to 62.5Nm (84ft. lbs.) and tighten the impact brace to body fasteners to 47.5N·m (35ft. lbs.) (Figure 10).

Callout

- (2) 55Nm (41Ft. Lbs.)
- (3) 62.5Nm (84Ft. Lbs.)
- (4) 55Nm (41Ft. Lbs.)
- (5) 47.5Ft. Lbs.)
- (6) 55Nm (41Ft. Lbs.)

8. Reinstall the front and center heat shields and secure fasteners.
9. Align and install the belly pan and secure the fasteners as show bellow.

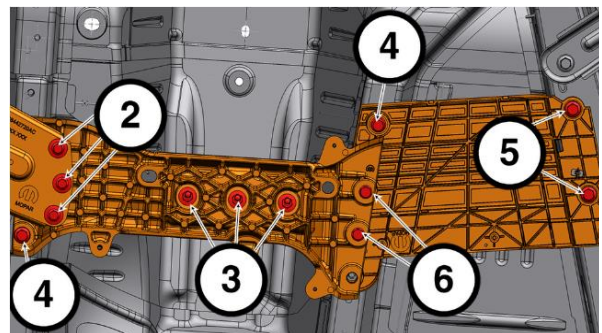


Figure 10 - Callout

06511665AA (Plastic nuts)-2.5 Nm

Metallic bolts-

06508332AA- 6.2 Nm

06104350AA- 6.2 Nm

06512421AA- 35 Nm

10. Lower the vehicle and install the fuel pump fuse (F51).
11. Connect the wiTech scan tool and clear faults.
12. Start the vehicle.
13. Raise the vehicle and inspect for any fuel leaks.
14. If no leaks lower the vehicle turn off the engine.
15. Install the modification label.

Reference: 09B

Install the Authorized Modifications Label:

Type or print (with a ballpoint pen) the necessary information shown in Figure 11 onto the Authorized Modifications Label. Then attach the label near the VECI label.

The form is a rectangular label with a grey border. At the top left, it says "Chrysler Group LLC". To its right, in a larger font, is "AUTHORIZED MODIFICATIONS". Further right, in a smaller font, is "THESE MODIFICATIONS HAVE BEEN APPROVED AS APPROPRIATE BY EPA AND CARB.". Below this header, it says "THE FOLLOWING MODIFICATIONS HAVE BEEN MADE:". In the center is a large empty rectangular box for writing. Below the box is a table with three columns: "CHANGE AUTHORITY", "DEALER CODE", and "DATE". The first row of the table contains the text "RECALL", "XXXXX", and "XX / XX / XXXX". At the bottom right of the form, the number "04275086AD" is printed.

Figure 11 – Authorized Modifications Label

- 16. Complete the Proof of Correction for California Residents.

This recall is subject to the **State of California Registration Renewal/Emissions Recall Enforcement Program**. Complete a Vehicle Emission Recall Proof of Correction Form (**Form No. 81-016-1053**) and **supply it to vehicle owners residing in the state of California** for proof that this recall has been performed when they renew the vehicle registration.

Process Steps to obtain the California Proof of Correction form:

- a. Access the “**DealerCONNECT**” website.
- b. Select the “**Service**” tab.
- c. Under the “**Publications**” heading, select the “**ePublishing**” link.
- d. Sign in using your **Dealer Code** and **Password**.
- e. Select the “**Proof of Correction form**”.

- 17. Return the vehicle to the customer.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

09B

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 09B.

CUSTOMER SATISFACTION NOTIFICATION

Fuel Line

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 (WL) Jeep Grand Cherokee] vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?

The fuel line on your vehicle may have been manufactured with a non-conductive 90-degree adapter which could lead to a build-up of static electricity and could potentially result in a pin hole in the fuel line and create a leak over time.

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 fuel line manufactured date and if needed replace the fuel line. The estimated repair time is about 1 hour and 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**

CALIFORNIA RESIDENTS

The State of California requires the completion of this emission recall repair prior to vehicle registration renewal. Your dealer will provide you with a Vehicle Emission Recall Proof of Correction Form after the Customer Satisfaction Notification service is performed. Be sure to save this form since the California Department of Motor Vehicles may require that you supply it as proof that the Customer Satisfaction Notification has been performed.

In order to ensure your full protection under the emissions warranty provisions, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your vehicle.

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.