

# CUSTOMER SATISFACTION NOTIFICATION

NORTH AMERICA

## Incorrect Grille Insert Color



FCA US LLC

Reference: 51A



2023 (JL) Jeep Wrangler

Template Version 1.8

Revision	Edition	Detail
0	May 2023	Initial Version.

### SYMPTOM DESCRIPTION

The front grille insert on about 365 of the above vehicles may have the wrong color and does not match with what is on the Monroney label.

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

Visually inspect the front grille insert color if not black, install a new black grille insert.

### 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 insert color	23-51-A1-81	0.1hrs
Inspect and replace grille insert	23-51-A1-82	0.5hrs

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

### PARTS INFORMATION

Qty	Part Name	Part No.
1	Trim Ring Kit, Black	6CG99TZZAC

### 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.

**Service Procedure**

1. Visually inspect the headlamp trim rings color (Figure 1).

- Are the headlamp trim rings black in color?

**Yes:** No further service required, claim inspection LOP.

**No:** Proceed to step 2.



Figure 1 – Grille Insert

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

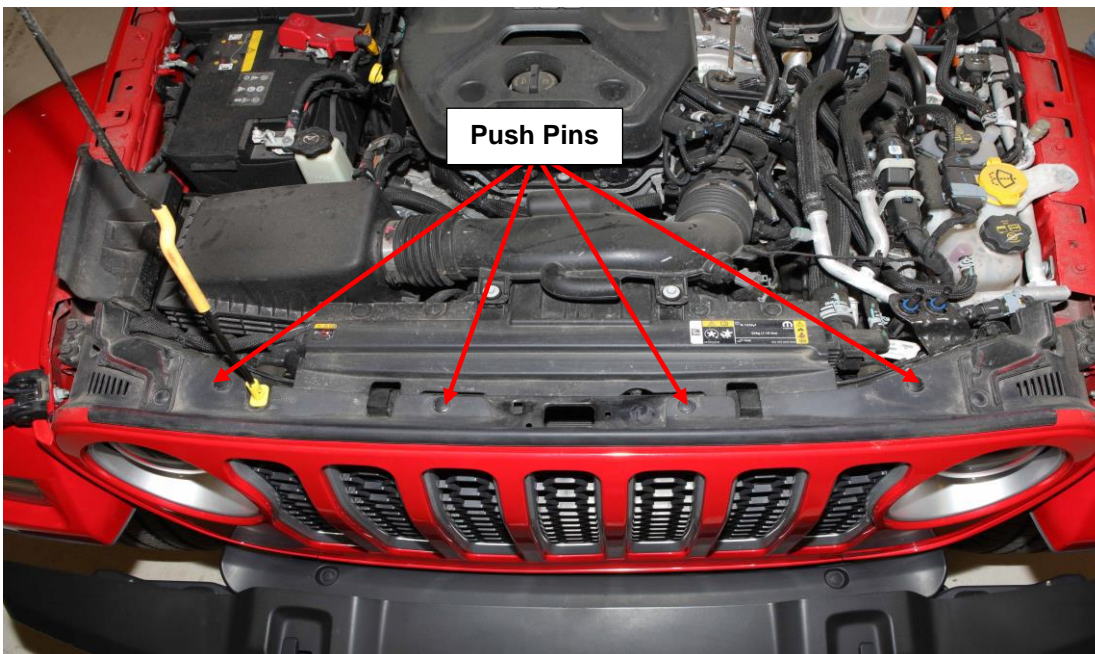


Figure 2 – Push Pins

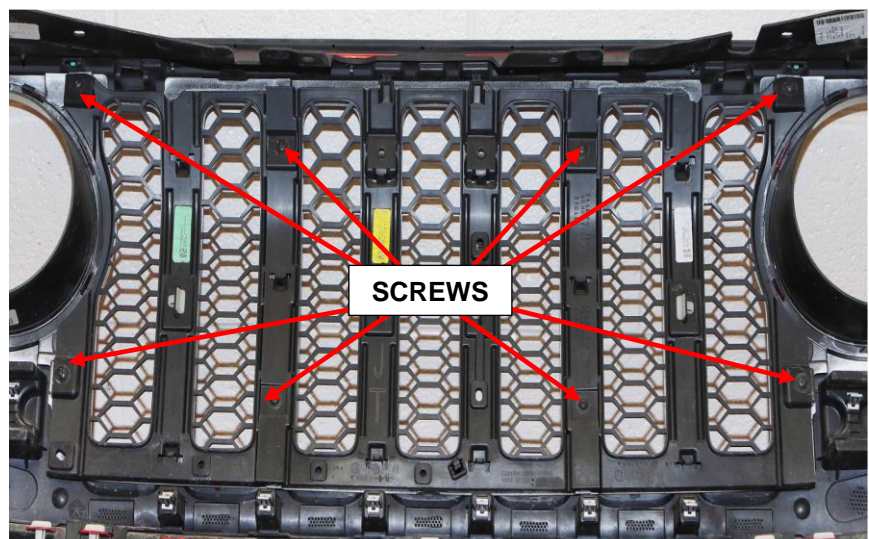
**Service Procedure [Continued]**

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



**Figure 3 – Grille Removal**

6. Carefully place the grille on a clean, soft surface with the back of the grille facing in the up position.
7. Remove the screws from the back of the grille assembly (Figure 4).

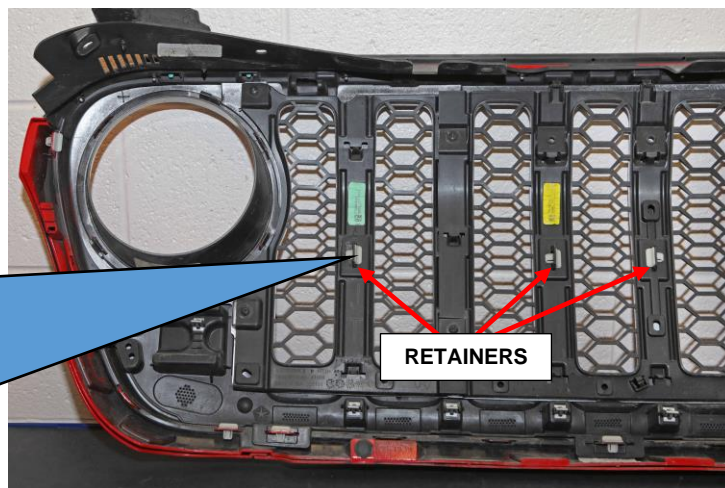
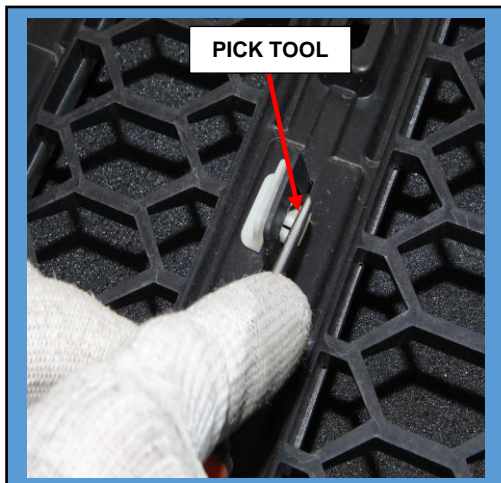


**Figure 4 - Screws**



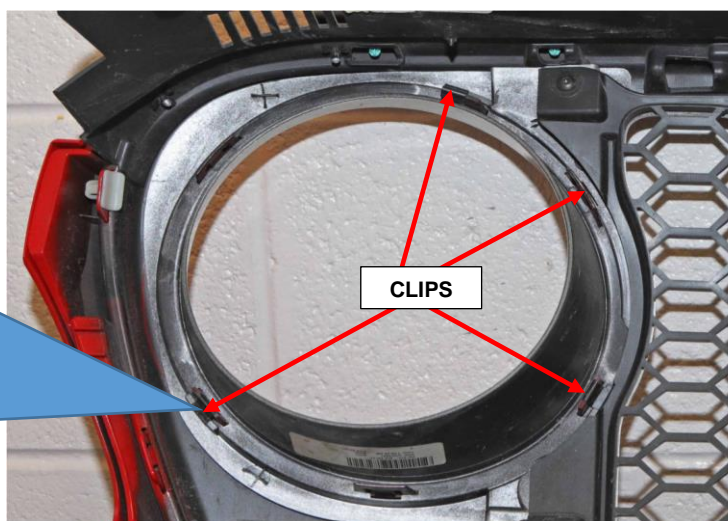
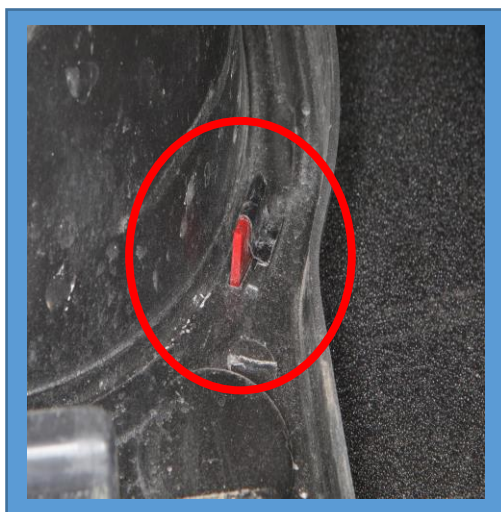
**Service Procedure [Continued]**

8. Remove all the white insert retainers (Figure 5).



**Figure 5 – Insert Retainers**

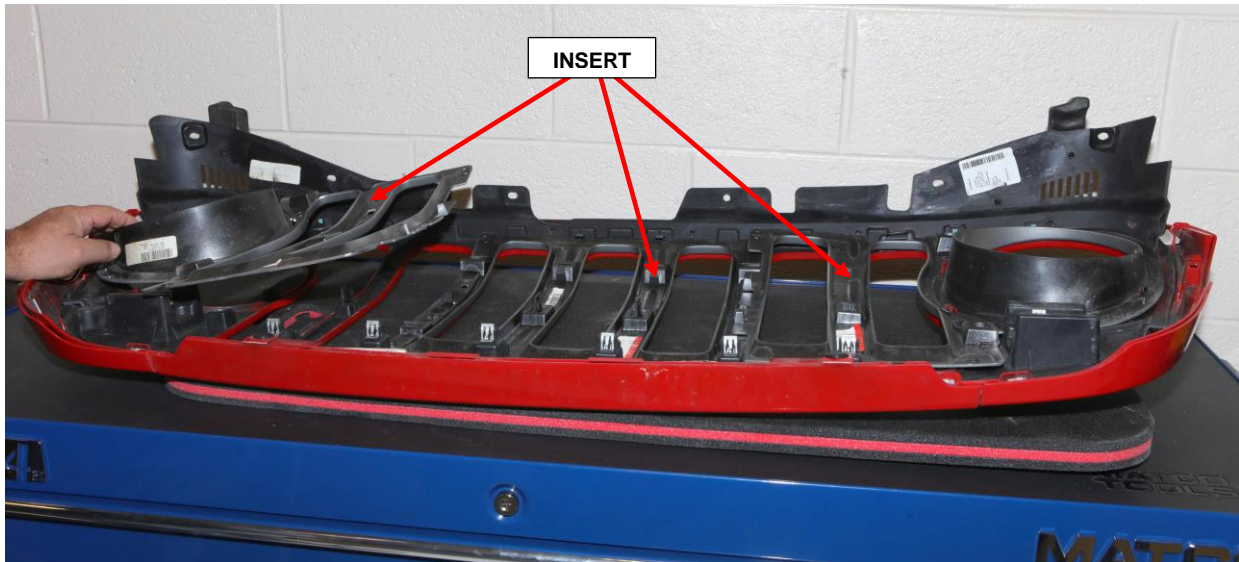
9. Remove the metal clips (Figure 6).



**Figure 6 – Metal Clips**

**Service Procedure [Continued]**

10. Remove the grille insert and **DISCARD** (Figure 7).



**Figure 7 – Grille Insert Removal**

11. Align the **NEW** grille insert to grille opening (Figure 7).
12. Install the metal clips (Figure 6).
13. Install the white insert retainers (Figure 5).
14. Install all the screws (Figure 4).
15. Align the grille to the vehicle body retainer opening and push grille until retainers are seated.
16. Install the push pins (Figure 2).
17. Close the hood
18. Return the vehicle to the customer.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

51A

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 51A.

# CUSTOMER SATISFACTION NOTIFICATION

## Incorrect Grille Insert Color

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 <sup>[1]</sup>. 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?

Your vehicle may have been equipped with the incorrect front grille insert color 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 insert. The estimated repair time is about 1 hour. 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](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[2]</sup> 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.