EQUIPMENT SAFETY RECALL

NORTH AMERICA

SCCM Internal Failure (Equipment)

Reference: 15B / NHTSA 24E-025

FCA US LLC

Parts Recalled MOPAR Steering Column Control Modules 68351725AD, 68351726AD, intended for use on 2021-2024 (WL) Jeep Grand Cherokee/Grand Cherokee L vehicles. 68351728AD intended for use on 2021-2024 (WL) Jeep Grand Cherokee/Grand Cherokee L, and 2022-2024 (WS) Jeep® Wagoneer/Grand Wagoneer vehicles. 68545657AA, 68545658AA, intended for use on 2019-2023 (DT) Ram 1500 Pickup vehicles. 68599295AA, 68599297AA, 68599299AA, intended for use on 2018-2024 (JL) Jeep® Wrangler vehicles. 68599296AA, 68599298AA, intended for use on 2018-2024 (JL) Jeep® Wrangler and 2020-2024 (JT) Jeep® Gladiator vehicles. 68603040AA intended for use on 2017-2024 (RU) Chrysler Pacifica and Voyager vehicles.

Template Version 1.8

Revision	Edition	Detail
0	June 2024	Initial Version.

SYMPTOM DESCRIPTION

Some of the above steering column control modules (SCCM) may have been built with an insufficient weld between an internal flexible flat cable (FFC) and busbar. The suspect parts may not allow a deployment signal from the Occupant Restraint Controller to reach the driver airbag module, preventing airbag deployment during these events. An airbag that does not deploy when intended may result in increased risk of injury to the driver in certain crashes.

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 571.208 requires driver's airbag deployment during certain crash events.

REPAIR TO BE PERFORMED

This recall is applicable only to **MOPAR replacement parts.**

Part number 68351725AD, 68351726AD, 68351728AD, 68545657AA, 68545658AA, 68599295AA, 68599297AA, 68599299AA, 68599296AA, 68599298AA, 68603040AA – Module suspect, repurchase the module.

Dealer should add part (reimbursement) to claim when using LOP.

If the recalled SCCM part number listed above has been installed into a vehicle covered under recall 33B, 34B, 35B or 36B, complete the repair according to the corresponding dealer instructions.

If the recalled SCCM part number listed above has been installed into a vehicle NOT covered under recall 33B, 34B, 35B or 36B, complete the repair according to the instructions below, and claim the appropriate 15B LOPs.

ALTERNATE TRANSPORTATION

Dealers should proactively minimize customer inconvenience while the recall repair is being performed. Reference the Goodwill Alternate Transportation Guidelines warranty bulletin link within Recall Central on DealerCONNECT for options to support the customer while their vehicle is in service.

COMPLETION REPORTING / 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 numbers and time allowances:

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For Over-The-Counter parts return, claim the 08-15-B1-80 and 95081952

Labor Description	Number	Hrs
Module, Steering Column Control (SCCM)	08-15-B1-80	0.0

Related Labor Description	Number	
Dealership Handling Fee for Part Exchange	95081952	$5.00

If the part is installed in a vehicle, claim 08-15-B1-81 for testing, and 08-15-B1-82 from replacement (if required). Add 08-15-B1-60 for PHEV vehicles.

Labor Description	Number	Hrs
Module, Steering Column Control (SCCM) - Inspect	08-15-B1-81	0.2
Module, Steering Column Control (SCCM) - Inspect and Replace - 2018-2024 JL, 2020-2024 JT, 2017-2024 RU	08-15-B1-82	0.6
Module, Steering Column Control (SCCM) - Inspect and Replace - 2019-2023 DT, 2022-2024 WS	08-15-B1-82	0.7
Module, Steering Column Control (SCCM) - Inspect and Replace - 2021-2024 WL	08-15-B1-82	0.8

Additional Labor Description	Number	Hrs
PHEV High Voltage Power Down / Power Up / Loss of Isolation Procedure - 2021-2024 JL, 2017-2024 RU, 2022-2024 WL	08-15-B1-60	0.6

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

PARTS INFORMATION

No parts are required to perform this service procedure.

PARTS RETURN

No parts return required for this campaign.

Render the recalled part unusable and discard.

SPECIAL TOOLS

No special tools required for this campaign.

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 / 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.

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.

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SERVICE PROCEDURE - DIAGNOSIS

wiTECH Diagnostic Testing

NOTE: The wiTECH scan tool must be used to perform this recall. The wiTECH software is required to be at the latest release level before performing this procedure.

1. Connect the wiTECH MDP to the vehicle data link connector.
2. Place the ignition in the **"RUN"** position.
3. Open the wiTECH 2.0 website.
4. Enter your **"User id"** and **"Password"** and your **"Dealer Code"**, then select **"Sign In"** at the bottom of the screen. Click **"Accept"**.
5. From the **"Vehicle Selection"** screen, select the vehicle to be updated.
6. Select **"SCCM"** from the topology screen.
7. Go to the **"Misc. Functions"** tab.
8. Select **"SCCM Serial Number Validation"**.
9. One of these results will be displayed:

    - **"Serial Number Confirmed OK. No replacement needed."** Clear any set codes and return the vehicles to the owner.
    - **"This SCCM is faulty and needs replacement. Refer to the proper section of Service Library.**

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15B/NHTSA 24E-025

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 or download the Mopar Owner's Companion App.**

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 Safety Recall **15B**.

IMPORTANT SAFETY RECALL

SCCM Internal Failure - Equipment

Dear [Name],

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

FCA US LLC (FCA US) has decided that a defect, which relates to motor vehicle safety, exists in certain MOPAR Steering Column Control Modules (SCCM) 68351725AD, 68351726AD, intended for use on 2021-2024 (WL) Jeep Grand Cherokee/Grand Cherokee L vehicles; 68351728AD intended for use on 2021-2024 (WL) Jeep Grand Cherokee/Grand Cherokee L, and 2022-2024 (WS) Jeep® Wagoneer/Grand Wagoneer vehicles; 68545657AA, 68545658AA, intended for use on 2019-2023 (DT) Ram 1500 Pickup vehicles; 68599295AA, 68599297AA, 68599299AA, intended for use on 2018-2024 (JL) Jeep® Wrangler vehicles; 68599296AA, 68599298AA, intended for use on 2018-2024 (JL) Jeep® Wrangler and 2020-2024 (JT) Jeep® Gladiator vehicles; and 68603040AA intended for use on 2017-2024 (RU) Chrysler Pacifica and Voyager 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?

FCA US records indicate that you may have purchased an SCCM for your vehicle [1]. The steering column control modules may have been built with an insufficient weld between an internal flexible flat cable and busbar. The defective SCCMs may not allow a deployment signal from the Occupant Restraint Controller to reach the driver airbag module, preventing airbag deployment. **An airbag that does not deploy when intended may result in increased risk of injury to the driver in a crash.**

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 208 requires driver's airbag deployment during certain crash events.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your SCCM [2] free of charge (parts and labor). To do this, your dealer will inspect and, if necessary, repurchase your SCCM, or replace it if installed in a vehicle. The estimated repair time is 10 minutes to 1 hour. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring your SCCM and 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

FIAT CHRYSLER AUTOMOBILES

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.