



February 2023

Dealer Service Instructions for:

Safety Recall Z99 / NHTSA 22V-723

Front Amber Side Reflex Reflector

Remedy Available

2017-2018 (JC) Dodge Journey

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. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The front headlamp assembly amber side reflex reflector on about 84,900 of the above vehicles may not meet the photometric requirements of Federal Motor Vehicle Safety Standard (FMVSS) 108. If the reflection of light from the reflector is below specification, the position and dimensions of the vehicle may not always be perceived by other drivers, which can cause a vehicle crash without prior warning.

The condition described above does not comply with FMVSS No. 108 which requires vehicles to conform to specific photometry requirements for the reflex reflector color. Vehicles built with the affected amber side reflex reflector do not meet the applicable photometric requirements.

Repair

Replace both front headlamp assemblies.

Parts Information

Without - Black Headlamp Bezels (Sales code -MFA)

| <u>Part Number</u> | <u>Qty.</u> | <u>Description</u> |
|--------------------|-------------|----------------------|
| CSKJV221AB | 1 | Front Right Headlamp |

Without - Black Headlamp Bezels (Sales code -MFA)

| <u>Part Number</u> | <u>Qty.</u> | <u>Description</u> |
|--------------------|-------------|---------------------|
| CSKJV222AB | 1 | Front Left Headlamp |

Without - Black Headlamp Bezels (Sales code -MFA)

With - Black Headlamp Bezels (Sales code MFA)

| <u>Part Number</u> | <u>Qty.</u> | <u>Description</u> |
|--------------------|-------------|----------------------------------|
| CSKJV223AB | 1 | Front Right Headlamp - SAE Black |

With - Black Headlamp Bezels (Sales code MFA)

| <u>Part Number</u> | <u>Qty.</u> | <u>Description</u> |
|--------------------|-------------|---------------------------------|
| CSKJV224AB | 1 | Front Left Headlamp - SAE Black |

With - Black Headlamp Bezels (Sales code MFA)

Parts Return

No parts return required for this campaign. Render the recalled headlamps unusable and discard.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

A. Headlamp Replacement

1. Open the hood.
2. Disconnect and isolate the negative battery cable terminal from the remote battery post (Figure 1).
3. Remove the five push pins to release the grill from the air duct and the radiator support (Figure 2).

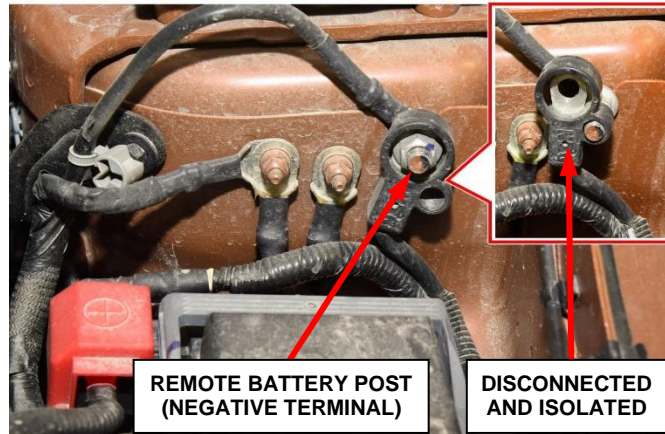


Figure 1 – Battery Negative Terminal Remote Battery Post

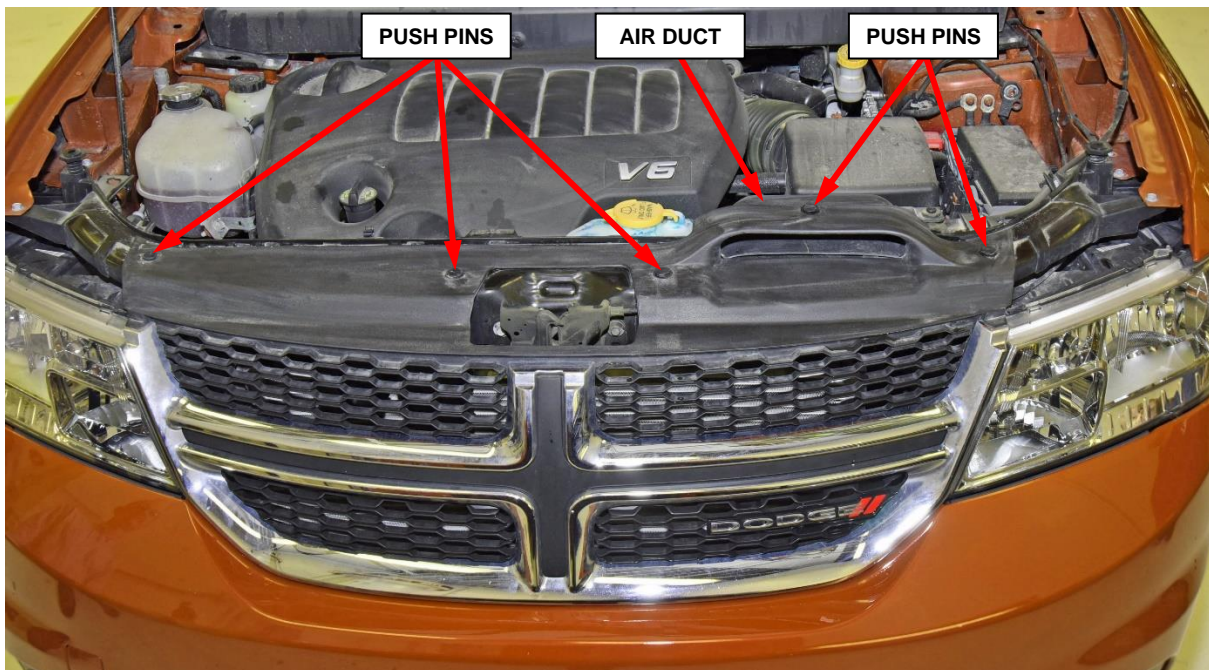


Figure 2 – Grill Push Pins

Service Procedure [Continued]

4. Tilt the grill forward slightly to reach behind the grill and release the six retaining tabs securing the grill to the fascia, then remove the grill. Center tab is for grill alignment only not a retaining tab (Figure 3).

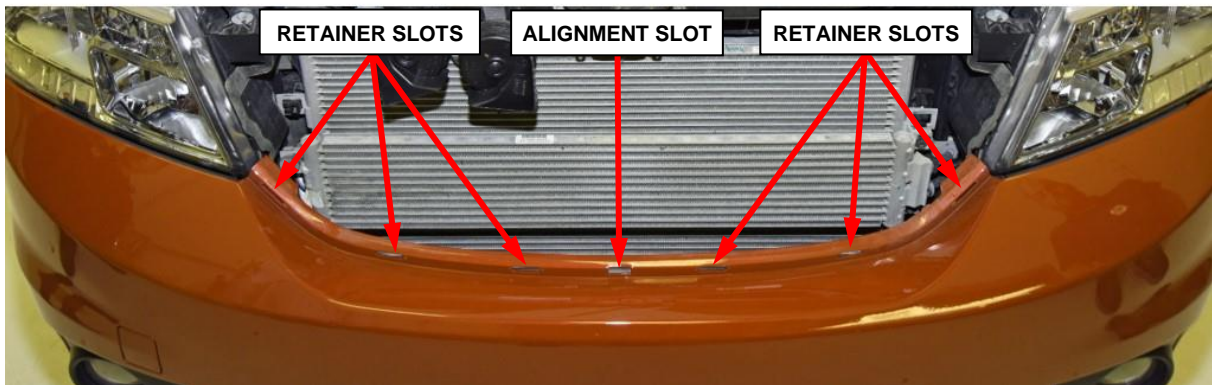
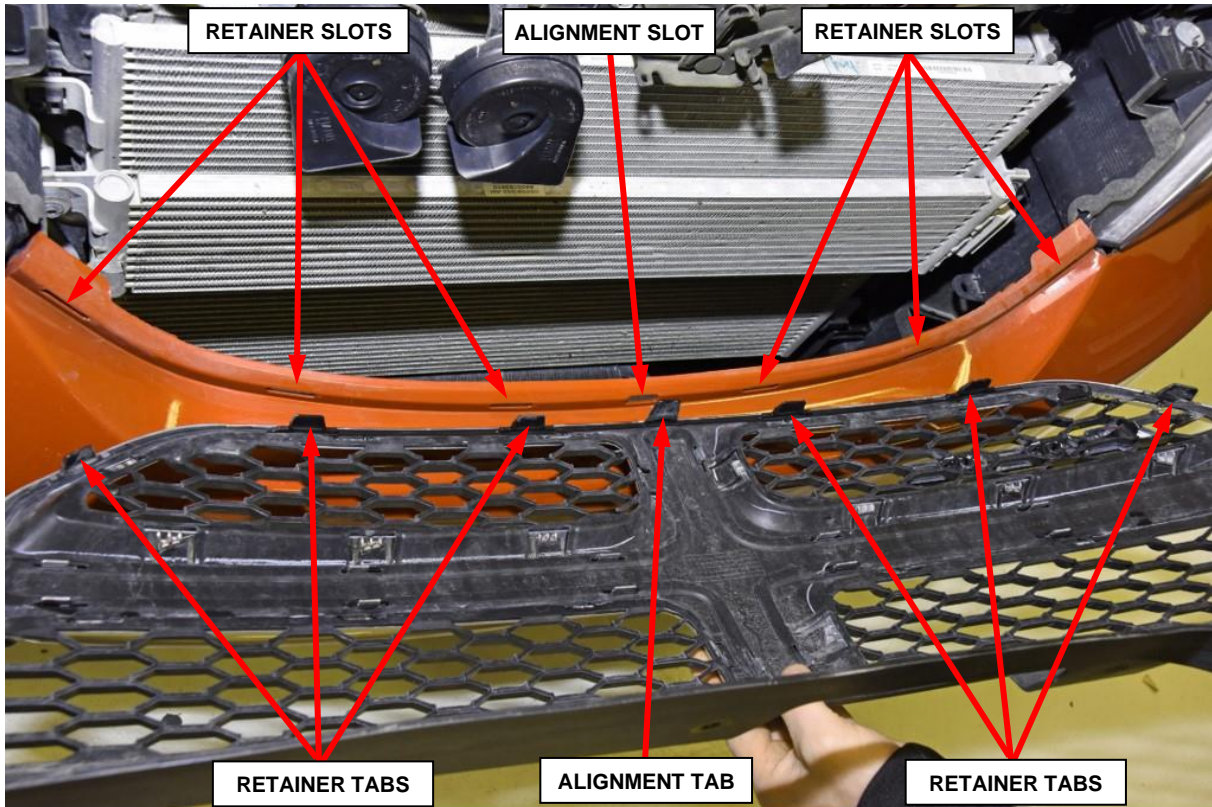


Figure 3 – Grill Alignment and Retaining Features

Service Procedure [Continued]

5. Raise and support the vehicle.
6. **Right side of the vehicle**, remove three push pins securing the front fascia to the wheel house splash shield (Figure 4).
7. **Right side of the vehicle**, remove the screw attaching the front fascia to the fender in the wheel house opening (Figure 4).

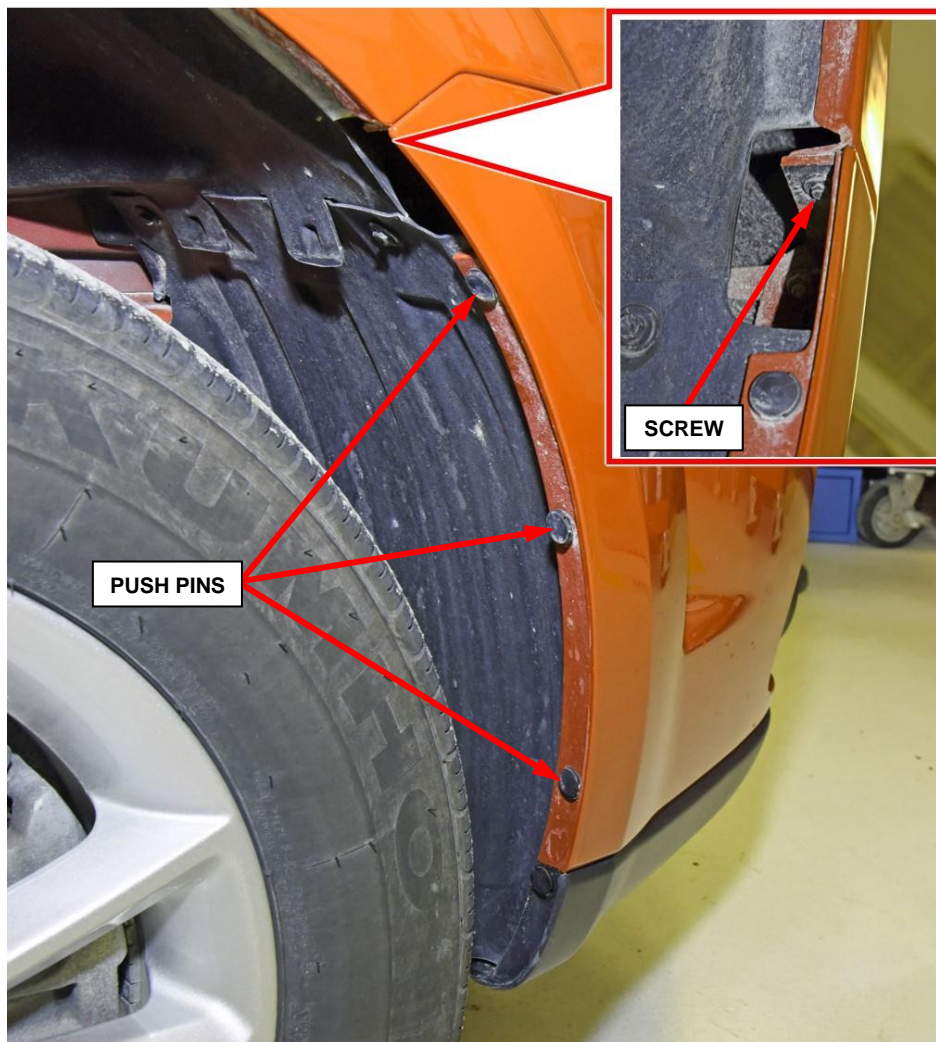


Figure 4 – Wheel House Right Side

NOTE: Right side wheelhouse splash shield may be flexed out of the way to reach behind fascia. Left side wheelhouse splash shield must be removed due to battery tray not allowing splash shield to be flexed to reach behind fascia.

Service Procedure [Continued]

8. **Left side of the vehicle**, remove the eight push pins securing the front lower splash shield then remove the front lower splash shield (Figure 5).
9. **Left side of the vehicle**, remove the screw attaching the front fascia to the fender in the wheel house opening (Figure 5).

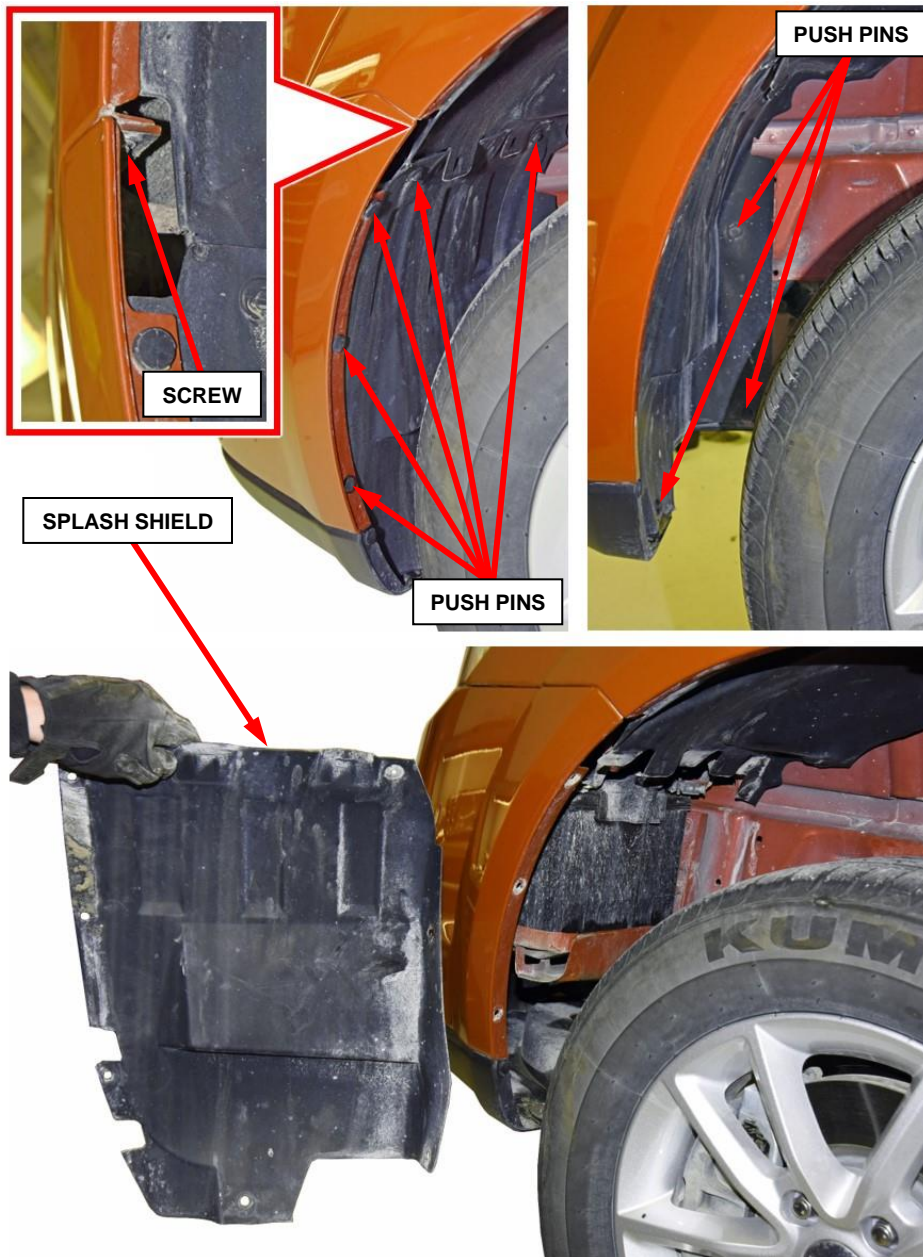
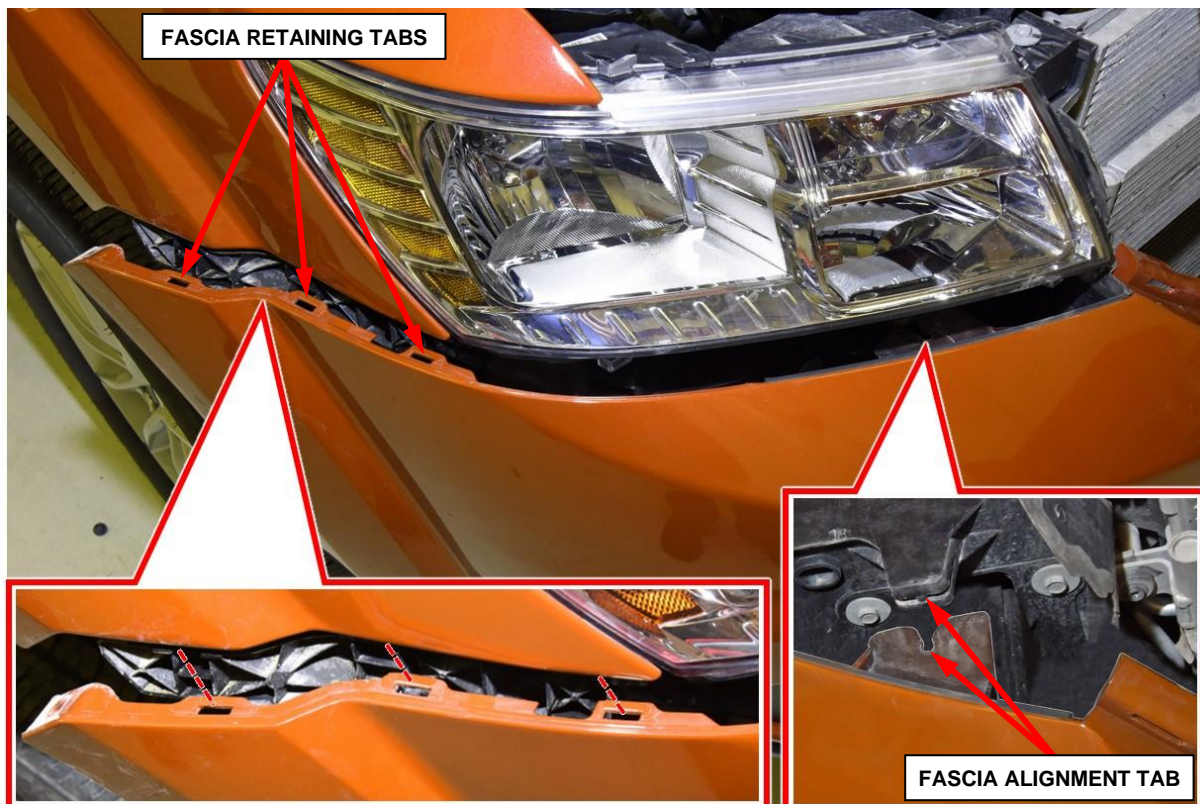


Figure 5 – Wheel House Left Side - Front Lower Splash Shield

Service Procedure [Continued]

10. Lower the vehicle.
11. **Right side of the vehicle**, flex the wheelhouse splash shield out of the way enough to reach behind the fascia. Release the front fascia tabs from the retaining bracket to separate the fascia from the fender (Figure 6).
12. **Right side of the vehicle**, slide the fascia out of the Front End Module (FEM) fascia alignment tab under the headlamp (Figure 6).
13. **Left side of the vehicle**, reach behind the fascia. Release the front fascia tabs from the retaining bracket to separate the fascia from the fender (Figure 6).
14. **Right side of the vehicle**, slide the fascia out of the FEM fascia alignment tab under the headlamp (Figure 6).



**Figure 6 – Front Fascia Attachment and Alignment Features
(Right Side shown Left Side Similar)**

Service Procedure [Continued]

15. **Both right and left side of the vehicle.** Remove the three screws that secure the front lamp to the FEM (Figure 7).

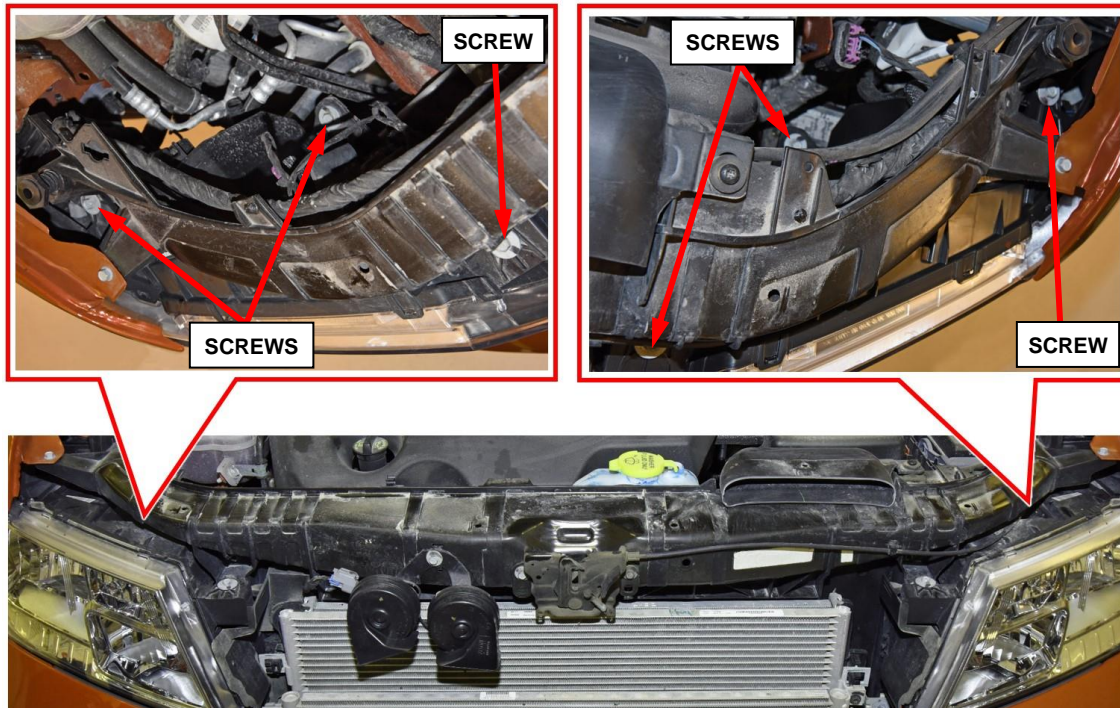


Figure 7 – Front Lamp Fasteners

16. **Both right and left side of the vehicle.** Pull the front lamp away from the FEM far enough to access and disconnect the lamp bulb wire harness connectors from the back of the lamp housing (Figure 8).

17. **Both right and left side of the vehicle.** Remove the front lamp from the vehicle (Figure 8).

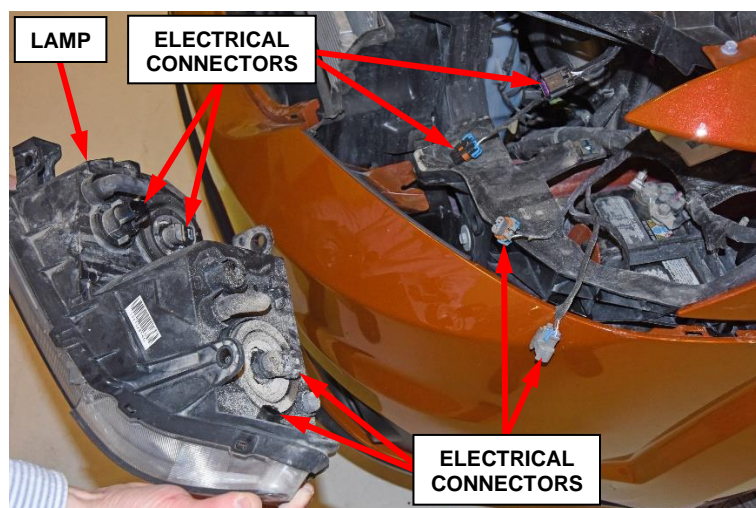


Figure 8 – Front Lamp Electrical Connectors (Left Side Shown Right Side Similar)

Service Procedure [Continued]

18. Render the recalled headlamps unusable and discard.
19. **Both right and left side of the vehicle.** Position the NEW front lamp unit to the front of the vehicle.
20. **Both right and left side of the vehicle.** Connect the headlamp bulb wire harness connectors to the back of the lamp housing.
21. **Both right and left side of the vehicle.** Position the front lamp unit into the FEM.
22. **Both right and left side of the vehicle.** Install the three screws that secure the front lamp to the FEM. Tighten the screws to 6.5 N·m (58 In. lbs.) (Figure 7).
23. **Both right and left side of the vehicle.** Slide the fascia into the FEM fascia alignment tab under the headlamp (Figure 6).
24. **Both right and left side of the vehicle.** Insert and snap into place the fascia tabs at the retainer bracket (Figure 6).
25. Raise and support the vehicle.
26. **Left side of the vehicle,** install and tighten the screw attaching the front fascia to the fender in the front wheel house opening (Figure 5).
27. **Left side of the vehicle,** install the front wheel house lower splash shield to the vehicle then install the eight push pins securing the splash shield (Figure 5).
28. **Right side of the vehicle,** install and tighten the screw attaching the front fascia to the fender in the front wheel house opening (Figure 4).
29. **Right side of the vehicle,** install the three push pins securing the front fascia to the front wheel house splash shield (Figure 4).

Service Procedure [Continued]

30. Lower the vehicle.

31. Position the grill to the fascia. The center tab is for grill alignment only not a retaining tab. Engage the six retaining tabs that secure the grill to the fascia (Figure 3).

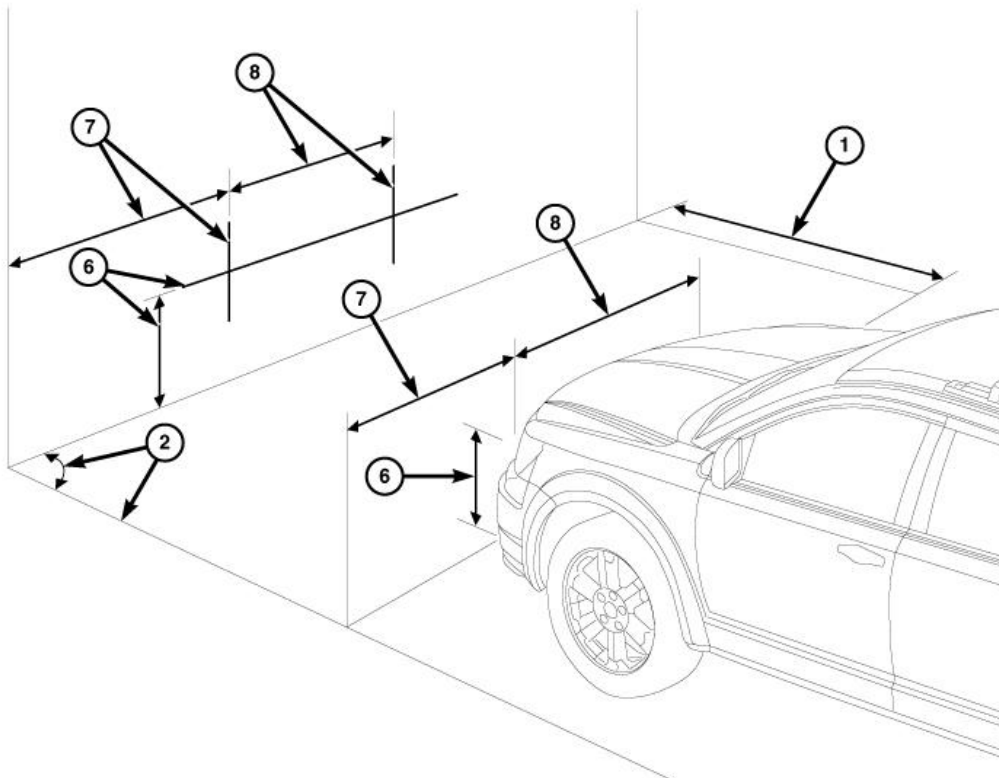
32. Install the five push pins to secure the grill to the air duct and the radiator support (Figure 2).

33. Connect the negative battery cable terminal to the remote battery post. Tighten the nut to 28 N·m (18 ft. lbs.) (Figure 1).

34. Proceed to **Section B Headlamp Alignment**.

Service Procedure [Continued]**B. Headlamp Alignment**

1. If the vehicle is equipped with headlamp leveling, be certain that the headlamp leveling switch is in the 0 (zero) position.
2. Verify proper tire inflation pressures.
3. Verify that there is no load in the vehicle (cargo or passengers), except for the driver.
4. The fuel tank should be FULL. Add 2.94 kilograms (6.5 pounds) of weight over the fuel tank for each estimated gallon of missing fuel.



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Figure 9 – Prepare a Suitable Front Lamp Alignment Screen

Service Procedure [Continued]

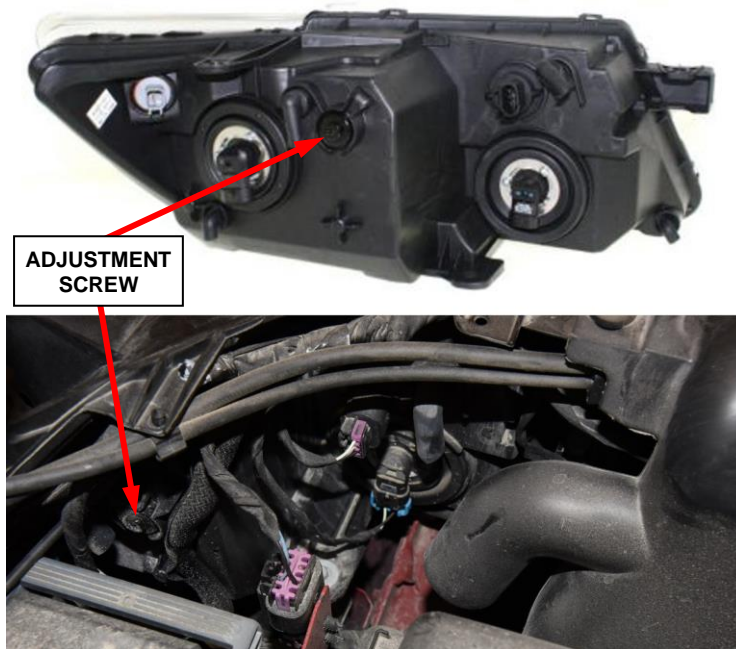
Steps 5 - 12 will prepare a suitable headlamp alignment screen (Figure 9).

5. Tape a line on a level floor 7.62 meters (25 feet) away (1) from and parallel to the flat wall that will be used as the lamp alignment screen. The level floor will be used as the horizontal zero reference (Figure 9).
6. An adjacent wall or floor member that is perpendicular (2) to the alignment screen can be used as the vertical zero reference. If there is no adjacent wall or floor member that is perpendicular to the screen, tape a second line on the floor perpendicular to both the alignment screen and the first line, and outboard of either side of where the vehicle will be positioned. This will be used as the vertical zero reference (Figure 9).
7. Position the vehicle so that the side of the vehicle is parallel to the vertical zero reference, and so that the front of the lamp lenses are in the vertical plane of the parallel line taped on the floor 7.62 meters (25 feet) away (1) from the screen (Figure 9).
8. Rock the vehicle side-to-side three times to allow the suspension to stabilize.
9. Jounce the front suspension three times by pushing downward on the front bumper and releasing.
10. Measure the distance between the optical center of one of the headlamps and the floor (6) (horizontal zero reference). Transfer this measurement to the alignment screen with a piece of tape placed horizontally to the floor. This line will be used as the lamp horizontal reference (Figure 9).
11. Measure the distance between the vertical zero reference and the optical center of the first headlamp being aimed. Transfer this measurement (7) to the alignment screen with a piece of tape placed vertically across the appropriate headlamp horizontal reference. This is the centerline reference for the first lamp (Figure 9).
12. Measure the distance on center between the first and the second headlamp (8) being aimed. Transfer this measurement to the alignment screen with a second piece of tape placed vertically across the appropriate headlamp horizontal reference. This is the centerline reference for the second lamp (Figure 9).

Service Procedure [Continued]

NOTE: Due to the linear nature of the headlamp cutoff, a properly aimed low beam headlamp will project the top edge of the high intensity pattern on the alignment screen just below the horizontal line to 50 millimeters (2 inches) below the horizontal line for domestic market vehicles, or to 130 millimeters (5.12 inches) below the horizontal line for export market vehicles. No horizontal (right/left) adjustment is required for this headlamp beam pattern in domestic market vehicles. Export market vehicles have a second horizontal (right/left) adjustment screw provided on the outboard side of the headlamp unit rear housing. The high beam pattern will be correct when the low beams are properly aimed.

13. Turn the headlamps ON and select the LOW beams.
14. Rotate the vertical adjustment screw on each front lamp unit to adjust the beam height as required (Figure 10).
15. Turn off the headlamps.
16. Close the hood.



**Figure 10 – Headlamp Alignment
(Left Side Shown Right Side Similar)**

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 the following labor operation number and time allowance:

| | Labor Operation Number | Time Allowance |
|---|-----------------------------------|---------------------------|
| Replace both Headlamp Assemblies on vehicle | 08-Z9-91-82 | 1.1 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

Z99/NHTSA 22V-723

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 Z99.

IMPORTANT SAFETY RECALL

Front Amber Side Reflex Reflector

Dear [Name],

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

FCA has decided that certain [2017 and 2018 Model Year (JC) Dodge Journey vehicles] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 108 - for lamps, reflective devices, and associated equipment, which requires vehicles to conform to specific photometry requirements for the reflex reflector color. Vehicles built with the affected amber side reflex reflector do not meet the applicable photometric requirements.

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 front amber side reflex reflector on your vehicle ^[1] headlamp assemblies may not meet the photometric requirements of FMVSS 108. **If the reflection of light from the reflector is below specification, the position and dimensions of the vehicle may not always be perceived by other drivers, which can cause a vehicle crash without prior warning.**

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 replace all affected headlamp assemblies. The estimated repair time is one hour and fifteen minutes. 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**

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.