



October 2016

Dealer Service Instructions for:

Safety Recall S73 / NHTSA 16V-686 Rear Tow Hook or Tow Eye Brace

Models

2017 (WK) Jeep® Grand Cherokee

NOTE: This recall applies only to the above vehicles equipped with rear Tow Hook (Sales Code XEA) or rear Tow Eye (sales code XEV) and not equipped with a Trailer Tow Package (sales code AHX) built from August 08, 2016 through August 16, 2016 (MDH 080800 through 081602).

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The rear tow hook/tow eye brace bolts on about 100 of the above vehicles may not have been tightened to the proper torque specification. This may result in a loose rear tow hook/tow eye brace attachment and could result in a rattle noise at the rear of the vehicle. The tow hook/tow eye could also separate during vehicle recovery activity.

If the rattling noise condition is ignored, this could lead to a partial or complete separation of the rear tow hook/tow eye brace from the vehicle. Loss of the rear tow hook/tow eye brace while driving or performing a vehicle recovery could result in the rear tow hook/tow eye and/or brace to become a projectile, injuring pedestrians, damaging property and/or causing a crash with another vehicle(s).

Repair

The vehicle must be inspected for missing rear tow hook/tow eye brace and bolts. If missing, the rear tow hook/tow eye brace and/or bolts must be replaced as necessary. The rear tow hook/tow eye brace bolts must be tightened to the proper torque specification on all involved vehicles.

Parts Information

Due to the small number of involved vehicles expected to require parts, no parts will be distributed initially. **Parts should only be ordered after inspection determines that parts are required.** *Very few vehicles are expected to require parts.*

Part Number

Description

68066588AA

Brace, Tow Hook/Tow Eye Mounting

06104234AA

Bolt, Hex Flange Head M12x1.50x30

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Raise and support the vehicle.
2. Inspect for missing tow hook/tow eye brace and/or bolts.
 - If brace and/or are bolts missing. Proceed with **Step 3**.
 - If brace and bolts are NOT missing. Proceed with **Step 4**.
3. Install new tow hook/tow eye brace and/or bolts as necessary to replace any missing components.

NOTE: The tow hook/tow eye brace and/or bolts are not to be replaced if they are present on the vehicle. Only missing components are to be replaced.

4. Tighten the tow hook/tow eye brace bolts to 74 ft. lbs. (100 N·m).
5. Lower the vehicle.
6. Return the vehicle to the customer.

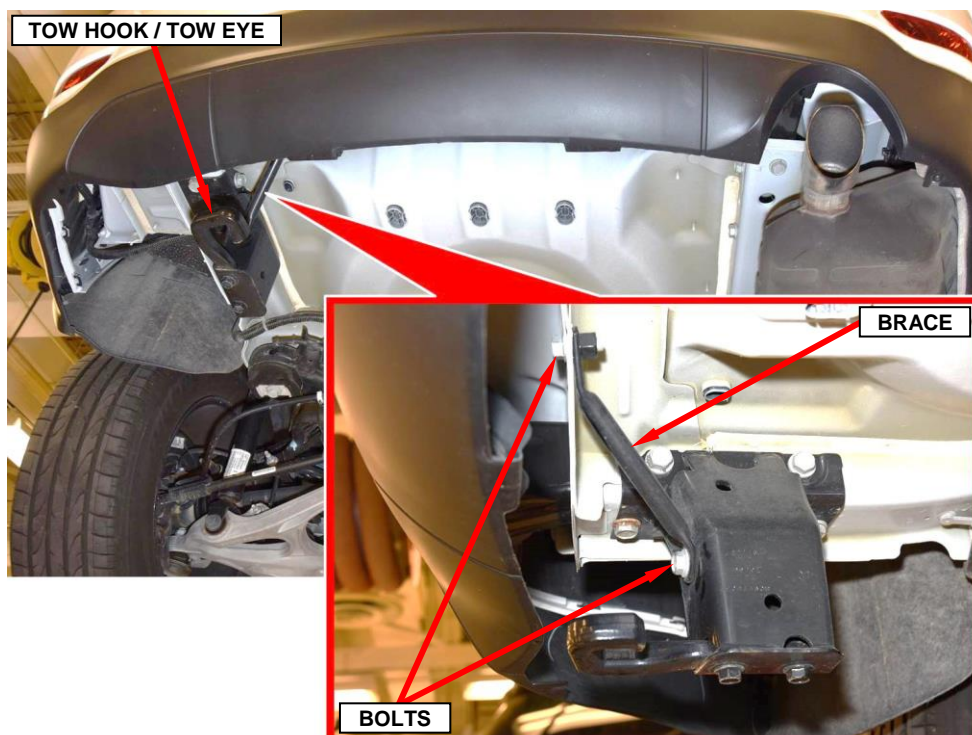


Figure 1 – Tow Hook/Tow Eye Brace and Bolts

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 submitted will be used by FCA to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Brace, Tow Hook - Inspect and Install Missing Components, Verify Brace Bolts are Tightened to the Proper Torque Specification.	13- S7-31-82	0.2 hours

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall 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 first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

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 recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers must 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.

Recall 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 recall 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 Services / Field Operations
FCA US LLC

IMPORTANT SAFETY RECALL

S73 / NHTSA 16V-686

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxx).

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Dear: (Name)

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain **2017 model year Jeep® Grand Cherokee vehicles equipped with a rear tow hook or rear tow eye and not equipped with a factory installed trailer hitch.**

The problem is... The rear tow hook/tow eye brace bolts on your vehicle may not have been tightened to the proper torque specification. This may result in a loose rear tow hook/tow eye brace attachment and could result in a rattle noise at the rear of the vehicle. The tow hook/tow eye could also separate during vehicle recovery activity.

If the rattling noise condition is ignored, this could lead to a partial or complete separation of the rear tow hook/tow eye brace from the vehicle. Loss of the rear tow hook/tow eye brace while driving or performing a vehicle recovery could result in the rear tow hook/tow eye and/or brace to become a projectile, injuring pedestrians, damaging property and/or causing a crash with another vehicle(s).

What your dealer will do... FCA will repair your vehicle free of charge. To do this, your dealer will tighten the rear tow hook/tow eye brace bolts to the proper torque specification. If the brace and/or bolts are missing, the dealer will replace those components as necessary. The work will take about 1 hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, Dodge or RAM dealer right away to schedule a service appointment. **Please bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either **fcarecalls.com** or 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. If you have further questions go to **fcarecalls.com**.

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 or you can mail 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.** Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to **safercar.gov**.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations
FCA US LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.