



April 2016

Dealer Service Instructions for:

Customer Satisfaction Notification S13

Flat Tow Owner Addendum Card

Models

2014-2016 (KL) Jeep® Cherokee

*NOTE: This campaign applies only to the above vehicles equipped with a Jeep Active Drive II Transfer Case (sales code **DK4**) built through February 14, 2016 (MDH 021400).*

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this campaign on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The Owner's Manual and User Guide on about 99,000 of the above vehicles may have incorrect information regarding flat towing vehicles. Improper flat towing may result in vehicle shake while flat towing over rough roads.

Repair

An updated Owner's Manual addendum card must be inserted into the Owner's Manual and User Guide kit.

Parts Information

<u>Part Number</u>	<u>Description</u>
NPN	Addendum Card - English
NPN	Addendum Card - French
NPN	Addendum Card - Spanish

Each dealer to whom vehicles in the campaign were assigned will receive ONE addendum card package. Each package will include a list of unsold VINs, the corresponding number of addendums cards and an instruction sheet.

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Open the glove box and identify the original Owner's Manual and User Guide kit language. See sample addendum cards on pages 3 and 4.
2. Insert an updated Owner's Manual addendum card, with corresponding language, into the Owner's Manual and User Guide kit.

Service Procedure (Continued)

NOTE: If additional addendum cards are required, print the dealer instructions then cut out the appropriate addendum card on the dashed line. Insert the addendum card into the Owner's Manual and User Guide kit.



THIS ADDENDUM UPDATES INFORMATION ON "RECREATIONAL TOWING" IN "STARTING AND OPERATING" AND "UTILITY" SECTIONS OF YOUR OWNER'S MANUAL AND USER GUIDE

Towing This Vehicle Behind Another Vehicle

Towing Condition	Wheels OFF the Ground	Front-Wheel Drive (FWD) Models	4X4 Models	
			1-Speed Power Transfer Unit	2-Speed Power Transfer Unit
Flat Tow	NONE	NOT ALLOWED	NOT ALLOWED	See Instructions: • Before towing, see your authorized dealer for the MOPAR® flat tow wiring kit • It is recommended to charge the battery of the towed vehicle during recreational towing • Transmission in PARK • Power transfer unit in NEUTRAL (N) • Tow in <i>forward</i> direction

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16KLCSN-726-AA

English

Service Procedure (Continued)

ESTE APÉNDICE ES UNA ACTUALIZACIÓN DE LA INFORMACIÓN DE "REMOLQUE CON FINES RECREATIVOS" EN LAS SECCIONES DE "ARRANQUE Y FUNCIONAMIENTO" Y "UTILIDAD" DEL MANUAL DEL PROPIETARIO Y LA GUÍA DEL USUARIO

Remolcar este vehículo con otro

			Modelos 4X4	
Condición de remolque	Ruedas ELEVADAS del suelo	Modelos con tracción en las ruedas delanteras (FWD)	Unidad de transferencia de potencia de una velocidad	Unidad de transferencia de potencia de dos velocidades
Remolque en el piso	NINGUNA	NO PERMITIDA	NO PERMITIDA	Ver instrucciones: • Antes de remolcar, consulte a un distribuidor autorizado para obtener el equipo de cableado para remolque en plano MOPAR® • Se recomienda cargar la batería del vehículo remolcado durante el remolque con fines recreativos • Transmisión en ESTACIONAMIENTO • Unidad de transferencia de potencia en NEUTRO (N) • Arrastre en dirección <i>hacia adelante</i>

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Spanish

LE PRÉSENT ADDENDA FAIT OFFICE DE MISE À JOUR DES RENSEIGNEMENTS DU PARAGRAPHE « REMORQUAGE DE LOISIR », DES SECTIONS « DÉMARRAGE ET CONDUITE » ET « UTILITAIRE » DANS VOTRE GUIDE DE L'AUTOMOBILISTE ET VOTRE GUIDE D'UTILISATEUR.

Remorquage du véhicule derrière un autre

			Modèles à 4 roues motrices	
Conditions de remorquage	Roues soulevées du sol	Modèles à traction avant	Unité de transfert de puissance à 1 vitesse	Unité de transfert de puissance à 2 vitesses
Remorquage à plat	AUCUNE	NON PERMIS	NON PERMIS	Consultez les directives : • Avant le remorquage, consultez votre concessionnaire autorisé pour obtenir la trousse de câblage de remorquage à plat MOPAR®. • Il est recommandé de charger la batterie du véhicule remorqué lors du remorquage de loisir. • Transmission à la position P (STATIONNEMENT) • Unité de transfert de puissance au POINT MORT (N) • Remorquage en direction vers <i>l'avant</i>

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French

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 submitted will be used by FCA to record Customer Satisfaction Notification service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Insert Owner Manual Addendum Card	23-S1-31-82	0.0 hours

Special Service Operation

Flat Fee for Inserting Owner Manual Addendum Card at Dealer	95-23-13-50	\$5.00
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NOTE: Owner Manual Addendum Cards were mailed to customers with owner letters.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete 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 mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

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 campaign launch, those with a phone number, city, zip code, or VIN sequence.

Dealers should 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.

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 notification 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 Service / Field Operations
FCA US LLC

CUSTOMER SATISFACTION NOTIFICATION

S13

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxx).

Dear: (Name)

At FCA US LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on an important update made to your vehicle Owner's Manual.

This update is being made to the Owner's Manual for certain **2014 through 2016 Jeep® Cherokee** vehicles equipped with a Jeep Active Drive II Transfer Case.

The problem is... **The Owner's Manual and User Guide on your vehicle may have incorrect information regarding flat towing vehicles which may result in vehicle shake while flat towing over rough roads.**

What you should do... **We ask that you insert the enclosed addendum card into the Owner's Manual and User Guide kit which is located in the glove box.**

If the enclosed addendum card is lost, simply visit www.jeep.com to view or download the updated recreational towing instructions from the online 2014-2016 Jeep Cherokee Owner's Manual. You may also contact your local dealer to receive a copy of this addendum. **This will be done at no charge to you.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either **fcarecalls.com** or 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to your vehicle. If you have further questions go to **fcarecalls.com**.

We apologize for any inconvenience this service may cause. FCA is committed to providing our customers with world class quality products, while ensuring you have a positive dealership experience and following up on any issues and concerns you may have through our Customer Assistance Center. Thank you for being our customer.

Sincerely,
Customer Service / Field Operations
FCA US LLC