

September 2015

Dealer Service Instructions for:

Customer Satisfaction Notification N47 Rear Structural Enhancement

Models

1999 – 2004 (WJ) Jeep® Grand Cherokee

IMPORTANT: Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this repair on these vehicles before retail delivery. Dealers should also perform this repair on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The aftermarket trailer hitch on about 1,443,000 of the above vehicles may adversely affect the rear structure performance during certain low speed rear collisions.

Repair

Vehicles equipped with a trailer hitch must be inspected and replaced if required.

NOTE: The initial inspection process can be done by write up personnel in the write up area. Vehicles found without a trailer hitch can be immediately returned to the customer.

Parts Information

<u>Part Number</u>	<u>Description</u>
CBXTN471AA	Hitch, Trailer
CBXTN472AA	Hex Head Bolt Package

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
6	Bolt, Hex Head

CBXTN473AA Trailer Hitch Installation Package

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Bezel, Fascia Opening
1	Template, Paper
12	Pin, Plastic Push
12	Rivet, Plastic

CBXTN474AA Trailer Hitch-to-Skid Plate Brace Package

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
2	Brace, Trailer Hitch-to-Skid Plate
4	Nut, Hex

Each dealer to whom vehicles in the notification were assigned, will receive enough trailer hitches and bolt packages to service about 20% of those vehicles.

<u>Part Number</u>	<u>Description</u>
68264812AA	Bracket, 7-Pin Trailer Hitch Wiring Connector (only required for vehicle with seven pin electrical connector)

Special Tools

The following special tool is required to perform this repair:

- 2015805140 Gauge, Trailer Hitch Clearance

Service Procedure

A. Inspect for Trailer Hitch in Write-up Area

NOTE: The initial trailer hitch inspection can be done by write up personnel in the write up area. Vehicles without a trailer hitch can be immediately returned to the owner. See the “Completion Reporting and Reimbursement” section of this recall for special claims processing information.

Visually inspect the rear of the vehicle:

- If the vehicle **does not have a trailer hitch**, no further action is required. Return the vehicle to the customer.
- If the vehicle **has a factory installed trailer hitch**, no further action is required. Return the vehicle to the customer.
- If the vehicle **has an aftermarket trailer hitch**, the vehicle will require additional inspection. Continue with **Section B: Inspect the Trailer Hitch**.



Figure 1 – Aftermarket Trailer Hitch

Service Procedure (Continued)

B. Inspect the Trailer Hitch

1. If the aftermarket trailer hitch mounts under the fascia (Figure 1), replace the trailer hitch assembly. Continue with **Section C. Replace Aftermarket Trailer Hitch**.
2. If the aftermarket trailer hitch has a cutout in the fascia for the trailer hitch, check for clearance with special tool 2015805140. Use the following procedure to check the clearance:
 - a. Lift the vehicle on a hoist.
 - b. Place the special tool between the back of the trailer hitch receiver and the skid plate:
 - If the tool fits between the trailer hitch receiver and the skid plate, no further action is required (Figure 2). Lower the vehicle from the hoist and return the vehicle to the customer.
 - If the tool will not fit between the trailer hitch receiver and the skid plate (receiver is too close to the skid plate), the trailer hitch must be replaced. Continue with **Section C. Replace Aftermarket Trailer Hitch**.

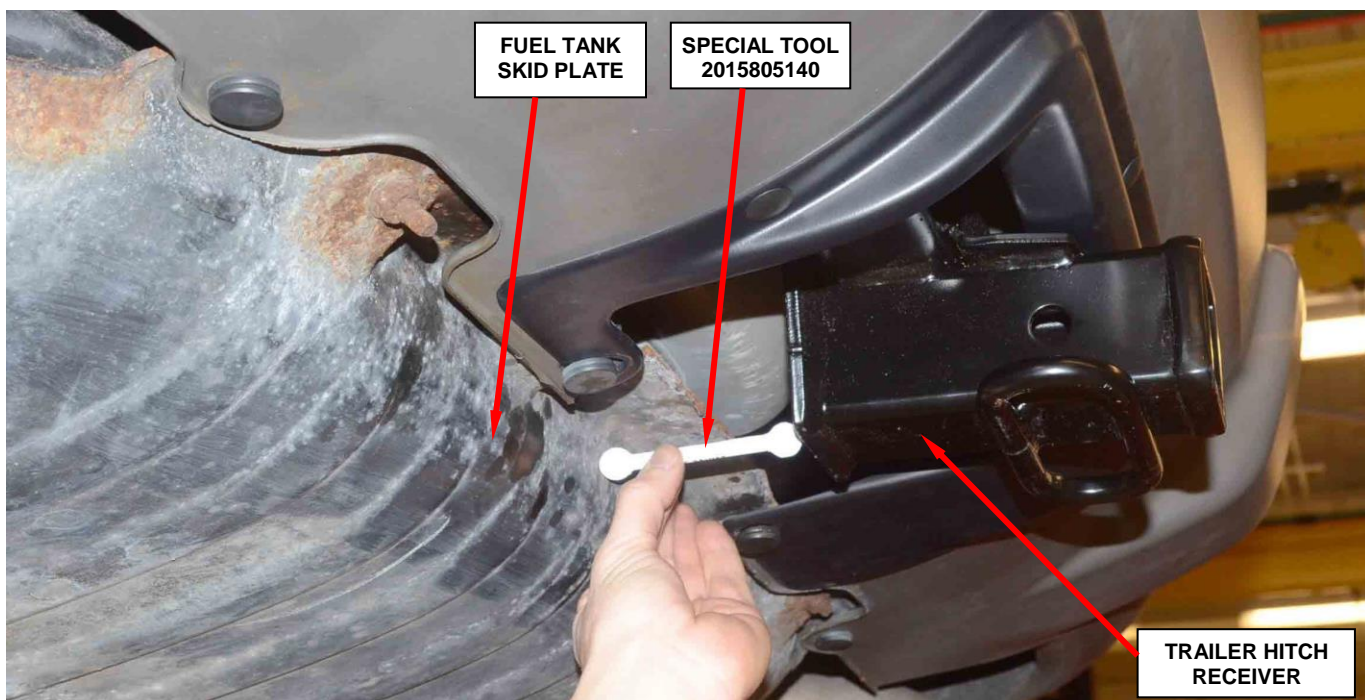


Figure 2 – Measure the Clearance Between the Trailer Hitch Receiver and the Fuel Tank Skid Plate

Service Procedure (Continued)

C. Replace Aftermarket Trailer Hitch

1. Lift the vehicle on the hoist.
2. **For vehicles with trailer hitch wiring**, detach the wiring and/or connector from the trailer hitch.
3. Remove and discard the aftermarket trailer hitch from the vehicle.
4. Cut out the paper template that came with the trailer hitch installation package.

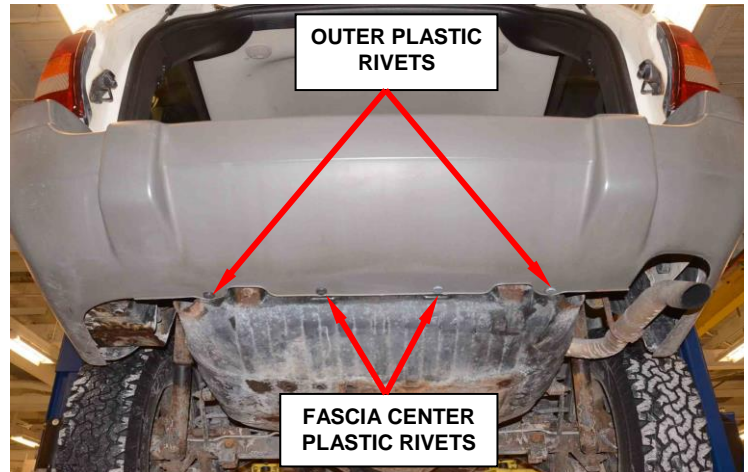


Figure 3 – Fascia Center Plastic Rivets

5. Remove and save the two fascia center plastic rivets (Figure 3).
6. Install the paper template onto the fascia (Figure 4). Use original plastic rivets to locate the paper template on the fascia.
7. Trace the inside edge of the template onto the fascia (Figure 4).

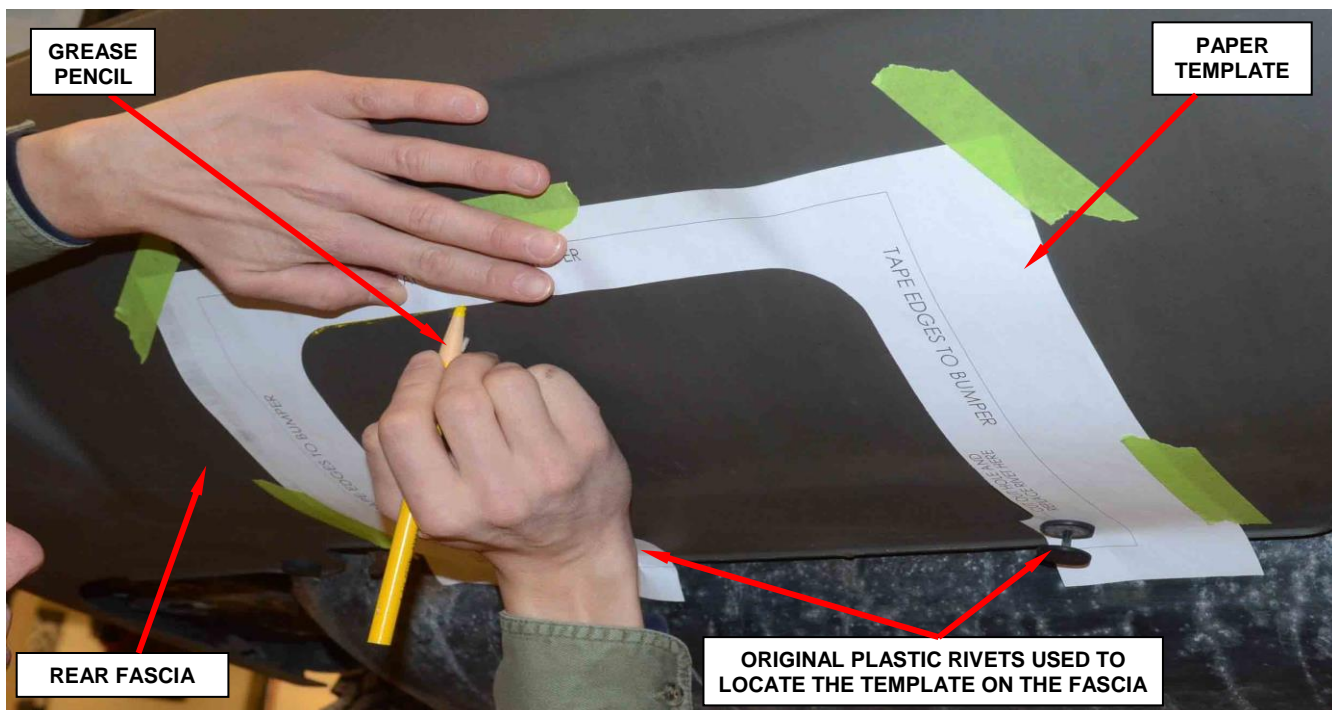


Figure 4 – Install Template and Mark Hole Location on Fascia

Service Procedure (Continued)

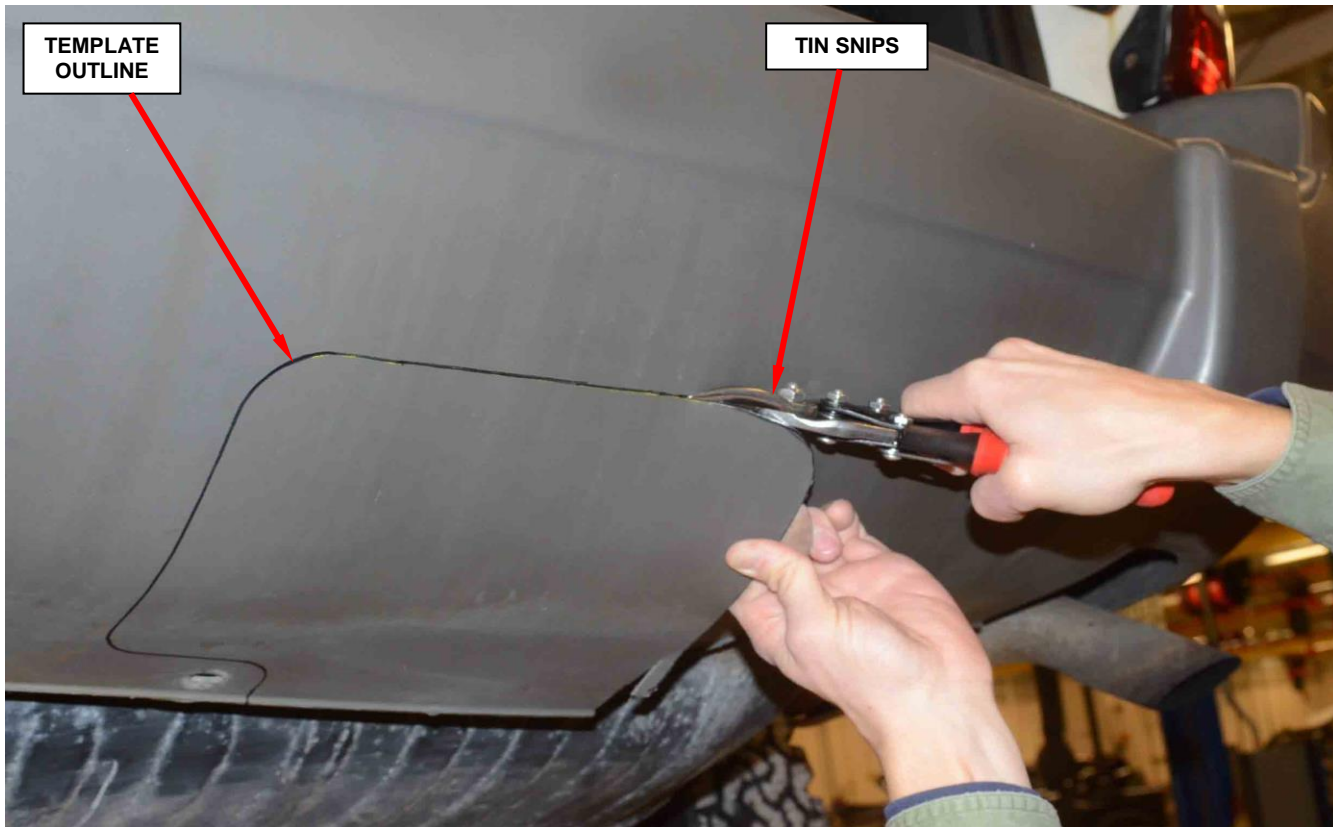


Figure 5 – Cut Out Trailer Hitch Opening in Fascia

8. Remove and discard the paper template.

9. Remove and save the two fascia outer plastic rivets (Figure 3).

10. Using tin snips or equivalent, carefully cut out the trailer hitch opening on the fascia by following the line made in Step 7 of this procedure (Figure 5).

Service Procedure (Continued)

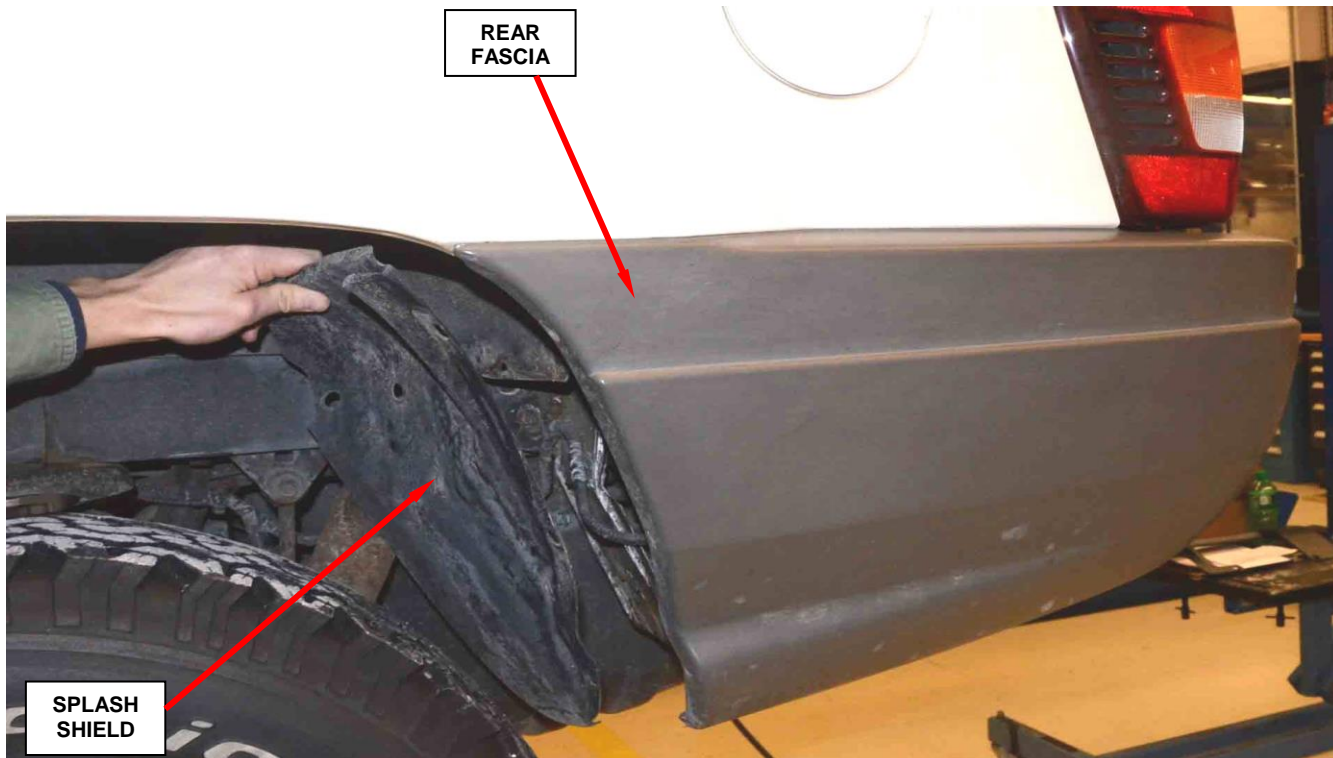


Figure 6 – Right and Left Rear Wheel Opening Splash Shield (left side shown)

11. Remove and save the right and left rear wheel opening splash shields (Figure 6).
12. Remove and save the two fascia retaining nuts inside the right and left wheel opening (Figure 7).

NOTE: The studs may unscrew from the fascia instead of the nut coming off the studs. Should this happen, leave the studs and nuts attached to the vehicle and during fascia installation, screw the studs back into the fascia.



Figure 7 – Two Fascia Retaining Nuts

Service Procedure (Continued)

13. Carefully remove all remaining fascia fasteners and remove the fascia from the vehicle.
14. **For vehicles equipped with fuel tank skid plate braces**, remove and discard the original braces (Figure 8).
15. **With the help of an assistant**, place the new trailer hitch into position and install the six retaining bolts (Figure 8). Tighten the bolts to 75 ft. lbs. (101 N·m).

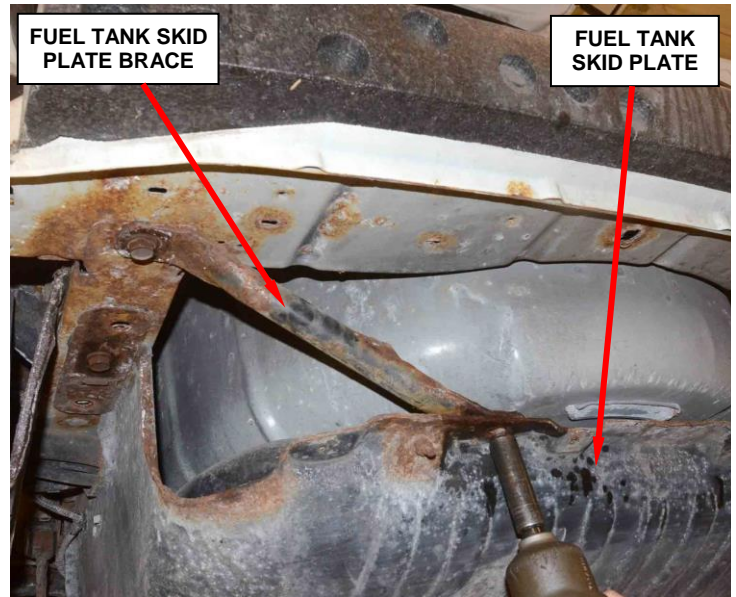


Figure 8 – Skid Plate Brace

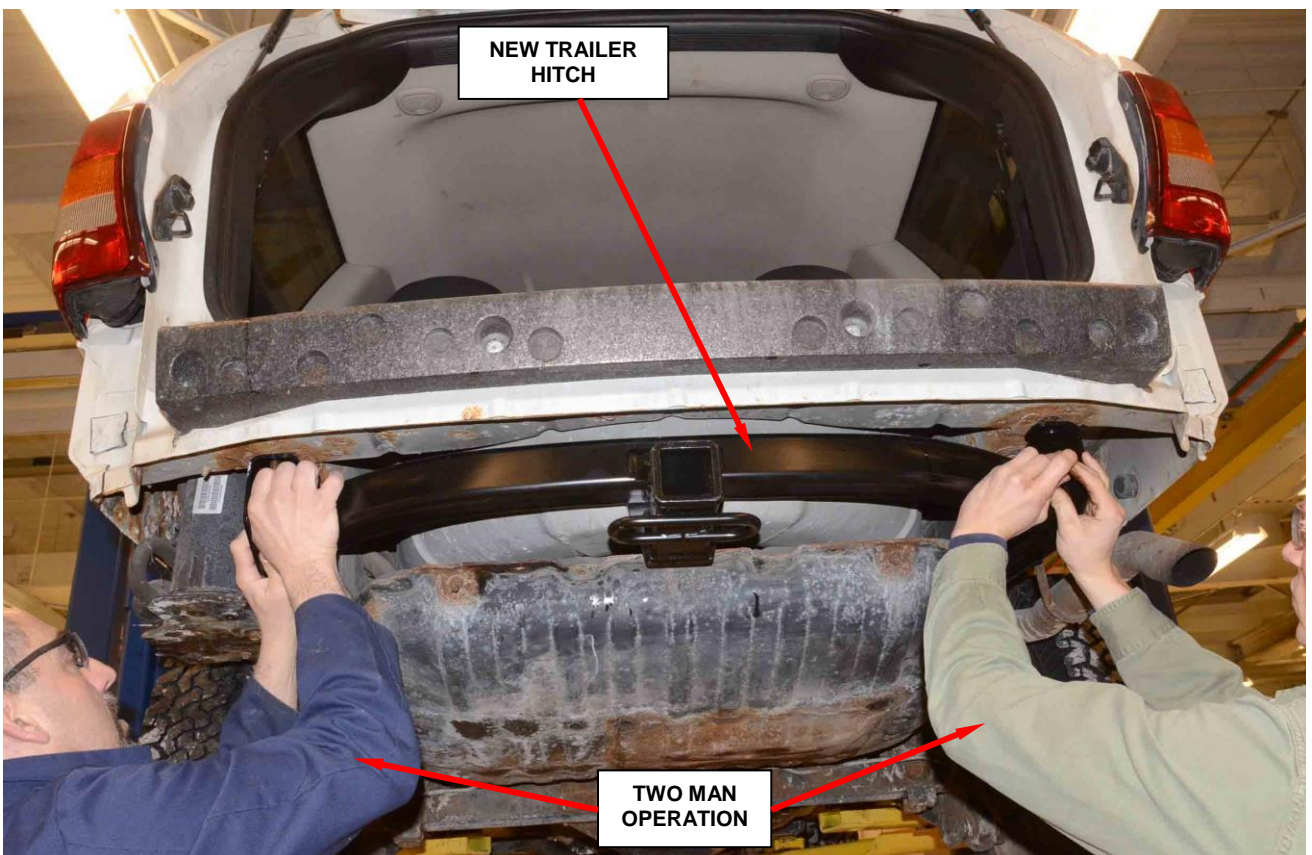


Figure 9 – With the Help of an Assistant, Install the Trailer Hitch

Service Procedure (Continued)



Figure 10 – Flatten Fascia Retaining Body Slots

16. Using a rubber hammer, flatten the fascia retaining body slots on right and left rear quarter panels (Figure 10).

CAUTION: The fascia will not fit tight against the quarter panel if the fascia retaining body slots are not flattened out.

17. Install new fuel tank skid plate braces (Figure 11).

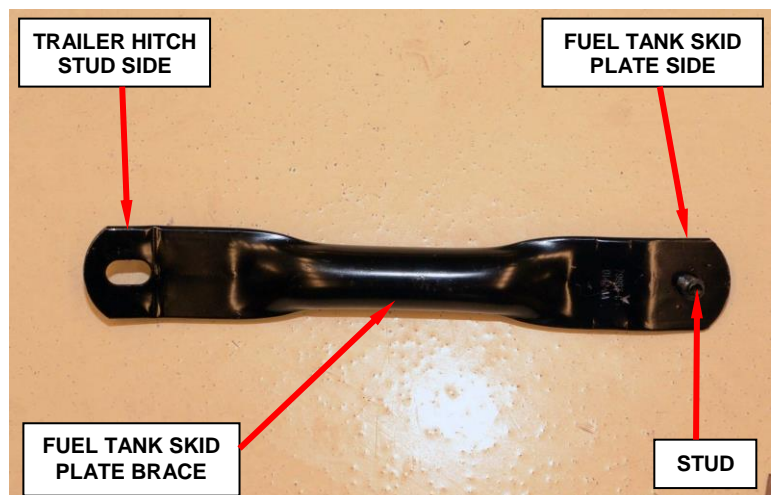


Figure 11 – Fuel Tank Skid Plate Braces

Service Procedure (Continued)

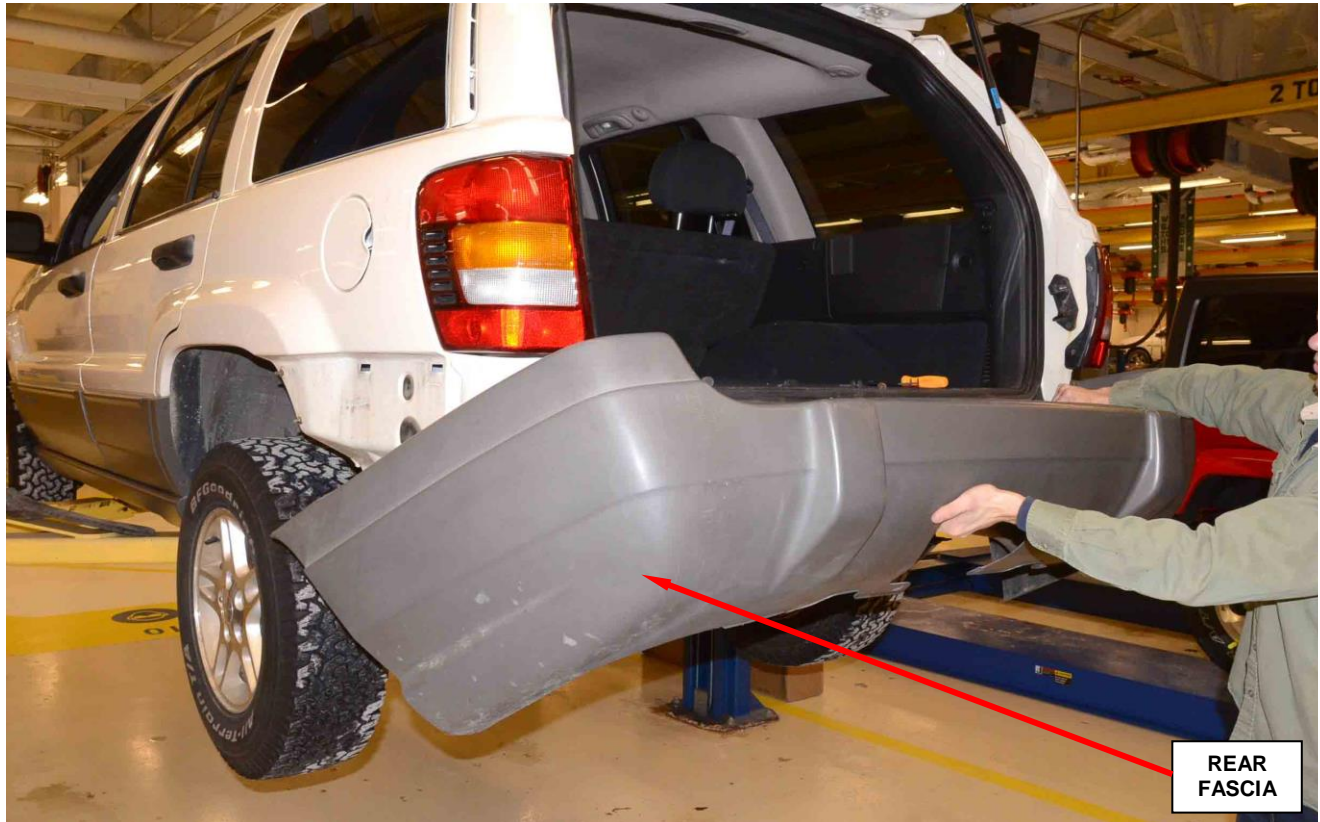


Figure 12 – Rear Fascia

18. Install the rear fascia onto the vehicle (Figure 12).
19. Remove the rear wheels and tires from the vehicle.
20. Install the rear wheel opening splash shields.
21. Install the rear wheels and tires.

Service Procedure (Continued)

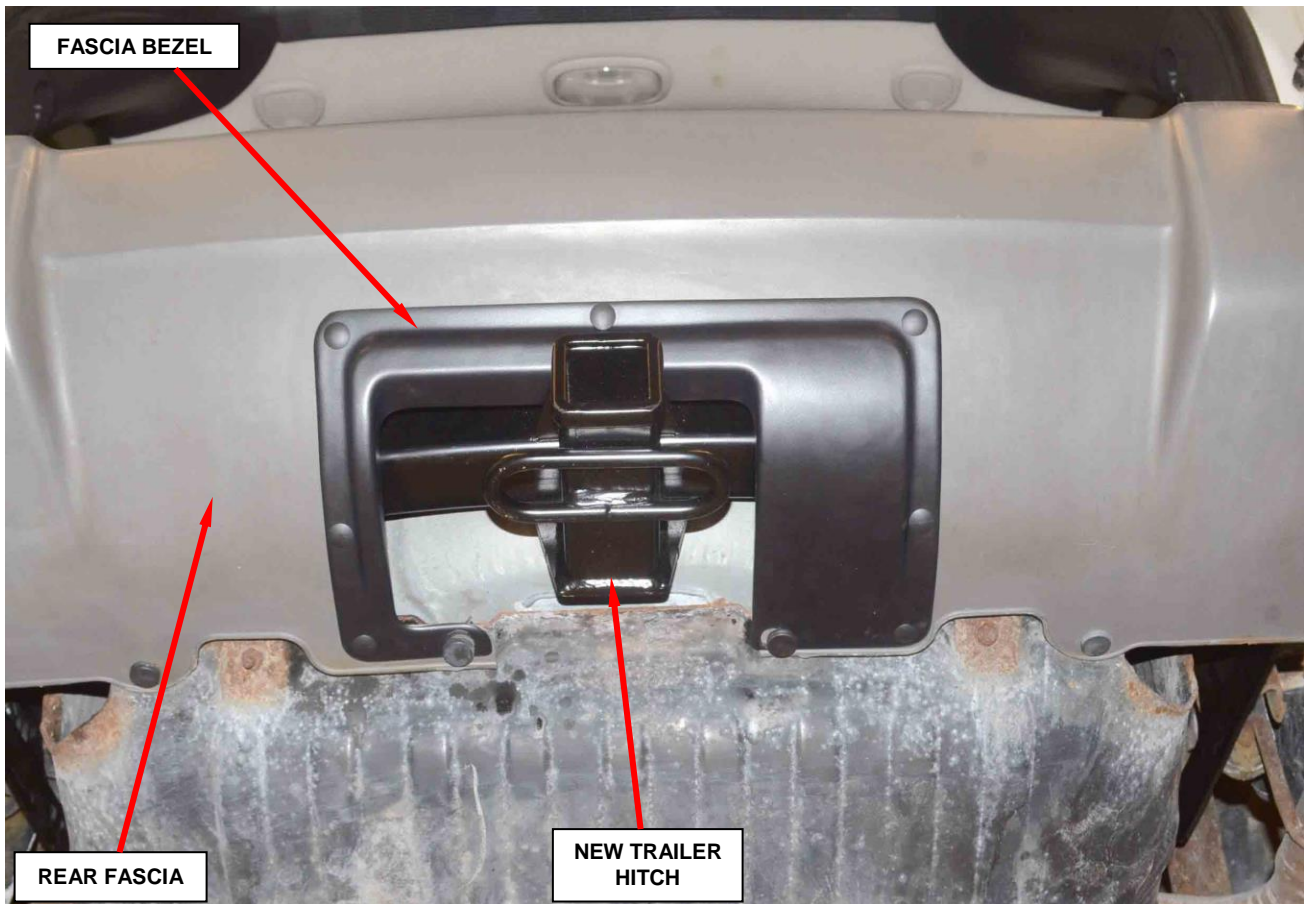


Figure 13 – Correctly Installed Fascia Bezel

22. Install the two original outboard rivets at the bottom of the rear fascia (Figure 13).
23. Place the trailer hitch fascia opening bezel into position and install the two original lower rivets (Figure 13).
24. With the trailer hitch fascia opening bezel in position on the fascia, drill the top center hole using a ¼ inch (6.35 mm) drill bit and install one plastic push pin (Figure 13).
25. Drill the remaining holes around the trailer hitch fascia opening bezel and install the plastic push pins (Figure 13).
26. **For vehicles with trailer hitch wiring**, install trailer wiring as required.
27. Lower the vehicle from the hoist and 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 submitted will be used by Chrysler 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 a trailer hitch in write up area	13-N4-71-81	No Charge
Additional trailer hitch inspection by technician	13-N4-72-81	0.2 hours
Inspect and replace trailer hitch	13-N4-71-82	1.4 hours

Related Operation

Transfer trailer hitch wiring to new trailer hitch	13-N4-71-50	0.2 hours
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Add the cost of the parts package plus applicable dealer allowance to your claim.

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

FOR VEHICLES THAT WERE INSPECTED IN THE WRITE UP AREA:
Enter “INSPECT” in the part number section of your claim with a quantity of one (1). Enter \$5.00 WITH NO MARK-UP for reimbursement of trailer hitch inspection performed in the write up area.

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 Chrysler 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.

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 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



N47 CUSTOMER SATISFACTION NOTIFICATION REAR STRUCTURAL REINFORCEMENT



VEHICLE INFORMATION

[Redacted area for vehicle information]

In accordance with Rear Structural Reinforcement Customer Satisfaction Notification N47 (CSN N47), certain Jeep® Grand Cherokee vehicles with a trailer hitch require, free of charge, an inspection and repair if necessary.

DOES YOUR VEHICLE HAVE A TRAILER HITCH?

Please review the figures below to determine if your vehicle is equipped with a trailer hitch and if so which kind. For further assistance to determine if your vehicle has a trailer hitch and which kind, contact our Customer Care Hotline at 1-866-814-1480 or visit www.myJeepAuto.com.

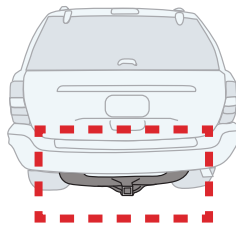


FIGURE 1. After-market installed trailer hitch
(Hitch is located below the bumper)
Call our Hotline to schedule an inspection. Parts will be available by September 15, 2015

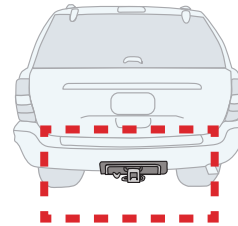


FIGURE 2. Factory or MOPAR installed trailer hitch
(Hitch is incorporated in the bumper)
Call our Hotline or visit www.myJeepAuto.com to confirm your vehicle meets N47 requirements to maintain the value of your vehicle

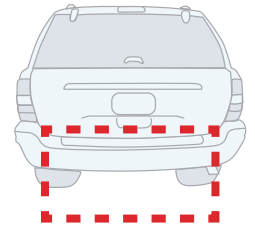


FIGURE 3. No trailer hitch
Call our Hotline or visit www.myJeepAuto.com to confirm your vehicle meets N47 requirements to maintain the value of your vehicle

YOUR SCHEDULING OPTIONS

1. YOUR BEST OPTION CALL THE CUSTOMER CARE HOTLINE: 1-866-814-1480

Monday through Friday, 7 a.m. to 6 p.m. CST.

2. CALL YOUR JEEP® DEALER^[3]

After you complete your inspection with an authorized Jeep® Dealer, simply visit www.MyJeepAuto.com to fill out the Prepaid Card Registration form to get your \$100 Visa® Prepaid Card (see back for details).

SCHEDULE YOUR FREE INSPECTION AND GET A \$100 VISA® PREPAID CARD

If you have an after-market installed trailer hitch (Figure 1), we will inspect your vehicle and install an Original Equipment Manufacturer (OEM) trailer hitch, **free of charge**^[1]. If your vehicle looks like Figure 1 and thus requires an inspection, you will receive a **\$100 Visa Prepaid Card**^[2] for your time to address this CSN N47 inspection and potential repair work.

If your vehicle requires a repair after the inspection, the repair work will take about two hours to complete. Additional time may be necessary depending on service schedules. Chrysler recommends you remove the ball & ball mount whenever your vehicle is not actually in use of towing. **Parts will be available by September 15, 2015. We can schedule your service appointment at that time.**

For your convenience, we have provided 2 easy ways, listed to the left, to schedule your inspection and potential repair and to receive your \$100 Visa Prepaid Card.

Thank You,
Customer Care, Jeep® Recall Resolution Team

PLEASE, WE NEED TO HEAR FROM YOU. CALL OUR CONVENIENT HOTLINE TODAY AT 1-866-814-1480

DEALERSHIP INSTRUCTIONS: Please inspect and repair if necessary according to the N47 CSN instructions.

^[1] If it is determined that the condition of your vehicle does not allow the installation of a Chrysler OEM trailer hitch or replacement mounting bolts, your vehicle will be returned and you will be advised what, if any, repairs are needed before the installation can be performed.

^[2] The \$100.00 Visa® Prepaid Card will be mailed to you 4–6 weeks after the completion of your vehicle inspection, and warranty claim submission by the authorized dealer. The Visa Prepaid Card is not redeemable for cash or usable at any ATM. Your card is issued by MetaBank®, Member FDIC, pursuant to a license from Visa U.S.A. Inc. Cards can be used at any merchants that accept Visa debit cards within the United States and US territories.

^[3] If you are scheduling your inspection directly through your Jeep Dealer and not through our Customer Care Hotline, simply visit www.MyJeepAuto.com to get your \$100 Visa Prepaid Card (see back for details).