

CUSTOMER SATISFACTION NOTIFICATION

NORTH AMERICA

Spark Plugs



FCA US LLC

Reference: 66D



2026 - 2027 (WL) Jeep Grand Cherokee

Template Version 1.8

Revision	Edition	Detail
1	July 2026	Corrected Torque Specification on step 25
1	July 2026	Added 2027 MY

SYMPTOM DESCRIPTION

The spark plugs insulator on approximately 48,000 of the above vehicles may break due to excessive cylinder pressure. This pressure can cause the spark plug's ceramic insulator to crack, leading to a rough-running engine. If this issue is not resolved promptly, the broken fragments can fall into the cylinder and cause internal engine damage.

SCOPE

This campaign applies only to the above vehicles equipped with a 2.0L engine (sales code EC7).

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

Remove and inspect the spark plugs condition, replace the main spark plugs on all of the cylinders by following the directions outlined in the Service Procedure below.

Use the following labor operation numbers and time allowances:

Labor Description	Number	Hrs
Replace Main Spark plugs	08-66-D1-82	0.7hrs

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

PARTS INFORMATION

Qty	Part Name	Part No.
1	Spark Plugs	CCLT66D1AA
1	Authorized Modification Label	04275086AE

PARTS RETURN

No parts required for this campaign.

SPECIAL TOOLS

Special tools required to perform this service procedure.

Number	Description
NPN	wiTECH MicroPod II / MDP
NPN	Laptop Computer
NPN	wiTECH Software

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 mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Reference: 66D

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.

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

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Service Procedure

1. Remove the engine cover fastener, grasp the engine cover and remove cover (Figure 1).
2. Disconnect the rear fuel vapor expansion valve hose from the fuel vapor expansion valve (Figure 2).
3. Remove the bolt securing the fuel vapor expansion valve and position the fuel vapor expansion valve aside (Figure 2).

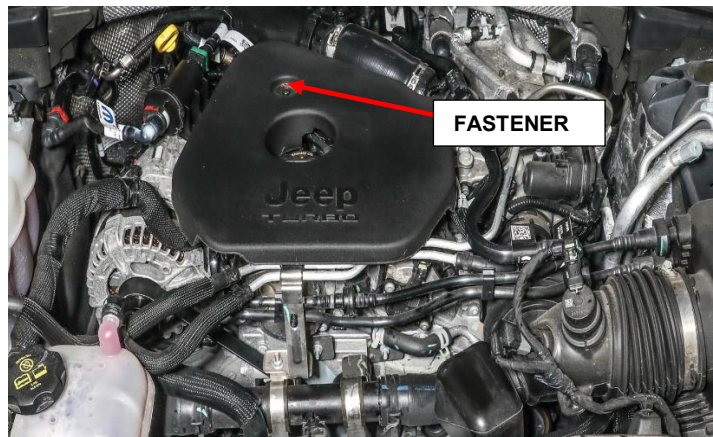


Figure 1 – Engine Cover

4. Unlock and disconnect the turbocharger boost pressure sensor wire harness connector (Figure 2).
5. Unlock and disconnect the inlet temperature sensor wire harness connector (Figure 2).
6. Disconnect the Positive Crankcase Ventilation (PCV) hose quick connectors at the valve cover and intake manifold leaving hose attached to charge air cooler inlet tube.

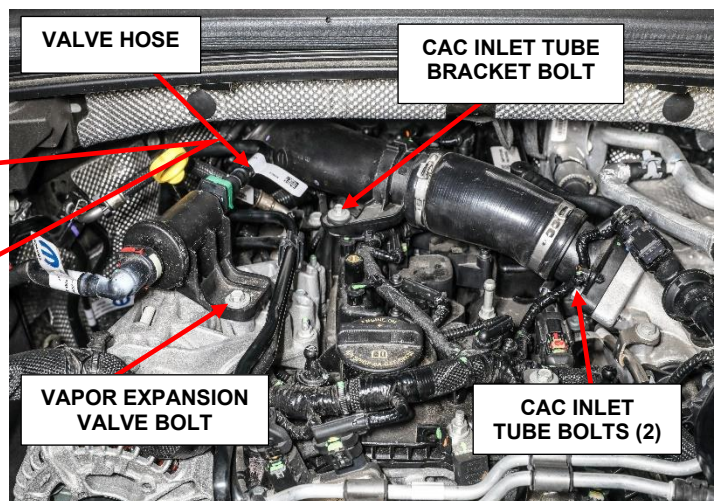
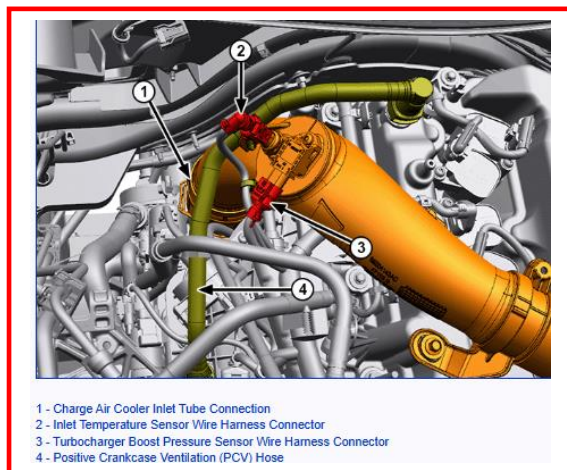


Figure 2 – CAC Tube

7. Disconnect the crankcase pressure sensor electrical connector and harness retainer.
8. Remove the Charge Air Cooler (CAC) inlet tube bolts and disconnect it from the turbocharger (Figure 2).
9. Remove the top sound proofing fir tree retainer to the CAC inlet tube (Figure 2).
10. Remove the CAC, inlet tube bolt to valve cover (Figure 2).

Reference: 66D

Service Procedure [Continued]

NOTE: Be careful when removing the Charge Air Cooler (CAC) inlet tube to not damage the air temperature sensor.

11. Release the clip and disconnect the CAC inlet tube from the throttle body.
12. Position the CAC inlet tube aside.
13. Remove the top soundproofing from the valve cover (Figure 3).
14. Disconnect the main chamber ignition coil(s) wire harness connector(s) (Figure 4).
15. Blow out the well around ignition coils.

NOTE: The main chamber and the pre-chamber spark plugs use different coils. The coils should not be inter-changed

16. Loosen the main chamber ignition coil captive bolt(s) on all the main coils (Figure 4).
17. Remove the main chamber ignition coil(s)② from the cylinder head with a twisting motion if needed (Figure 4).
18. Prior to removing the main chamber spark plug, spray compressed air into the spark plug opening. This will help prevent foreign material from entering the combustion chamber.



Figure 3 - Soundproofing

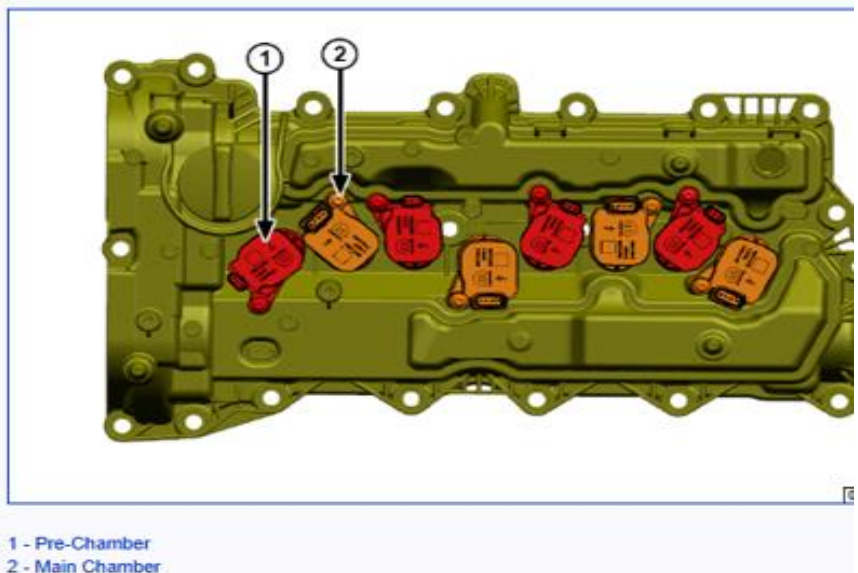


Figure 4 – Cylinder Ignition Coils

Reference: 66D

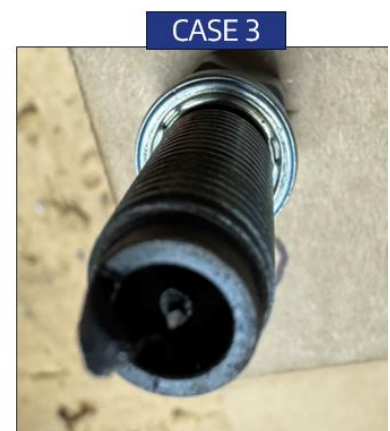
Service Procedure [Continued]

19. Remove the main spark plug from the cylinder head using a quality thin wall socket with a rubber or foam insert and inspect the condition of the spark plug electrode and ceramic insert. Reference the condition of the removed spark plugs to the illustration below.

Case 1 – Spark Plug ceramic **not broken**. Proceed with spark plug replacement step 20.

Case 2 – Spark Plug ceramic **broken** but not fallen into combustion chamber. Proceed with spark plug replacement step 20.

Case 3 – Spark Plug **ceramic broken and fallen** into combustion chamber, proceed to repair according to Star Online (SOL S2618000003) published in Service Library.



CAUTION: Special care should be taken when installing spark plugs into the cylinder head spark plug wells. Be sure the plugs do not drop into the plug wells as electrodes can be damaged.

CAUTION: Spark plug torque is critical and must not exceed the specified value. Overtightening stretches the spark plug shell, reducing its heat transfer capability resulting in possible catastrophic engine failure.

20. Install the main chamber spark plugs and tighten to 18N·m (13ft. lbs.).
21. Reinstall main chamber ignition coils and tighten nuts to 9N·m (80In. lbs.).
22. Reconnect the main ignition coil(s) wire harness connector(s).
23. Install the top soundproofing from the valve cover and attach the retainer (Figure 3).
24. Connect the charge air cooler inlet tube.
25. Install the charge air cooler, inlet tube bolt to valve cover and tighten to 8N·m (71In. Lbs.) (Figure 2).
26. Install the CAC inlet tube bolts and connect it to the turbocharger and tighten to 11N·m (8Ft, Lbs.). (Figure 2).
27. Connect the clip and connect the CAC inlet tube to the throttle body and the CAC hose.
28. Connect the crankcase pressure sensor electrical connector and harness retainer.
29. Connect the inlet temperature sensor wire harness connector and engage lock (Figure 2).

Reference: 66D

Service Procedure [Continued]

30. Connect the turbocharger, boost pressure sensor wire harness connector and lock the connector.
31. Install the bolt securing the fuel vapor expansion valve and position the fuel vapor expansion valve (Figure 2).
32. Connect the rear fuel vapor expansion valve hose from the fuel vapor expansion valve (Figure 2).
33. Install the engine cover and fastener (Figure 1).
34. Start the engine and ensure normal engine operation.

Install the Authorized Modifications Label:

Type or print (with a ballpoint pen) the necessary information shown in Figure 5 onto the Authorized Modifications Label. Then attach the label near the VECI label.

Chrysler Group LLC	AUTHORIZED MODIFICATIONS	THESE MODIFICATIONS HAVE BEEN APPROVED AS APPROPRIATE BY EPA AND CARB.
THE FOLLOWING MODIFICATIONS HAVE BEEN MADE:		
CHANGE AUTHORITY	DEALER CODE	DATE
	XXXXX	XX / XX / XXXX
04275086AD		

Figure 5 – Authorized Modifications Label

Complete Proof of Correction Form 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 “**Recall Resources**” on the Home page.
- c. Under the “Recall Guides” heading, select “**California Proof of Correction Form**” link.
- d. Download or print the PDF form as needed.

35. Return vehicle to the customer.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXX

66D

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 66D.

CUSTOMER SATISFACTION NOTIFICATION

Spark Plugs

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 [2026 - 2027 Model Year (WL) Jeep Grand Cherokee] vehicles equipped with a 2.0L engine.

WHY DOES MY VEHICLE NEED REPAIRS?

The spark plug insulator on your vehicle's engine may break due to excessive cylinder pressure. This pressure may cause the ceramic insulator to crack, leading to a rough-running engine and an illuminated Malfunction Indicator Lamp (MIL). If this issue is not resolved promptly, broken fragments may fall into the cylinder and cause internal engine damage.

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 replace the main spark plugs. 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**

CALIFORNIA RESIDENTS

The State of California requires the completion of this emissions related Customer Satisfaction Notification repair prior to vehicle registration renewal. Your dealer will provide you with a 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.