



November 2018

Dealer Service Instructions for:

# Safety Recall UB3 / NHTSA 18V-759 Driver Floor Mat

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## Remedy Available

2018 (WK) Jeep® Grand Cherokee SRT and Trackhawk

**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 floor mat on about 4,800 of the above vehicles may have an unacceptable amount of clearance between the mat and the accelerator pedal. A driver floor mat without an acceptable amount of clearance to the accelerator pedal may prevent the accelerator pedal from returning towards an idle state when the driver removes pressure on the pedal, causing more engine power to be requested than intended. Unintended engine power can cause a vehicle crash without prior warning. This condition may be mitigated with the brake-throttle override function: if the accelerator pedal is held in a fixed position for a certain amount of time, and then the brakes are applied, the engine will disregard the continued accelerator pedal request and the engine will return to idle, despite the position of the accelerator pedal.

**Repair**

Inspect the driver’s floor mat part number and replace the mat if it is the defective part.

**Parts Information**

<u>Part Number</u>	<u>Description</u>
<b>6RP51DX9AA</b>	<b>KIT, Floor Mat</b>

Part can only be ordered through [campaign@fcagroup.com](mailto:campaign@fcagroup.com), please provide VIN and Dealer Code.

**NOTE: This is the WK Base Floor Mat Kit; this can be used to repair vehicles until the Trackhawk/SRT Floor mats become available. Any vehicle that gets the WK Base Floor Mat will get Trackhawk/SRT Floor Mat in the mail when they become available. Dealer should explain to customers that the recall is on the driver floor mat ONLY, and as a courtesy they are receiving a full set of base mats.**

**Parts Return**

No parts return required for this campaign.

**Special Tools**

No special tools are required to perform this service procedure.

**Service Procedure**

1. Remove the driver floor mat.
2. Inspect the part number.
  - If the part number **is** 6ML07TRMAA or 6GA92TRMAA continue with Step 3.
  - If the part number **is not** 6ML07TRMAA or 6GA92TRMAA the floor mat is not included in this recall, replace the floor mat and return the vehicle to the customer.
3. **Destroy** and **DISCARD** the driver floor mat.
4. Install the **NEW** driver floor mat, provide the remaining floor mats from the kit to the customer, 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 paid will be used by FCA to record recall service completions and provide dealer payments.

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

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Inspect Driver Floor Mat	23-UB-31-81	0.2 hours
Inspect and Replace Driver Floor Mat	23-UB-31-82	0.2 hours
Floor Plan Reimbursement	95-95-95-97	Calculate See Below

**Completion Reporting and Reimbursement (Continued)**

Floor Plan Reimbursement represents the vehicle’s average daily allowance (see table below) multiplied by the number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale to the date that the remedy was made available. Note: If the vehicle was received by your dealership (KZX date) AFTER the stop sale date, you will use the KZX date instead of the stop sale date. For this Recall, the stop sale was initiated on **11/06/2018** and the remedy was made available on **11/10/2018**, therefore, the number of days cannot exceed **4** days.

Vehicle	Average Daily Allowance
2018 Jeep Grand Cherokee	[REDACTED]

**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

UB3/NHTSA 18V-759

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 UB3.

# IMPORTANT SAFETY RECALL

## Driver Floor Mat

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 (WK) Jeep Grand Cherokee SRT and Trackhawk] vehicles.

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 floor mat on your vehicle <sup>[1]</sup> may have an unacceptable amount of clearance between the mat and the accelerator pedal. A driver floor mat without an acceptable amount of clearance to the accelerator pedal may prevent the accelerator pedal from returning towards an idle state when the driver removes pressure on the pedal, causing more engine power to be requested than intended. **Unintended engine power can cause a vehicle crash without prior warning.** This condition may be mitigated with the brake-throttle override function: if the accelerator pedal is held in a fixed position for a certain amount of time, and then the brakes are applied, the engine will disregard the continued accelerator pedal request and the engine will return to idle, despite the position of the accelerator pedal.

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will inspect the driver's floor mat part number and replace the mat if it is the defective part. 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. The estimated repair time is ½ hour. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**Please remove the current driver floor mat until you get your vehicle remedied.**

**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>[3]</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 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](http://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.