



Revision 1 October 2020

Dealer Service Instructions for:

# Safety Recall W81 / NHTSA 20V-657

## Front Lower Control Arm

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Revised with new sales code information, and new torque values at steps 13 and 18 in section C. Install Control Arm.

### Remedy Available

2021 (KL) Jeep® Cherokee

*NOTE: This recall applies only to the above Latitude and Limited vehicles equipped with Normal Duty Suspension (sales code SDA).*

*NOTE: Some vehicles above may have been identified as not involved in this recall and therefore have been excluded from this recall.*

**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

About 700 of the above vehicles may have been built with one or both lower control arms with hardness below specification. A front lower control arm manufactured with hardness below specification may result in a fracture while driving that may result in a loss of steering control, which can cause a crash without prior warning.

## Repair

Inspect both front lower control arms and replace as needed. FCA US recommends that owners do not drive their vehicles until they receive instructions on how to have this inspected and repaired, if necessary. Mobile Repair should be utilized for the inspection, if available.

## Alternate Transportation

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if inspection determines that front lower control arm replacement is required and the vehicle must be held overnight.

## Parts Information

Since we expect a low failure rate on this campaign, part orders will be processed on the dealer's behalf. Upon identification of a suspect batch number (#1264206) on the front lower control arm(s), please send an email to **campaignteam@fcagroup.com** with the following details. An order will be placed and expedited upon approval.

- 1) Dealer code
- 2) VIN(s)
- 3) Photo of lower control arm(s) **CLEARLY** identifying the batch number - must be #1264206 - and saved with VIN as file name. See step **A. Inspect Lot Number** under Service Procedure.
- 4) Identification of lower control arm(s) location - RH, LH or both

Note: VINs without control arms in this suspect batch should be claimed as "Inspected/No repair". If both lower control arms are impacted, two photos are required.

## Parts Return

No parts return required for this campaign. Render the old control arms unusable and discard.

**Special Tools**

The following special tool is required to perform this repair:

- C-4150A Ball Joint Press

**Service Procedure**

**A. Inspect Lot Number**

**NOTE:** Only *control arms* from lot # 1264206, as determined by the inspection in Section A, require replacement. Very few vehicles are expected to require *control arm* replacement.

1. Raise and support the vehicle.

2. Inspect the marking on each control arm for lot #1264206. If neither arm is part of this lot, lower the vehicle, and return it to the owner. If either



**Figure 1 – Lower Control Arm Lot Number Inspection**

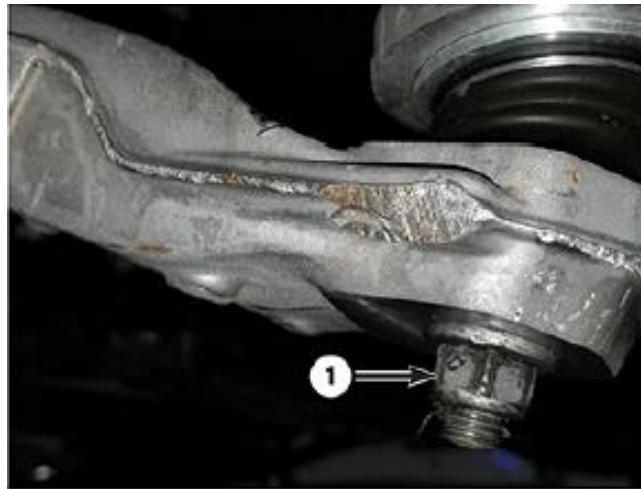
arm is from this lot, the arm(s) must be replaced. Proceed to **B. Remove Control Arm** (Figure 1).

**B. Remove Control Arm**

**NOTE:** The following procedure is required if either lower control arm requires replacement per the inspection in Section “A.” *Very few vehicles are expected to require this repair. Upon approval of submitted photos, parts will be shipped to the dealer.*

**Service Procedure [Continued]**

1. Lower the vehicle, and disconnect and isolate the negative battery cable. If equipped with an Intelligent Battery Sensor (IBS), disconnect the IBS connector first before disconnecting the negative battery cable. Raise and support the vehicle.
2. Remove the wheel mounting bolts and the tire and wheel assembly.
3. Remove and DISCARD the lower ball joint nut (1) (Figure 2).
4. Using the Ball Joint Press C-4150A, separate the lower ball joint stud from the control arm.

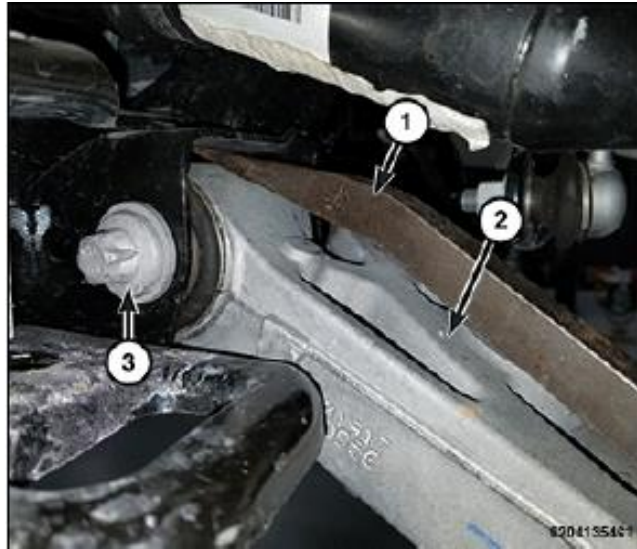
**Figure 2 – Ball Joint Nut**

**NOTE: Make sure the ball joint boot does not get cut when separating the ball joint stud from the control arm.**

**NOTE: After separating the control arm from the knuckle, do not let it swing rapidly back up. This can tear the ball joint dust boot.**

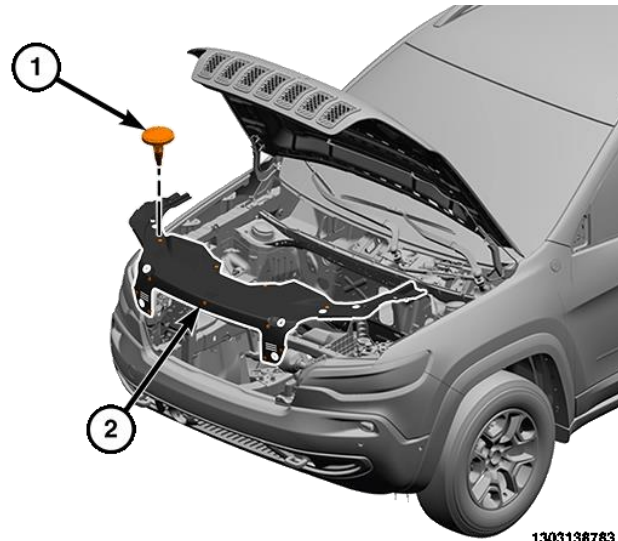
**Service Procedure [Continued]**

5. Insert a pry bar (1) in the opening between the control arm front mounting bolt and the front fascia support beam (Figure 3).
6. Pry down on the control arm (2) until the ball joint stud is clear of the control arm, then push the knuckle assembly to the side when it is clear of the ball joint stud and slowly release the control arm (Figure 3).



**Figure 3 – Pry Lower Control Arm**

7. Remove the supports, and lower the vehicle to access the engine compartment.
8. Remove the push pin fasteners (1) and remove the radiator closeout panel (2) (Figure 4).



**Figure 4 – Radiator Closeout Panel**

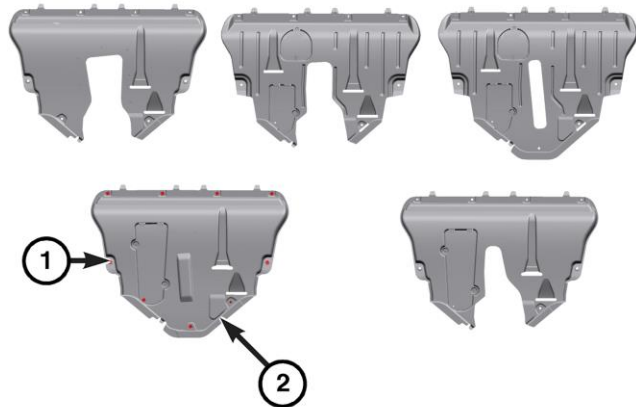
**NOTE: There are several different belly pans depending on engine and drivetrain options. Some may have a fewer number of fasteners but they are all removed by the same procedure.**

9. Raise and support the vehicle.

**Service Procedure [Continued]**

10. Remove the fasteners (1) securing the engine belly pan (2) (Figure 5).

11. Remove the engine belly pan (2) from the underside of the vehicle (Figure 5).

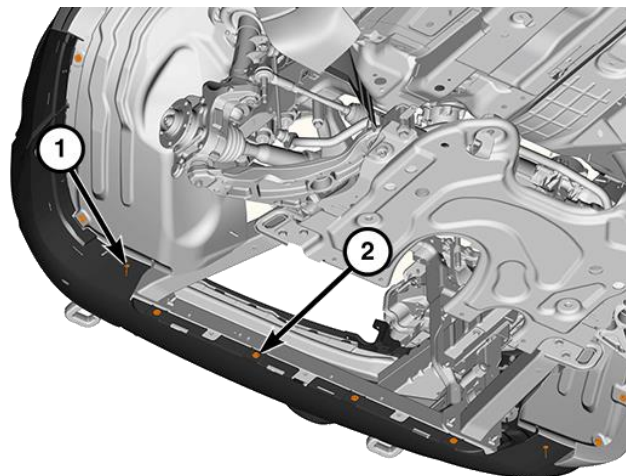


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**Figure 5 – Engine Belly Pan**

12. Remove the two rivets (1) (Figure 6).

13. Remove the four lower support fasteners (2) (Figure 6).



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**Figure 6 – Lower Fascia Fasteners**

**Service Procedure [Continued]**

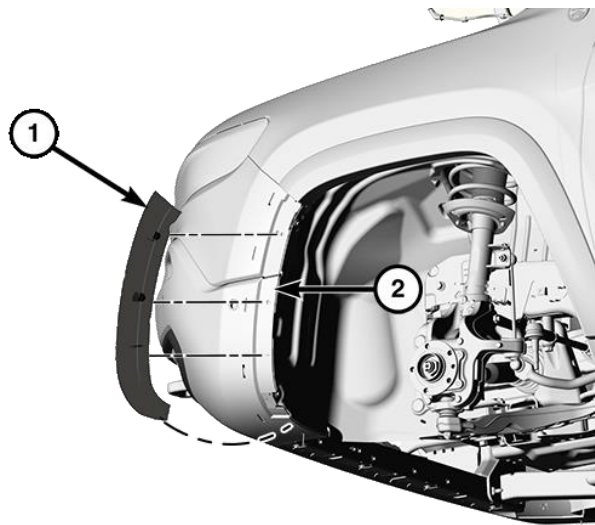
14. Remove the three screws (1) and position aside the wheelhouse splash shields (Figure 7).



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**Figure 7 – Wheelhouse Splash Shield Fasteners**

15. From inside the wheel well, release the clips and remove the front flare moldings (1) (Figure 8).



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**Figure 8 – Front Flare Moldings**

**Service Procedure [Continued]**

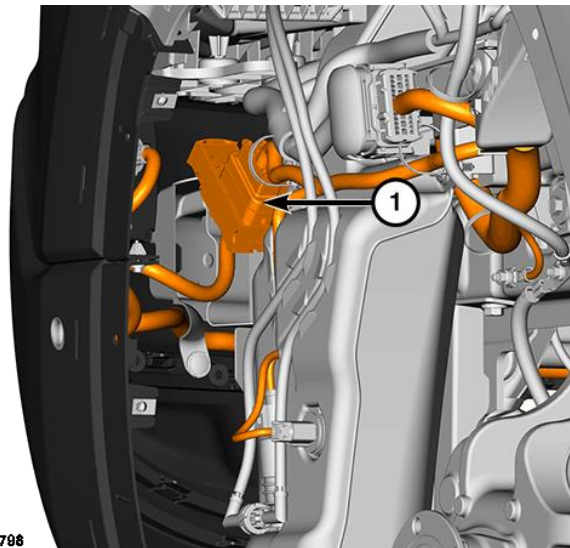
16. Remove the fasteners (1) attaching the sides of the fascia to the fenders (Figure 9).



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**Figure 9 – Fascia to Fender Fasteners**

17. Disconnect the wire harness connector (1) (Figure 10).



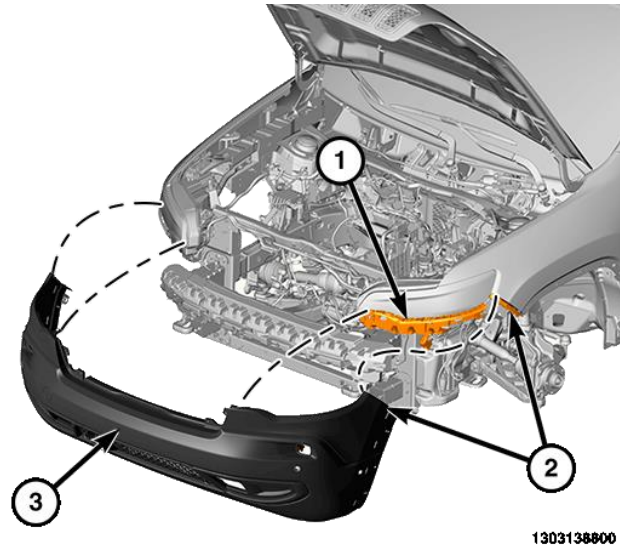
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**Figure 10 – Wire Harness Connector**



**Service Procedure [Continued]**

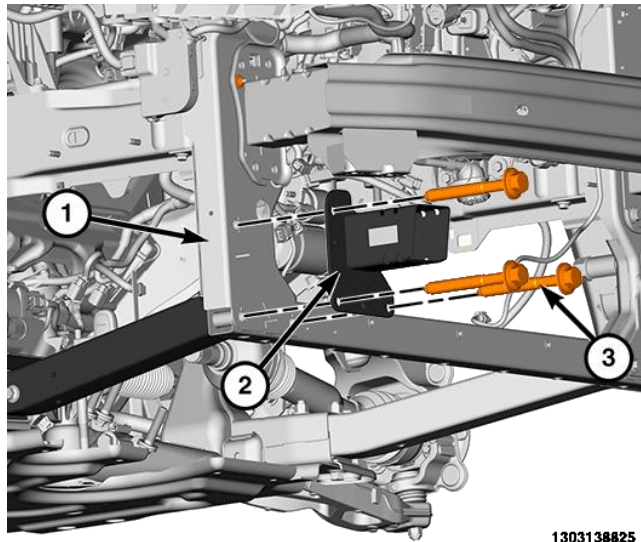
18. Carefully pull out on the upper and lower fascia sides to release the fascia retaining tabs at the fender (2) and below the headlight (1). Repeat on the opposite side (Figure 11).
19. Remove the fascia (3) from the vehicle (Figure 11).



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**Figure 11 – Wire Harness Connector**

20. Remove the bolts (3) and the lower load beam extensions (2) (Figure 12).

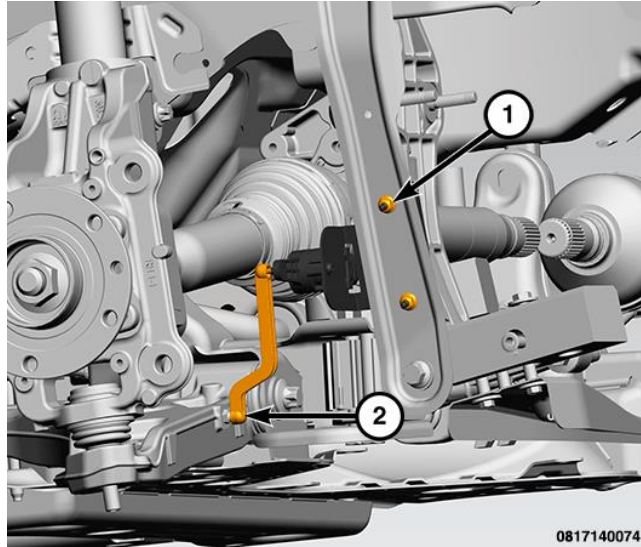


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**Figure 12 – Lower Load Beam Extension Bolts**

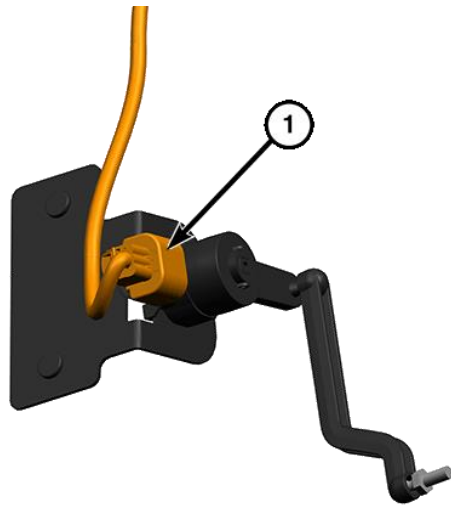
**Service Procedure [Continued]**

21. If equipped, locate the front axle vehicle height sensor from within the right front fender wheel house (Figure 13).
22. Disconnect the actuator rod (2) (Figure 13).
23. Remove the fasteners (1) and separate the sensor from the vertical bracket (Figure 13).



**Figure 13 – Vehicle Height Sensor Actuator Rod**

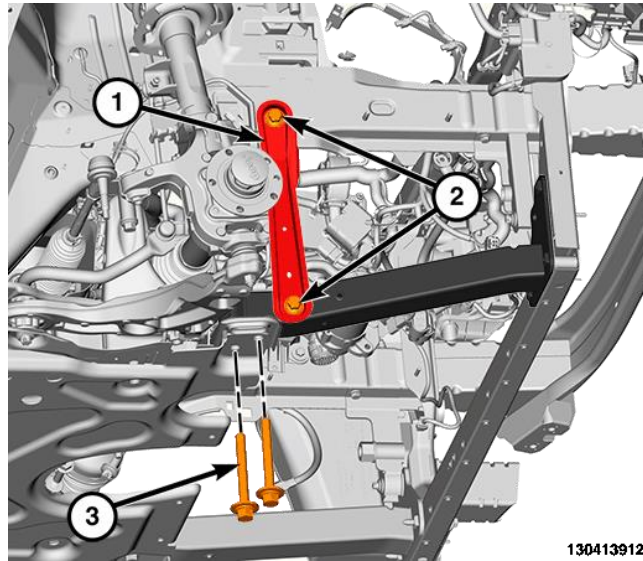
24. Disconnect the wire harness connector (1) from the axle sensor (Figure 14).



**Figure 14 – Vehicle Height Sensor Connector**

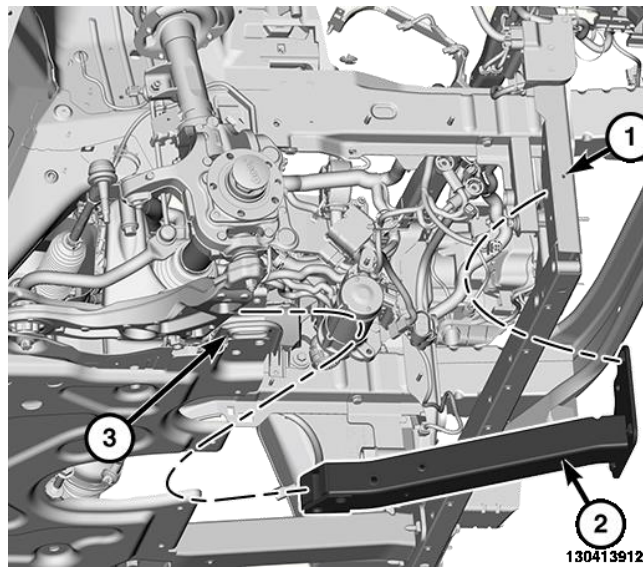
**Service Procedure [Continued]**

- 25. Remove the bolts (2) and remove the vertical bracket (1) from the side of the lower load beam (Figure 15).
- 26. Remove the two bolts (3) (Figure 15).



**Figure 15 – Vertical Bracket**

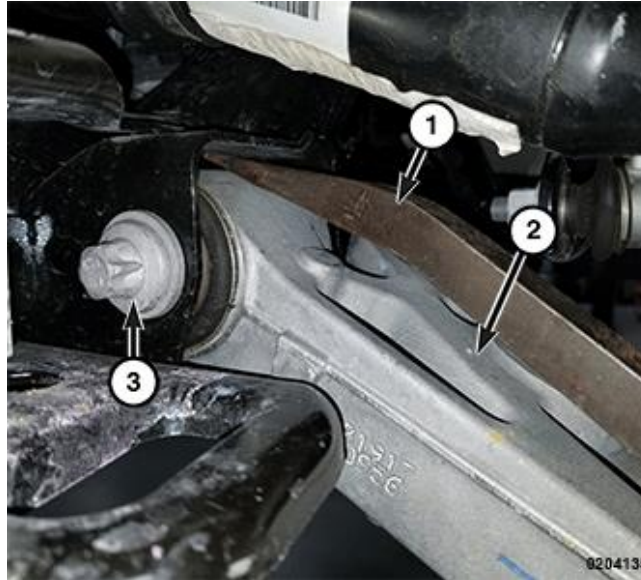
- 27. Remove the lower load beams (2) (Figure 16).



**Figure 16 – Lower Load Beam**

**Service Procedure [Continued]**

28. Remove and DISCARD the front lower control arm bolt (3). Then remove the bolt attaching the lower control arm to the front suspension crossmember (Figure 17).



**Figure 17 – Lower Load Beam**

29. Remove and DISCARD the rear lower control arm nut (1). Then remove the lower control arm bolt (Figure 18).



**Figure 18 – Lower Control Arm Nut**

**Service Procedure [Continued]**

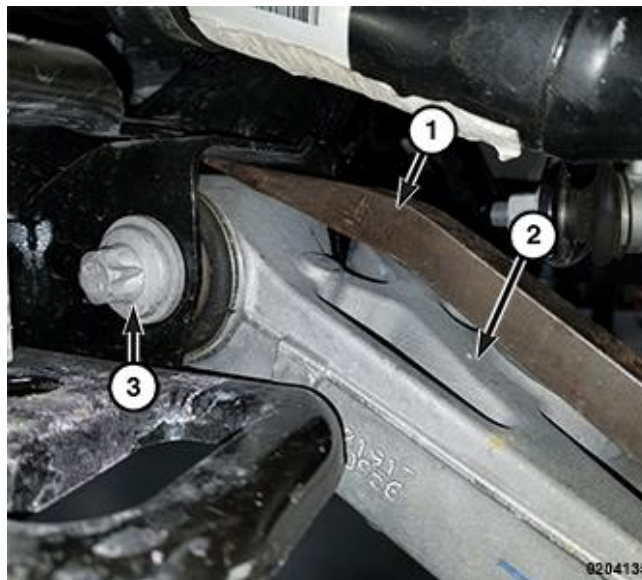
30. Remove the lower control arm from the crossmember.

**C. Install Control Arm**

1. Position the lower control arm in the front suspension crossmember.
2. Install a NEW lower control arm rear vertical bolt and a NEW lower control arm rear vertical nut (1). Do not tighten to specification at this time (Figure 19).

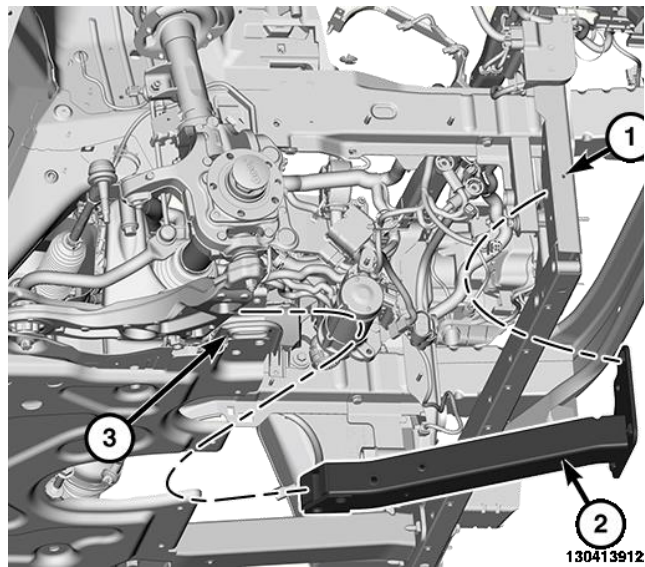
**Figure 19 – Lower Control Arm Nut**

3. Install a NEW lower control arm front horizontal pivot bolt (3). Do not tighten to specification at this time (Figure 20).

**Figure 20 – Lower Load Beam**

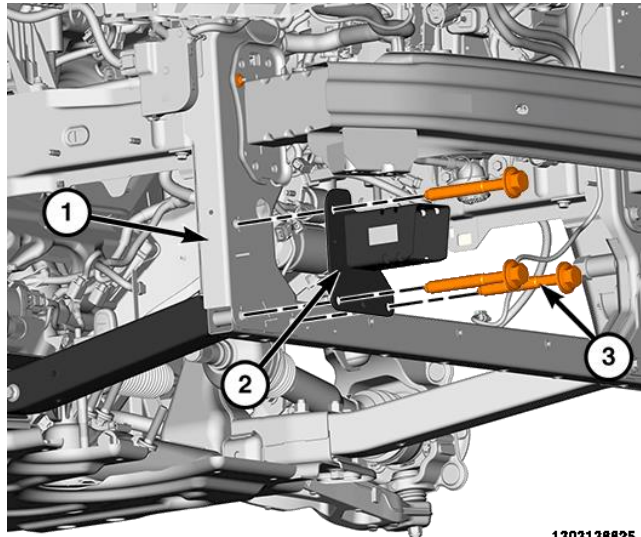
**Service Procedure [Continued]**

4. Insert a pry bar (1) in the opening between the control arm front mounting bolt and the front fascia support beam (Figure 20).
5. Pry down on the control arm (2) until the ball joint stud is clear of the control arm, align the stud with hole in control arm then slowly release the control arm (Figure 20).
6. Lower the vehicle and install a floor jack under the control arm. Raise the jack until the lower control arm is at ride height.
7. Tighten the lower control arm front horizontal pivot bolt to 47 N·m plus 300 degrees (35 ft. lbs. plus 300 degrees).
8. Tighten the lower control arm rear vertical bolt to 37 N·m plus 106 degrees (27 ft. lbs. plus 106 degrees).
9. Raise the vehicle back up to the original position.
10. Position a lower load beam (2) on into the crossmember (3) and against the front end module (1) (Figure 21).

**Figure 21 – Lower Load Beam**

**Service Procedure [Continued]**

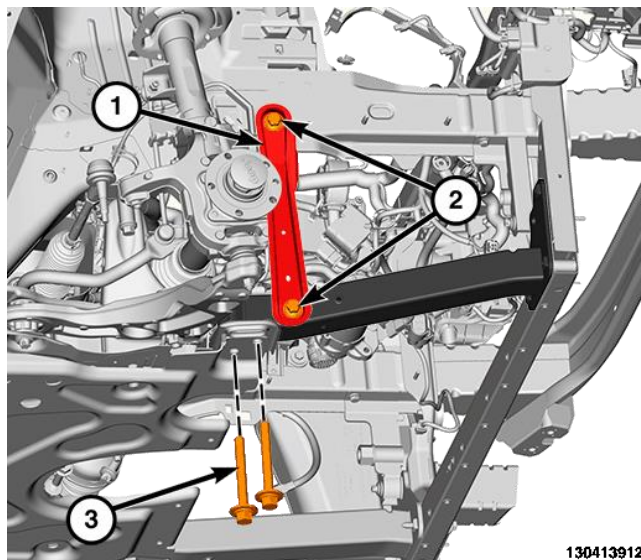
11. Position the lower load beam extensions (2) and install the bolts (3) (Figure 22).
12. Tighten the lower load beam extension bolts (3) to 45 N·m (33 ft. lbs.).



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**Figure 22 – Lower Load Beam Extension Bolts**

13. Install the two lower bolts (3) and tighten to **89 N·m (66 ft. lbs.)** (Figure 23).
14. Install the vertical bracket (1) and install the bolts hand tight (2) (Figure 23).

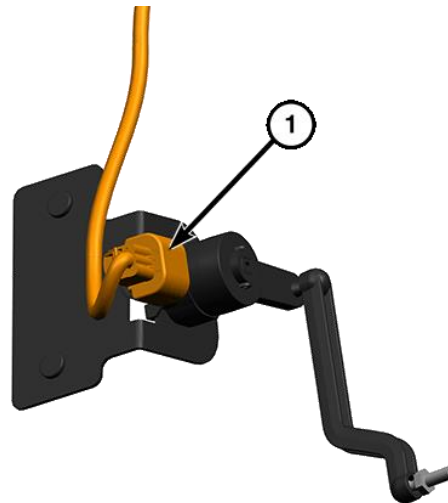


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**Figure 23 – Vertical Bracket**

**Service Procedure [Continued]**

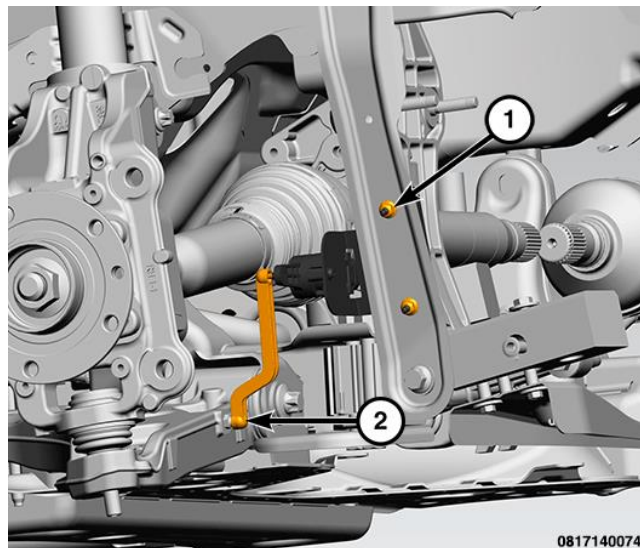
15. Connect the wire harness connector (1) for the axle sensor (Figure 24).



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**Figure 24 – Vehicle Height Sensor Connector**

16. Install the sensor onto the vertical bracket and install and securely tighten the fasteners (1) (Figure 25).
17. Seat the actuator rod (2) onto the ball stud fully (Figure 25).



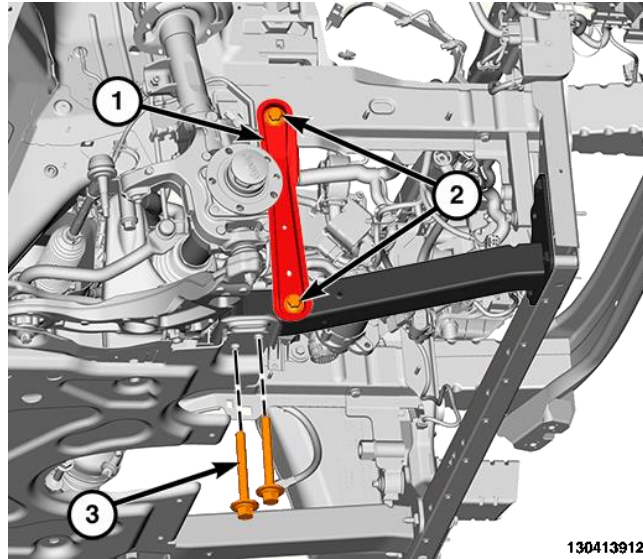
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**Figure 25 – Vehicle Height Sensor Actuator Rod**



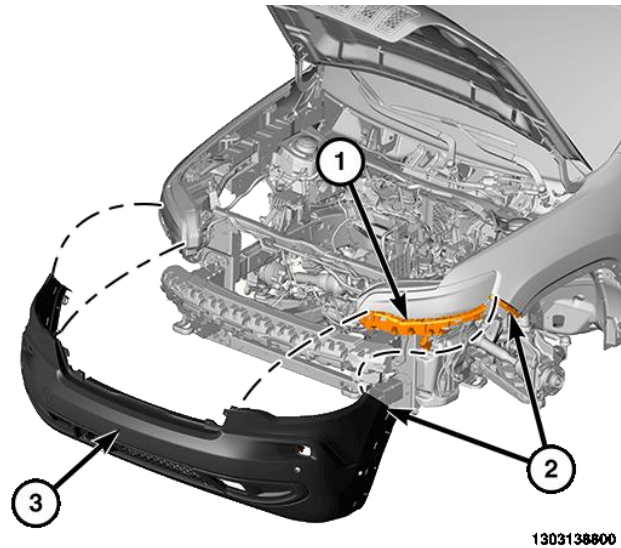
**Service Procedure [Continued]**

18. Tighten the bolts (2) to 27 N·m (20 ft. lbs.) (Figure 26).



**Figure 26 – Vertical Bracket**

19. With the help of an assistant, position the fascia to the vehicle (Figure 27).
20. Seat the fascia onto the clips under the headlights (1) fully (Figure 27).
21. Seat the sides of the fascia onto the fender clips (2) fully (Figure 27).



**Figure 27 – Wire Harness Connector**

**Service Procedure [Continued]**

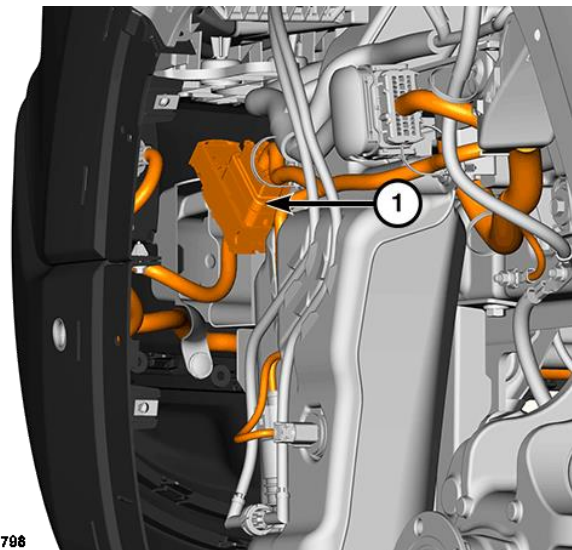
22. Install the fasteners (1) attaching each side of the fascia to the fenders (Figure 28).



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**Figure 28 – Fascia to Fender Fasteners**

23. Connect the wire harness connectors (1) (Figure 29).

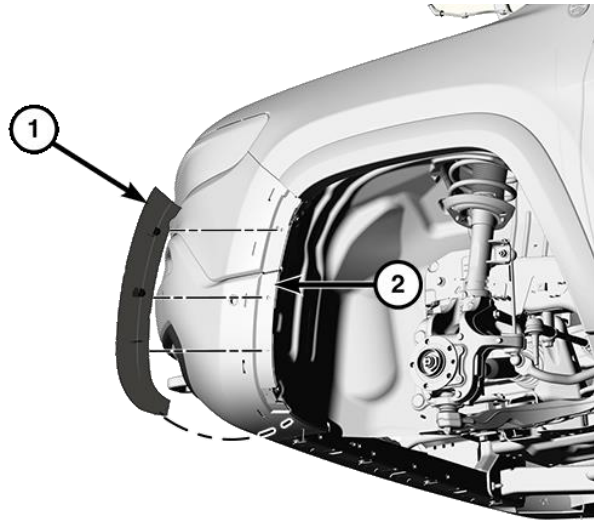


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**Figure 29 – Wire Harness Connector**

**Service Procedure [Continued]**

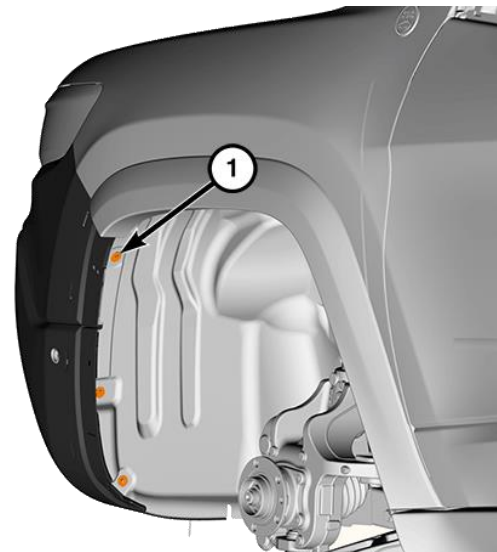
24. Position the front flare moldings (1) back and seat the fasteners fully onto the fascia (2) (Figure 30).



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**Figure 30 – Front Flare Moldings**

25. Position the wheelhouse splash shields back and install the three screws (1) (Figure 31).

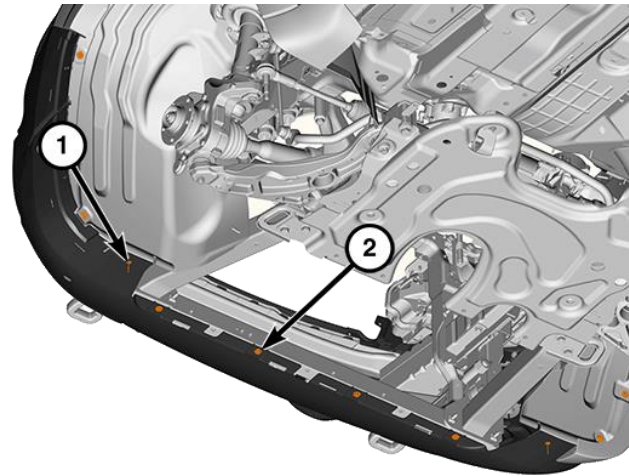


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**Figure 31 – Wheelhouse Splash Shield Fasteners**

**Service Procedure [Continued]**

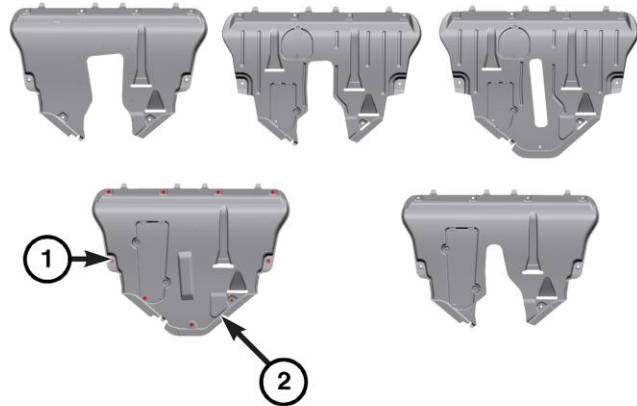
- 26. Install two new rivets (1) and install the four lower fasteners (2) (Figure 32).



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**Figure 32 – Lower Fascia Fasteners**

- 27. Insert the tabs into the slots on the fascia and position the engine belly pan (2) to the underside of the vehicle (Figure 33).
- 28. Install the fasteners (1) securing the engine belly pan (2) and tighten to 20 N·m (15 ft. lbs.) (Figure 33).

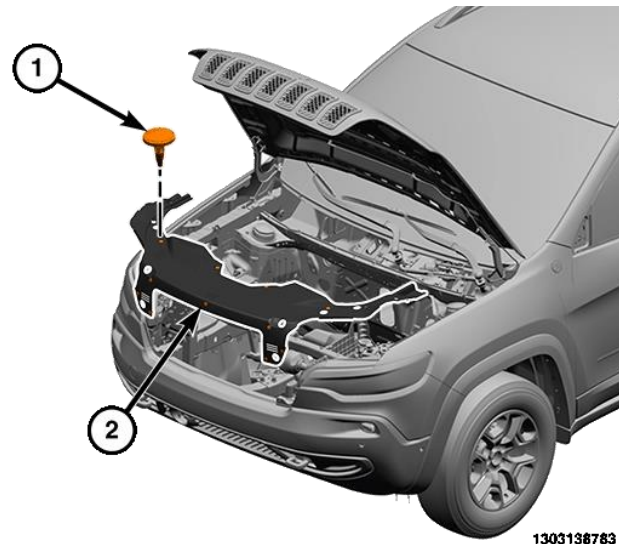


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**Figure 33 – Engine Belly Pan**

**Service Procedure [Continued]**

29. Install the radiator closeout panel (2) and install the push pin fasteners (1) (Figure 34).



**Figure 34 – Radiator Closeout Panel**

30. Install a NEW lower ball joint nut and tighten to 30 N·m plus 95 degrees (22 ft. lbs. plus 95 degrees).

**WARNING: Installing wheels without good metal-to-metal contact with the mounting surface could cause loosening of the wheel mounting (lug) bolts. This could adversely affect the safety and handling of the vehicle.**

**NOTE: Never use oil or grease on studs or wheel mounting (lug) bolts.**

**NOTE: Clean the wheel mounting surfaces, removing any build-up of corrosion. It is important to have good metal-to-metal contact between the wheel and vehicle.**

31. Install the tire and wheel assembly to the hub.
32. Install and tighten the wheel mounting (lug) bolts in a star pattern to 135 N·m (100 ft. lbs.).
33. Remove the support and lower the vehicle.
34. Connect the negative battery cable. If equipped with an Intelligent Battery Sensor (IBS), connect the IBS connector to the negative battery cable.
35. Perform suspension alignment.

**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>
<b>Inspect both left and right front lower control arm lot numbers</b>	<b>02-W8-11-81</b>	<b>0.3 hours</b>
<b>Replace one front lower control arm</b>	<b>02-W8-11-82</b>	<b>1.4 hours</b>
<b>Replace both front lower control arms</b>	<b>02-W8-11-83</b>	<b>1.9 hours</b>
 <b><u>Related Operation</u></b>		
<b>Suspension alignment</b>	<b>02-W8-11-50</b>	<b>0.7 hours</b>
<b>Mobile Repair</b>	<b>95-02-02-50</b>	<b>■</b>

Mobile Service Reimbursement is available for this campaign. Dealer to include standard dealer entry and mark-up for parts, standard dealer entry and labor rate for service, as well as this special services code for mobile allowance. The Special Services LOP will only be paid once per VIN and this LOP will only be paid on the recall claim for W81. For additional details, please view the Mobile Service Implementation Guide in DealerCONNECT on the Recall Central Page, under the Recall Guides portlet.

Add the cost of the parts plus applicable dealer allowance to your claim. In addition, enter “MATL” in the Part Number section of your claim with the applicable Material Allowance where appropriate.

**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.<sup>7</sup>

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