



September 2018

Dealer Service Instructions for:

Safety Recall U27 / NHTSA 18V-231

Under Body Ladder Rail

Remedy Available

2018 (JK) Jeep® Wrangler

NOTE: This recall applies only to the above vehicles equipped with four doors and built from October 15, 2017 through October 16, 2017 (MDH 101500 through 101617).

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 driver's side rear under body ladder rail on about 100 of the above vehicles may have been built with reduced corrosion protection which may, in certain circumstances, eventually result in a loose left rear seat mount or reduced strength of the rear floor pan due to premature corrosion. A loose left rear seat mount or reduced strength of the rear floor pan due to corrosion could, during a vehicle crash, allow two of the six attachment fasteners for the left rear seat to not be retained to the floor pan and/or the left rear floor pan structural frame member to buckle, which may increase the risk of injury.

Repair

Inspect the left side (driver's side) rear longitudinal under body ladder rail date code marking. If repair is needed, the interior and exterior of the left side rear under body ladder rail will be coated with three-part rust protection, or if deemed unrepairable, the vehicle will be repurchased.

NOTE: Figure 1 is only for identifying the location of the left side rear longitudinal under body ladder rail. Proceed to Section A. Date Code Inspection for determining if the vehicle contains a suspect part.

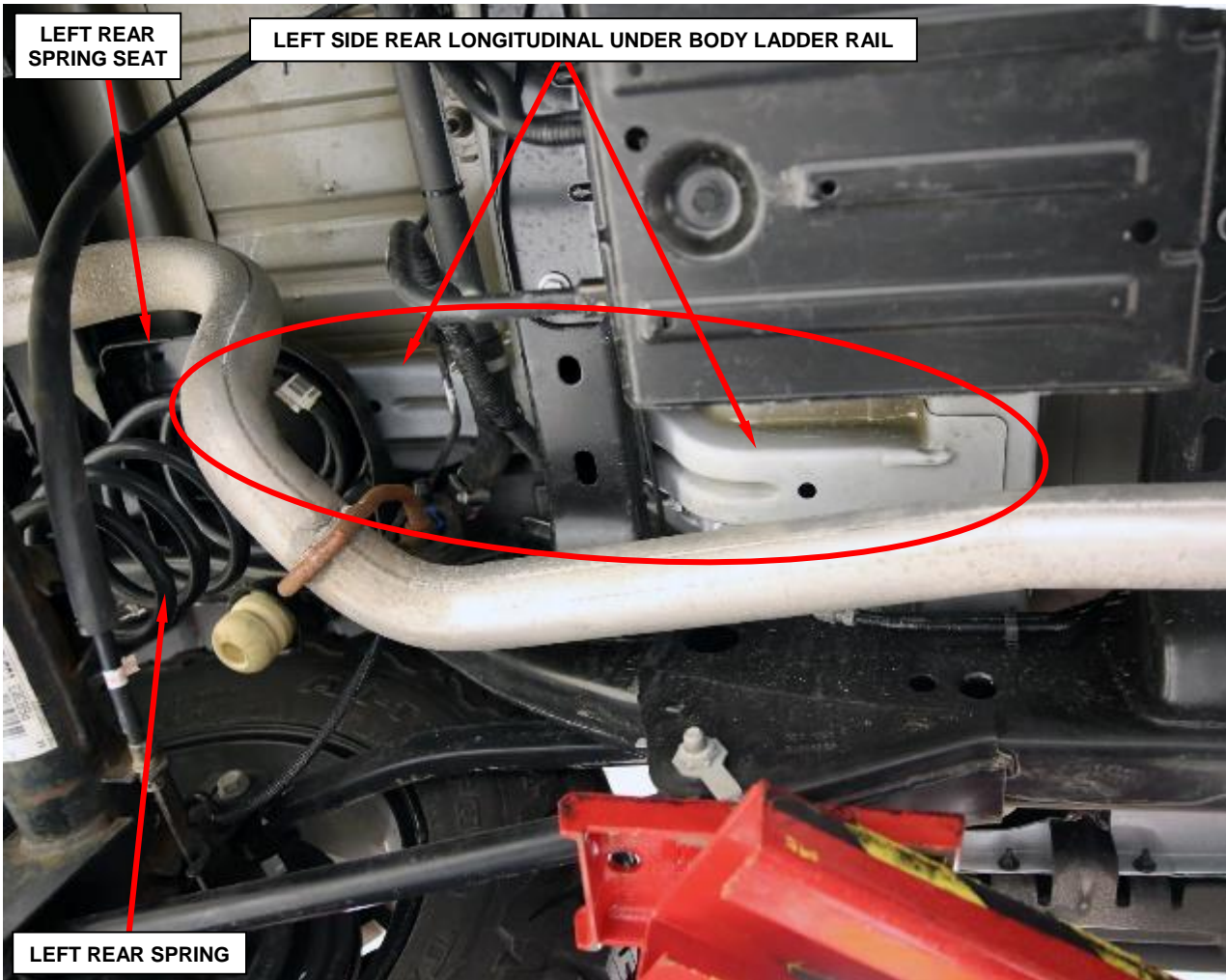


Figure 1 – Left Side Rear Longitudinal Under Body Ladder Rail Location

Inspection Procedure

A. Date Code Inspection

1. Raise and support the vehicle.
2. While using a flashlight or bore scope, stand behind the rear axle to view the left side rear longitudinal under body ladder rail above the left rear spring seat. The date code can be viewed through the left rear spring seat center hole (Figure 2). Locate the date code stamped on the ladder rail and record date code numbers only. **Ignore any preceding letters, read the numbers only.**
 - If the date code **is** 041, proceed to **Step 3**.
 - If date code is **not** 041, lower the vehicle and return to the customer. Claim LOP 23-U2-71-81 for inspection.
 - If the date code cannot be read, contact your area Technical Advisor.

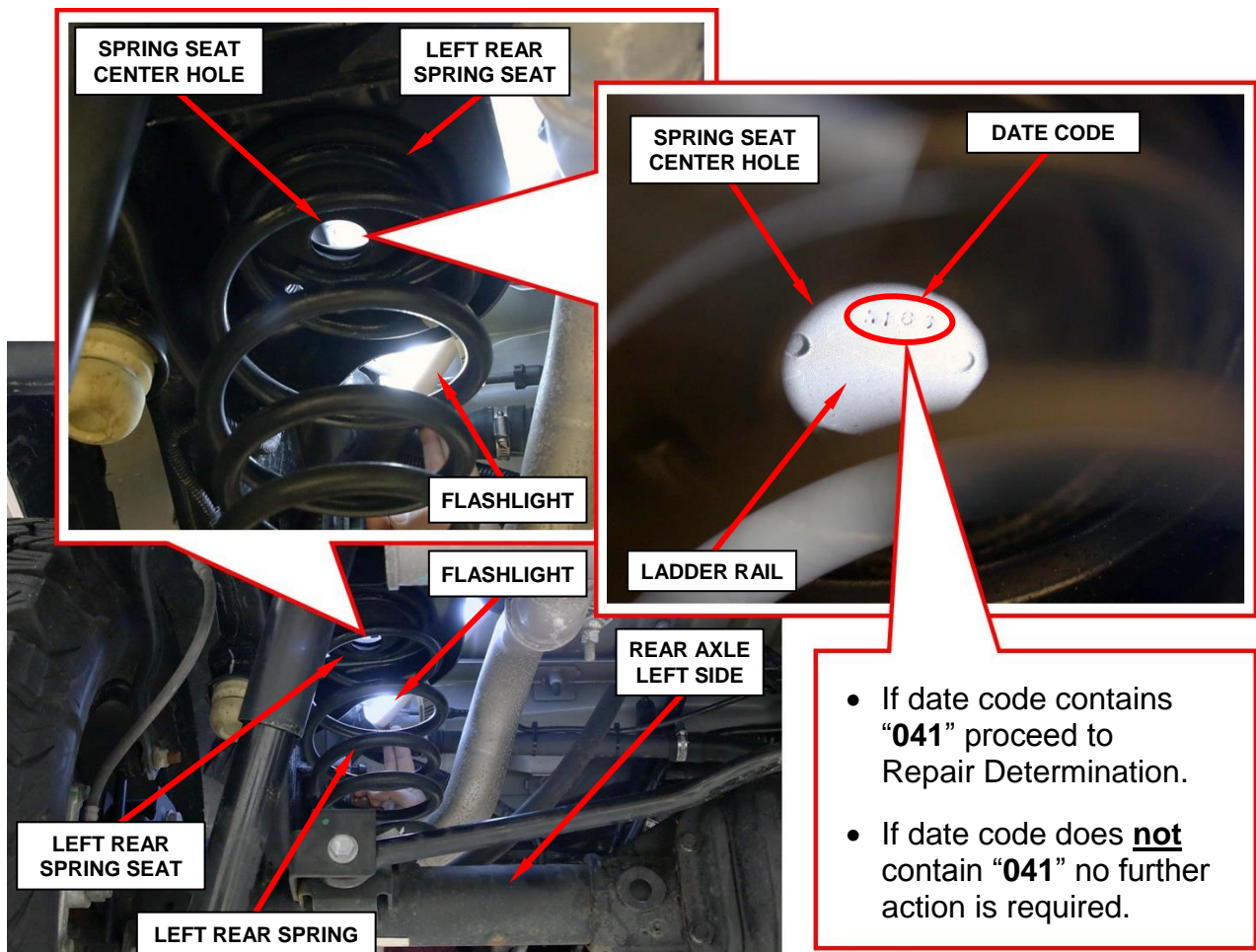


Figure 2 – Inspect Date Code - Left Side Rear Longitudinal Under Body Ladder Rail

Inspection Procedure [Continued]

3. Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if inspection determines that code is 041 and the vehicle must be held for Technical Advisor to perform the Repair Determination.

4. Contact your area Technical Advisor to perform the Repair Determination steps in **Section B. Repair Determination.**

NOTE: Repair Determination steps in Section B. must be performed by your area Technical Advisor.

Special Tools

The following special tool is required to perform the repair determination:

- NPN Lighted Borescope

Repair Determination

B. Repair Determination

1. Power wash the left side rear longitudinal under body ladder rail. Clean the outer surface and inside the rail, using existing holes (Figure 3).

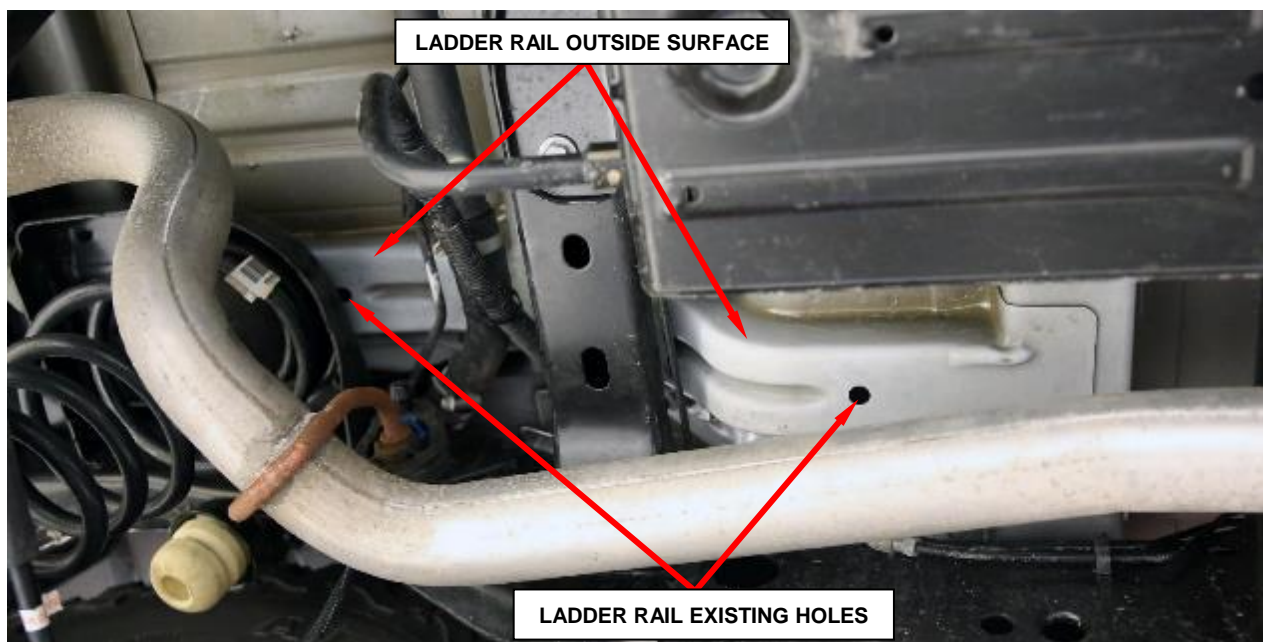


Figure 3 – Use a Power Washer to Clean Ladder Rail Inside and Outside

Repair Determination [Continued]

2. Inspect the left side rear longitudinal under body ladder rail for any visible red rust. Visually inspect the external surfaces and edges for rust (Figure 4). Use a lighted borescope inserted through the existing holes in the ladder rail to inspect the internal cavity surfaces and edges for rust (Figure 5).
 - If red rust is visible, the vehicle is not repairable and must be repurchased. Claim LOP 23-U2-71-82 for Repair Determination.
 - If red rust is **not** visible, proceed to **Step 3**.

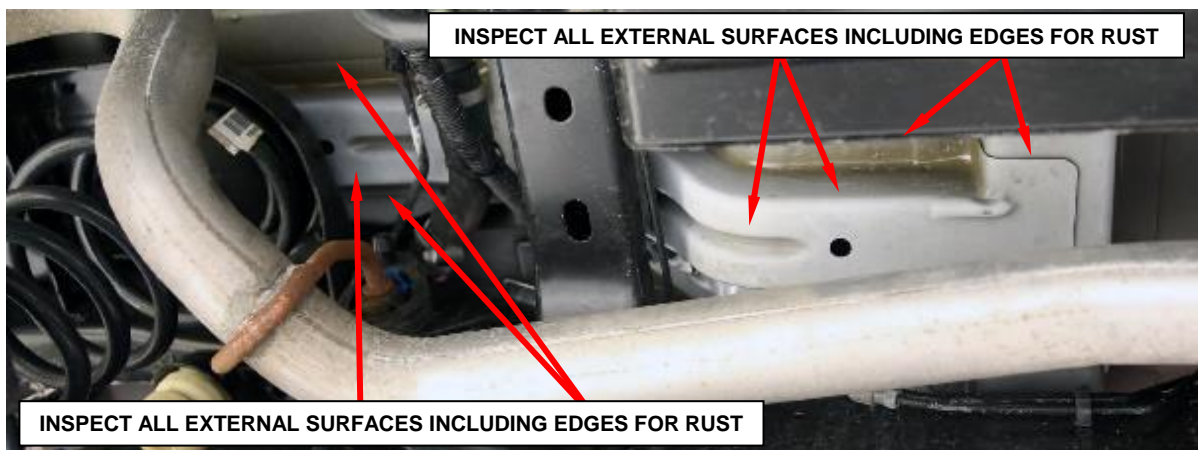


Figure 4 – Inspect Ladder Rail External Surfaces and Edges for Rust

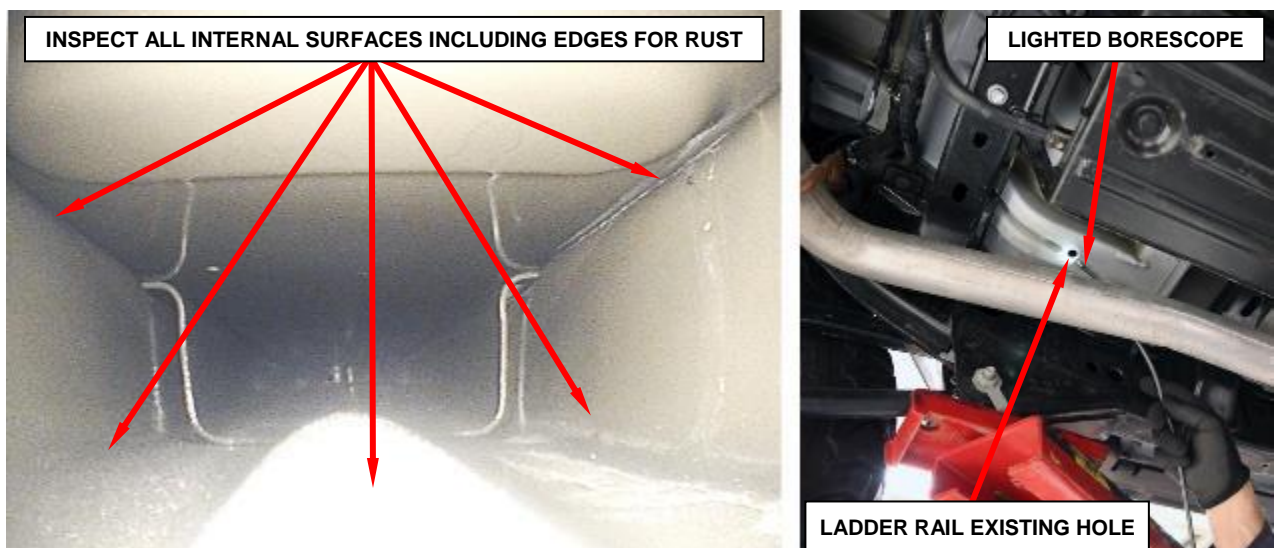


Figure 5 – Inspect Ladder Rail Internal Surfaces and Edges for Rust

Repair Determination [Continued]

3. Review the repair procedure steps detailed in **Section C. Repair Procedure**.
Can the repair be performed at this dealer?
 - **YES** = Order the repair materials in the “Parts Information” section then proceed to **Section C. Repair Procedure** to perform the repair.
 - **NO** = Order the repair materials in the “Parts Information” section then ship the vehicle and materials to closest capable facility to perform the repair procedure detailed in **Section C. Repair Procedure**.

Parts Information

Due to the small number of involved vehicles, no parts will be distributed initially. **Parts should be ordered only after inspection determines that the repair can be performed.**

Part Number **Description**
CSAJU271AA **Epoxy Coating Kit**

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Epoxy Coating Spray Gun Assembly
1	Black Epoxy Coating Cartridge A & B
6	Epoxy Coating Mixing Tube with Spray Nozzle
1	Air Regulator

68042969AB Rust Proofing Gun and 2 Cavity Wax Bottles

Parts Return

No parts return required for this campaign.

Repair Procedure

C. Repair Procedure

NOTE: Allow the left side rear longitudinal under body ladder rail to dry completely before proceeding with the repair.

1. Remove the left rear wheel/tire assembly for access through the wheel opening to the left side rear longitudinal underbody ladder rail.

Repair Procedure [Continued]

- 2. Carefully mask off any surfaces which could be adversely affected if coated with bedliner material such as exhaust system, drive shaft, hose connections, evaporative emissions canister, brake system components, painted vehicle body, etc. Bedliner material hardens very quickly and cannot be easily removed from surfaces once applied (Figures 6 and 7).



Figure 6 – Mask Underbody Components

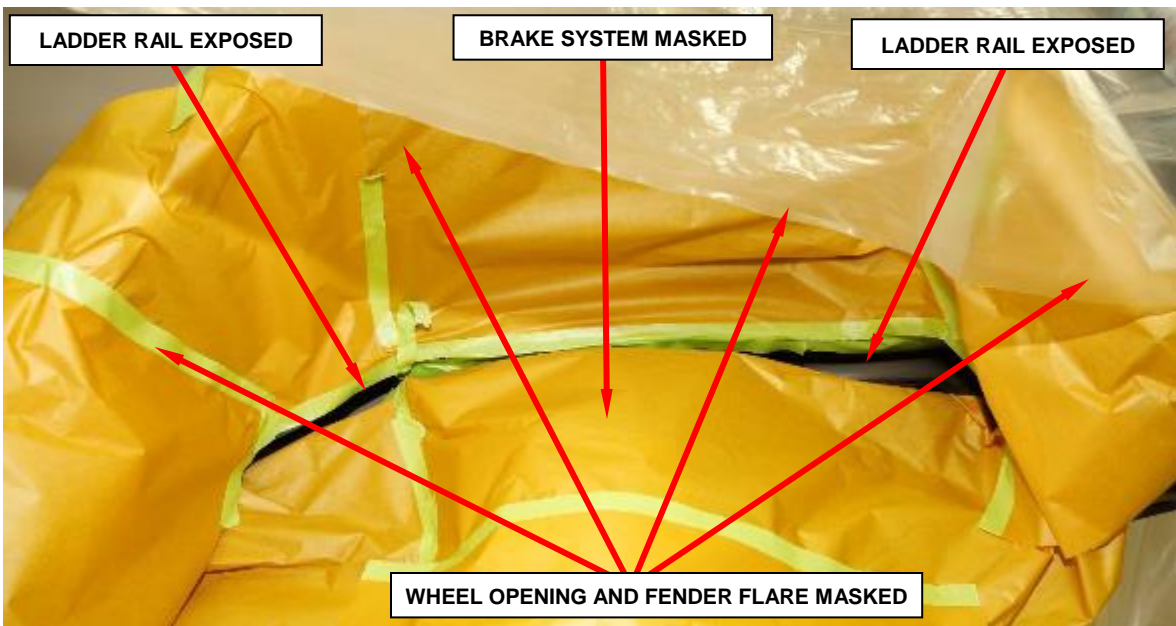


Figure 7 – Mask Wheel Opening Components

Repair Procedure [Continued]

3. Assemble the epoxy coating spray gun per the manufacturer's directions (Figure 8).

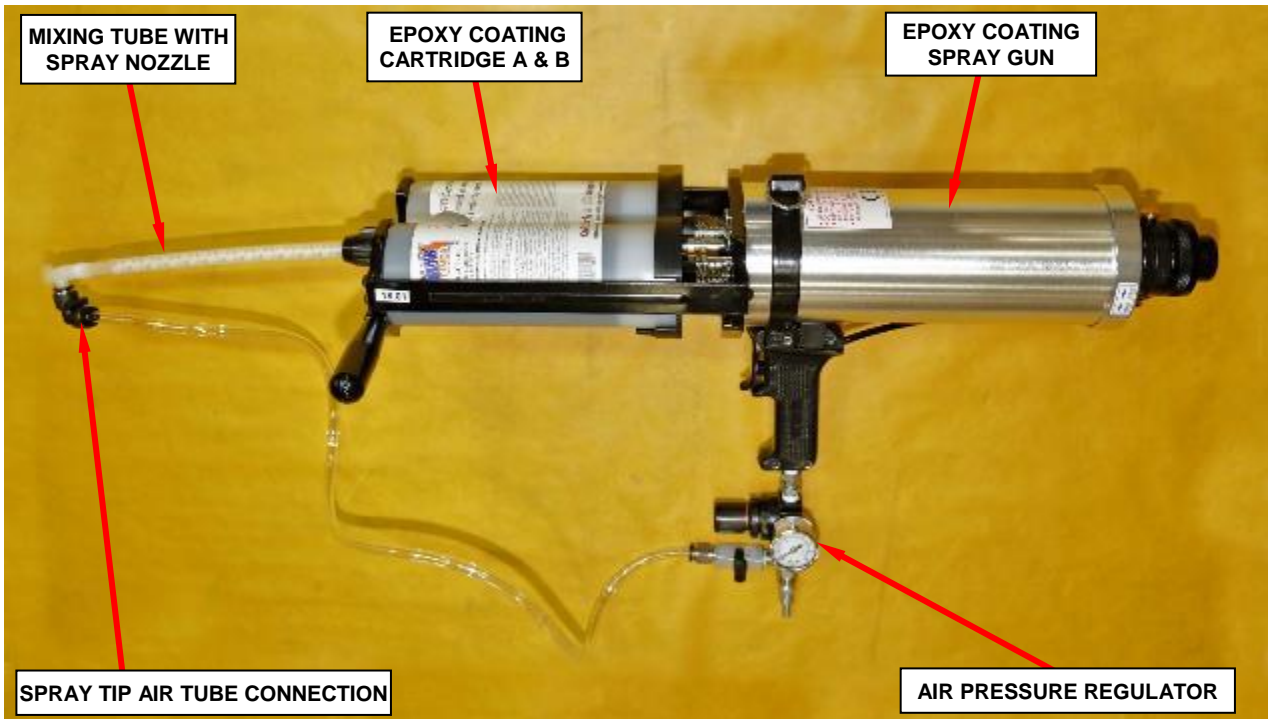


Figure 8 – Epoxy Coating Spray Gun

4. Air supply pressure must not exceed 115 PSI. Pressures between 70 – 100 PSI are recommended for this application. Pressures closer to 70 PSI will produce a more concentrated and controllable spray pattern than higher pressures.

IMPORTANT: Once the A & B parts of the epoxy begins mixing in the mixing tube spray nozzle, spraying must begin immediately. Even momentarily pausing the spraying operation for 15 seconds will allow the epoxy to harden in the mixing tube requiring replacement of the mixing tube spray nozzle in order to continue spraying. Once spraying begins do NOT pause or stop until all accessible surfaces of the left side rear longitudinal under body ladder rail have been completely coated with the epoxy coating.

Repair Procedure [Continued]

5. Use the epoxy coating spray gun with black epoxy coating cartridge to the epoxy coating to all the accessible surfaces of the left side rear longitudinal under body ladder rail from underside of vehicle and inside wheelhouse (Figures 9 and 10).



Figure 9 – Apply Epoxy Coating to Ladder Rail from Underside of Vehicle



Figure 10 – Apply Epoxy Coating to Ladder Rail through Wheelhouse Opening

Repair Procedure [Continued]

6. Inspect the left side rear longitudinal under body ladder rail to ensure that all accessible surfaces have been completely coated with the epoxy coating (Figure 11).
7. Masking should be removed as soon as possible following epoxy application before the epoxy coating fully cures.

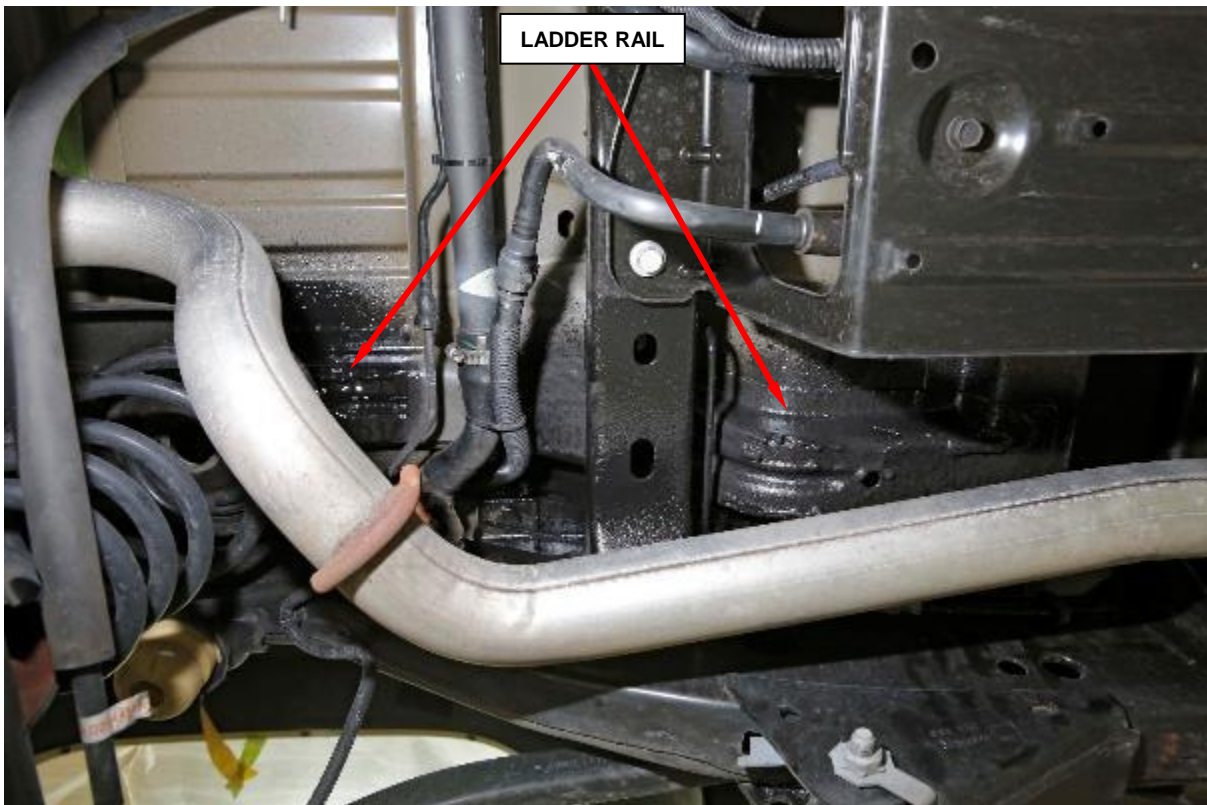


Figure 11 – Left Side Rear Longitudinal Under Body Ladder Rail with Epoxy Coating

8. Install the left rear wheel/tire assembly.

Repair Procedure [Continued]

9. Use the rust proofing gun and cavity wax to coat the internal surfaces of the left side rear longitudinal under body ladder rail with cavity wax (Figure 12).

Follow the manufacturer's directions for use, shake/mix the wax thoroughly and set the air pressure to the recommended 40-80 PSI for wax application.

Using the existing ladder rail hole, insert the rustproofing gun multidirectional nozzle fully into the ladder rail as far as possible. With back and forth and rotating motions, completely coat the ladder rail internal surfaces.

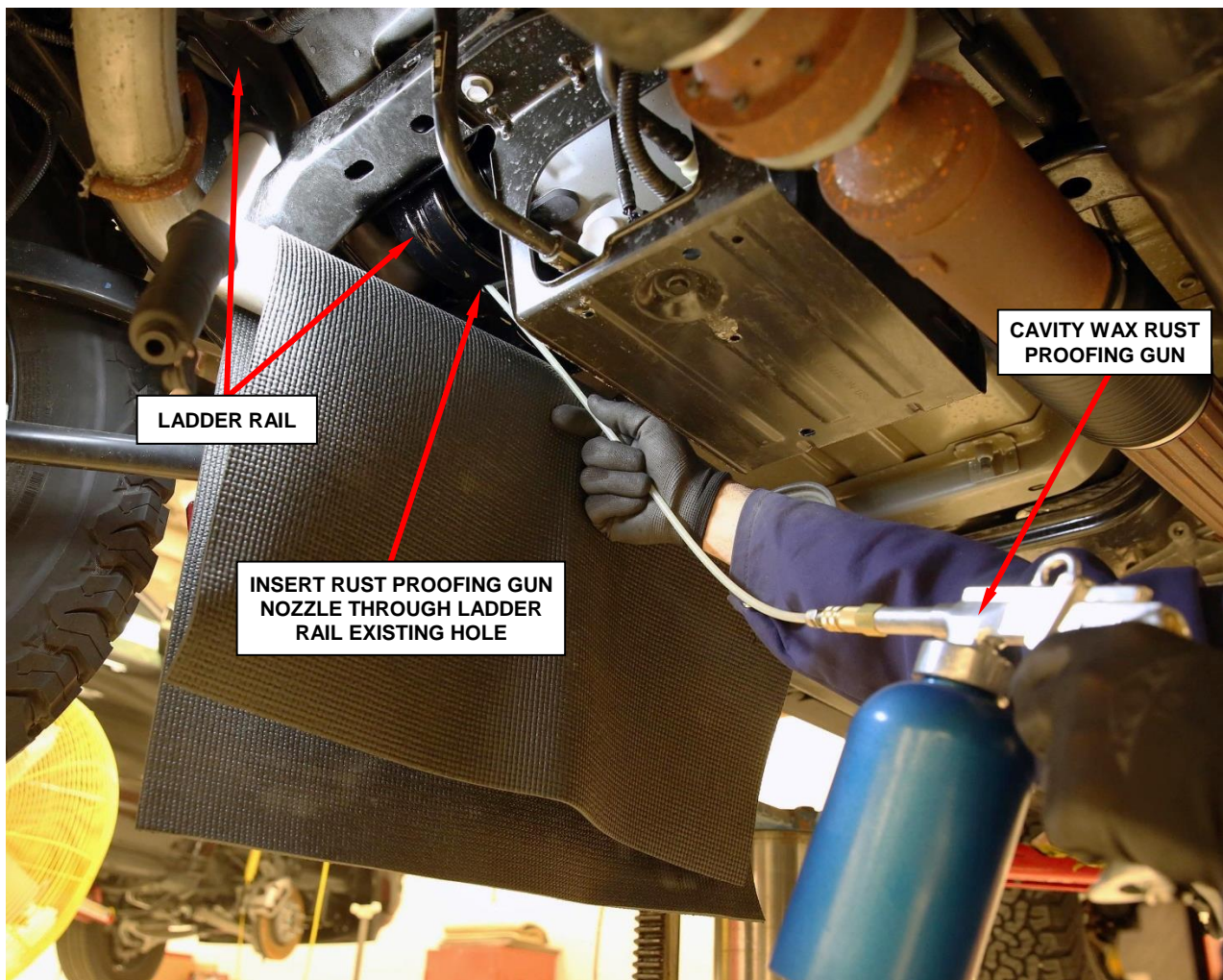


Figure 12 – Coat Ladder Rail Internal Surfaces with Cavity Wax

10. Lower the vehicle and return the vehicle to the customer.
Claim LOP 23-U2-71-83 for Vehicle Repair.

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

Use only one of the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Inspect Left Side Rear Longitudinal Under Body Ladder Rail Date Code	23-U2-71-81	0.2 hours
Inspect Left Side Rear Longitudinal Under Body Ladder Rail Date Code, Power Wash Ladder Rail and Inspect Ladder Rail for Rust Using Bore Scope	23- U2-71-82	0.7 hours
Inspect Left Side Rear Longitudinal Under Body Ladder Rail Date Code, Power Wash Ladder Rail and Inspect Ladder Rail for Rust Using Bore Scope, Apply Rust Preventative Materials to Ladder Rail	23- U2-71-83	1.6 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.

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

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

U27/NHTSA 18V-231

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. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall U27.

IMPORTANT SAFETY RECALL

Under Body Ladder Rail

Dear [Name],

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

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain [2018 Model Year Jeep® Wrangler Unlimited] vehicles equipped with four doors.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

WHY DOES MY VEHICLE NEED REPAIRS?

The driver's side rear under body ladder rail on your vehicle ^[1] may have been built with reduced corrosion protection which may, in certain circumstances, eventually result in a loose left rear seat mount or reduced strength of the rear floor pan due to premature corrosion. **A loose left rear seat mount or reduced strength of the rear floor pan due to corrosion could, during a vehicle crash, allow two of the six attachment fasteners for the left rear seat to not be retained to the floor pan and/or the left rear floor pan structural frame member to buckle, which may increase the risk of injury.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will inspect the driver's side rear under body ladder rail date code marking. If repair is needed, the interior and exterior of the driver's side rear under body ladder rail will be coated with three-part rust protection, or if deemed unrepairable, the vehicle will be repurchased. The estimated time for inspection is one hour; repair, if needed, could take several days. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

If your vehicle is deemed unrepairable then FCA US will offer to repurchase your vehicle. FCA US' offer to repurchase your vehicle will be based on the fair market value of your vehicle based on its mileage and condition (less any modifications) using publicly available third-party valuation tools. Your dealer will assist you in making arrangements for a final appraisal of your vehicle.

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 to submit your reimbursement request online. ^[3] 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 recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. 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] 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.

[3] 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.

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