

# 29TH NORTHWOODS

# LOCATION

Mole Lake, Wisconsin 45.484575,-88.9745426

# DATE

**July 17 - 19, 2025** 

# DIFFICULTY

**Trail Rating 3 - 7** 

# STYLE

A Classic Jeep Jamboree. Your breakfast, lunch, and dinner are included on Friday and Saturday.

COMMUNITY DE

# **KEY EVENTS**

REGISTRATION
Thursday @ 5:00 - 7:00 p.m.

### **MANDATORY PRE-RIDE MEETING**

Friday @ 8:30 a.m.

### **DINNER**

Friday @ 5:30 - 7:30 p.m.

### **MANDATORY PRE-RIDE MEETING**

Saturday @ 8:30 a.m.

### **DINNER & PRIZES**

Saturday @ 5:30 - 7:30 p.m.

# **POLICIES & REMINDERS FOR ALL 2025 JEEP JAMBOREES**

#### **EVENT WAIVER**

A fully completed and signed *Release of Liability Waiver* is required for all occupants of your Jeep and must be brought with you to on-site registration. A parent or the minor's legal guardian must sign and date a waiver for passengers under 18 years old. Your properly completed *Release of Liability Waiver*, is required before you may receive your event credentials.

#### **NEW ON-SITE REGISTRATIONS & CHANGES ARE NOT ACCEPTED**

All new registrations of vehicles as well as adding, deleting, or changing passengers must be completed (14) fourteen days prior to the Jamboree date. Please refer to the refund and transfer policy on the last page of this itinerary.

#### **MAXIMUM TIRE SIZE**

Participant Jeep tire size is not to exceed 40". If you exceed the tire limitations you will be turned away at registration, will not be allowed to attend, and will not receive a refund.

#### **VEHICLE MODIFICATIONS**

- · Seat belts are required in all vehicles for all occupants.
- · Maximum suspension lift allowed is 6".
- Your Jeep must be street legal, registered and insured.
- Buggy-style Jeeps are not allowed.

If you have questions regarding the acceptability of your vehicle, please contact your Adventure Consultant. If you do not meet the above conditions, you will be turned away at registration, will not be allowed to attend, and will not receive a refund. Admission of highly modified Jeeps without prior approval is subject to the discretion of the Jeep Jamboree Event Staff.

#### **GMRS RADIOS ARE REQUIRED**

A working GMRS radio is mandatory for all Jeep Jamboree events. Please see the last page of this itinerary or visit **https://link.jeepjam.com/radios** for more information.

#### **DRONE POLICY**

Many of the land owners, federal and local agencies, etc. prohibit the use of drones. Most drones require you to have a Part 107 license if you are flying over people or publish videos. Many times our stops are for bathroom breaks which are inappropriate times for drone flights. If you may legally fly your drone, permission is still required from the guides on your trail and you must not cause any delays or disruptions as determined by the guides or staff. You are responsible for any damage, fines, penalties, and/or legal action incurred in the operation of your drone.

#### KNOW BEFORE YOU GO

The Jeep Jamboree USA Off-Road Driving Tips booklet is the ultimate guide to safe, common sense off-road driving. View the guide at https://link.jeepjam.com/drivingtips

#### **FOLLOW THE FLOW**

When you arrive at a Jeep Jamboree, you must complete these steps in this order:

**Vehicle Evaluation** → **Registration** → **Trail Sign-Up**You will not be permitted to sign-up for trails until you have completed Vehicle Evaluation and Registration.

#### PHOTO ID REQUIRED AT REGISTRATION

The driver of record is required to show a photo ID when presenting your waiver and picking up your registration packet. The names on the ID and registration must match or you will be turned away without a refund.

#### NAME BADGE

Each person must wear their name badge throughout the entire Jamboree. A name badge is required for meals and must be presented whenever requested by a guide or staff member.

#### TRAIL STICKERS

Trail stickers provided at trail sign-ups must be displayed on your windshield prior to departing for any off-road trail ride.

#### TRAIL CONDITIONS

Trail conditions can vary widely between trails and even on the same trail on different days. Factors such as weather, other Jeepers, and the line you choose all have an effect on the trail and how your Jeep will traverse it. Rainfall, even from days prior, may increase trail ratings 1 or 2 points. When in doubt, ask a Jeep Jamboree Trail Guide for guidance. Please note that Federal, Tribal and Private landowners may limit the amount of brush we are able to trim back on a trail.

#### **WEATHER CONDITIONS**

Weather conditions can be dynamic at a Jeep Jamboree. We recommend you look at a 10-day forecast of weather conditions. Be sure to check the weather for all areas listed in the itinerary as different locations may have very different temperatures.

#### **NEW FOR 2025 - SAFETY EQUIPMENT**

A fire extinguisher and first aid kit are highly recommended.

#### **NEW FOR 2025 - REQUIREMENTS FOR WINCH OWNERS**

Winch owners are required to have an appropriately rated tree saver and soft shackle in your Jeep.

#### GET THE GEAR YOU NEED FOR YOUR ADVENTURE!

GMRS Radios, Tow Straps, Soft Shackles, Shirts, Hats, and more at www.JeepJamboreeUSA.com

# 29™ NORTHWOODS ITINERARY

### IMPORTANT INFORMATION

Please follow the flow when you arrive on Thursday: Vehicle Evaluation → Registration → Trail Selection/Sign-up

- Registration may begin prior to the published time to accommodate local conditions. No late registration on Friday morning.
- Vehicle Evaluation & Registration are mandatory prior to trail sign-ups.
- Bring your completed waiver to registration. Waiver is available at https://link.jeepjam.com/waiver.
- Trail sign-up will take place after you register, on a first come, first served basis. Space is limited on each trail.
- Your guides will help you select trails based on your Jeep and your comfort level.
- Make sure you have a full tank of gas prior to the General Attendance Meeting on Friday.

### THURSDAY, JULY 17, 2025

**5:00 – 7:00 p.m.** Vehicle Evaluation, registration, and trail sign-ups will take place at Mole Lake Casino. Refer to *Key Locations &* 

Links on the next page for address and map link.

### FRIDAY, JULY 18, 2025

**6:30 – 8:00 a.m.** Breakfast in the Ball Room at the Mole Lake Lodge & Casino.

**8:30 a.m.** Mandatory General Attendance meeting at the ball field.

**9:00 a.m.** – **5:00 p.m.** Trail ride with lunch along the trail around noon. Lunch time varies based on trail progress.

**5:30 – 7:30 p.m.** Dinner in the Bingo Hall at the Mole Lake Lodge & Casino. Make sure you have a full tank of gas for tomorrow.

### SATURDAY, JULY 19, 2025

**6:30 – 8:00 a.m.** Breakfast in the Ball Room at the Mole Lake Lodge & Casino.

**8:30 a.m.** Mandatory General Attendance meeting at the ball field.

**9:00 a.m. – 5:00 p.m.** Trail ride with lunch along the trail around noon. Lunch time varies based on trail progress.

**5:30 – 7:30 p.m.** Dinner in the Bingo Hall at the Mole Lake Lodge & Casino. Awards and prize drawings following dinner.

## **KEY LOCATIONS & LINKS**

#### **MOLE LAKE LODGE & CASINO**

3084 State Highway 55, Crandon, WI 54520 877.478.5772

Map Link: https://link.jeepjam.com/mlcasino

# **SPECIAL THANKS**

Chris & Keri Walker - Coordinators

Northwoods Trail Guides

Sokaogon Chippewa Community

Sokaogon Chippewa Forestry Department

## **LODGING INFORMATION**

#### **HEADOUARTERS HOTEL**

Mole Lake Lodge & Casino

3084 State Highway 55, Crandon, WI 54520

877.478.5772

Accommodations fill up quickly due to the remote location of this Jamboree. Book early! Non-Smoking rooms available, first come, first served.

#### OTHER HOTELS / MOTELS

Crandon Inn & Suites	715.478.4000
Four Seasons Motel	715.478.3377
Courthouse Square B&B	715.478.2549
Little Pine Motel and Resort	715.649.3431
Main Street Inn	715.478.2423
Trailside Inn	715.484.3045

#### **CAMPING & RV PARKING**

Hiles Pine Lake Campground 715.902.9331

https://link.jeepjam.com/hiles24

Forest County Veteran's Memorial Park 715.478.3475
Wolf River Rendezvous Campsites & Cottages 715.889.1909
Holly Wood Hill Camping & RV 715.212.3308
Casino sub-parking lot for RV's 877.478.5772

# A MESSAGE FROM YOUR NORTHWOODS COORDINATOR...

Your family adventure begins in the backwoods of Mole Lake, Wisconsin. The trails are varied, from mild to wild, with something for every Jeep. The two track roads that encompass the Sokaogon Chippewa tribal forestry lands, including Spirit Mountain, provide access to challenging rock crawling and hill traversing with plenty of sights to see, including secluded lakes in the heart of the Northwoods.

Come enjoy the scenery, the best guide staff ever, and the camaraderie of fellow Jeep owners. These trails are made possible by the volunteers of Wisconsin Off-Road Clubs, the state organization Wisconsin Coalition of 4Wheel Drives (WC4WD), and the land use of Sokaogon Chippewa tribal community. Be sure to join the Facebook Group for JJUSA - Northwoods. It is a great way to connect with other attending guests and keep up to date on any new information pertaining to the Jamboree.

## TRAIL DESCRIPTIONS

The Trail Guides have built a wide variety of trails to fit your skill level, adventurous side and your Jeep's capabilities. Whether two door or four door variety, we will do our best to accommodate both you and your Jeep.

#### Fundamentals of Off Roading • Rated 2 • Friday Only

This trail is a trail designed for those that want to become more familiar with their Jeeps, all of its capabilities and the tools and tricks of off-roading, while having a fun adventure in the Northwoods. Jeeps with no lift will do just fine. The trails will traverse the hills and valleys of the Mole Lake Reservation and will give you an appreciation for the beauty of the Wisconsin Northwoods. Some minor challenges are to be expected.

#### Green Trail • Rated 2-3

This trail contains numerous hills, some rocks, logs and some tight turns for all models of Jeeps. All-terrain or mud-terrain tires, in stock or larger sizes are recommended.

#### Yellow Trail • Rated 3-4

This trail will have you spending the day skirting the shore of nearby Duck Lake, where the terrain contains a mix of off-camber on hills, testing driver's skills while maneuvering through the forest of the Northwoods, all the while tossing in an occasional rock obstacle for fun. Any stock tire size will do well on this trail. Mud Terrains are a plus!

#### Light Blue Trail • Rated 3-4

This trail contains slightly above mild terrain with more upgraded challenges including off-camber on hills, climbing rocks and maneuvering between the trees in the woods. Light Blue and Dark Blue share the same trails. Minimum tire sizes 31" for 2 doors and 32" for 4 doors and Gladiators recommended. Mud-terrains are a plus but not required. Lockers and lift are helpful, but not required.

#### Dark Blue Trail • Rated 3-4

This trail contains slightly above mild terrain with more up graded challenges including off camber on hills, climbing rocks and maneuvering between the trees in the woods. Dark Blue and Light Blue share the same trails. Minimum tire sizes 31" for 2 doors and 32" for 4 doors and Gladiators recommended. Mud-terrains are a plus but not required. Lockers and lift are helpful, but not required.

#### Purple Trail • Rated 4-5

This trail features intermediate adventures that will have you and your Jeep traversing rocks (did we mention rocks), testing your flex and lean with off-camber challenges, navigating the tight twisties through the trees, and climbing over logs. Purple has something for every Jeeper! Tire sizes of 33" for 2-doors and 4-doors and 35" for Gladiators. Lockers and lift are recommended for safe maneuvering. Rock sliders are recommended; running board or steps are not recommended.

#### Red • Rated 4-5

This trail contains intermediate to wild terrain including hills, rocks and more rocks, off camber on side of hills, tight turns between trees and log climbs with never ending challenges to keep you on the edge of your seat. Tire sizes of 33" for 2-doors and 4-doors and 35" for Gladiators. Lockers and lift are recommended for safe maneuvering. Rock sliders are recommended; running board or steps are not recommended.

#### Raspberry Trail • Rated 4-5

This trail contains a variety of challenges that require advanced driving skills. It's a wild ride on adverse terrain that consists of enjoying hairy off camber tight turns between trees, transitioning quickly into rock obstacles. Tire sizes of 33" for 2-doors and 35" tires for 4-doors and Gladiators are required. Rear Lockers and lift are recommended for safe maneuvering; front lockers encouraged. Rock sliders are recommended; running board or steps are not recommended.

#### Orange Trail • Rated 5-6

This trail spends its day running upon Spirit Mountain. Here you will encounter multiple rock gardens while moving both up and down hill. These rock gardens have the biggest and longest rock obstacles in the Northwoods. After those, you will quickly turn into off-camber hill accents and descents, and tight turns between trees while enjoying the constant flexing of your suspension. Minimum tire sizes of 35" for 2-door and 4-doors while Gladiators will need 37" tires. Mud-terrain tires are suggested. A lift kit and at least one locking differential are required to participate on this trail. Rock sliders are a must.

#### Black Trail • Rated 5-6

This trail contains challenges for the highly skilled driver while traversing Spirit Mountain! Rock gardens and off camber runs are highlighted with many tight turns. 4-doors will enjoy the chance to give the reverse gear some love. This is a dream trail of the driver that enjoys the highly technical aspect of offroading. 35" minimum tires size as well as front or rear lockers are required to safely navigate the Black Trail. Rock sliders are a must. Gladiators may not run this trail due to the tight nature of the run.

### TRAIL RATING SYSTEM

Every Jamboree trail is rated from 1 (easiest) to 10 (the most difficult). These ratings are based on the overall trail, not just on one or two tough spots. Rain can increase ratings by one or two points. Please remember, all vehicles are subject to vehicle check prior to trail departure. Numerically higher rated Jamborees are more likely to result in vehicular damage.

- **1-2** Obstacles and terrain are relatively easy to navigate. In optimum weather conditions, some trails may not require continual use of four-wheel drive (4WD).
- **3-5** Moderately demanding. Challenge for novice drivers. Obstacles may include: mud holes, boulders, and streams. Requires 4WD with 4-LO.
- **6-7** Demanding. Challenge for most skill levels. Mud holes get deeper, boulders get larger, and climbs get steeper. Requires 4WD with 4-LO.
- **8-9** Very demanding. Likelihood of getting stuck is high. Mud holes may be deep and rock climbing is more arduous. Lifts and lockers are helpful. Requires 4WD with 4-LO.

- **10** Extremely demanding. Reserved for the toughest offroad trip in the U.S.A. the Rubicon Trail.
  - Requires 4WD with 4-LO, front and rear lockers, skid plates, rock rails and an aftermarket rear differential cover.

Rubicon Trail Jeep Jamboree is limited to TJ, JK, JL and JT models only without prior approval. Jeep Renegade, Patriot, Compass, Liberty, Cherokee, Grand Cherokee, Commanders, and Wagoneers are not allowed.

During registration you will have the opportunity to discuss the trails, your driving experience, and Jeep capabilities with the trail guides. The guides will work with you to select appropriate trails. Rain may increase trail ratings 1 or 2 points, especially with street tires.

## PLEASE TREAD LIGHTLY!

Travel responsibly on designated roads and trails or in permitted areas.

Respect the rights of others including private property owners and all recreational trail users, campers and others to allow them to enjoy their recreational activities undisturbed.

Educate yourself by obtaining travel maps and regulations from public agencies, planning for your trip, taking recreation skills classes, and knowing how to use and operate your equipment safely.

Avoid sensitive areas such as meadows, lakeshores, wetlands and streams, unless on designated routes. This protects wildlife habitat and sensitive soils from damage.

Do your part by leaving the area better than you found it, properly disposing of waste, minimizing the use of fire, avoiding the spread of invasive species, restoring degraded areas, and joining a local enthusiast organization.

# A NOTE ON LAND USAGE

Many Jeep Jamboree USA events are held on private lands with the consent of landowners, or on public lands through special use permits. In some cases, Jamboree trail groups are granted access to trail areas which are closed to all other vehicular access during the year.

Please be aware that access to these trail areas is allowed only by guided Jeep Jamboree USA groups during the scheduled Jeep Jamboree trail rides. Individual Jamboree guests returning later to drive in these areas on their own do so in violation of Jeep Jamboree USA's land use agreements and endanger future Jamboree usage of these restricted trails as well as being removed from the Jamboree without a refund.

Thank you for your cooperation in assuring Jamboree access to some of America's most spectacular backcountry.

# WHAT ARE THE REQUIREMENTS FOR MY JEEP?

- Tow points are MANDATORY! Tow points may include:
  - Tow hooks properly mounted to the frame with grade six or grade eight bolts according to official Mopar installation procedures.
  - Draw bars and receiver hitches
  - Aftermarket bumpers with manufacturer installed clevis or D-ring anchor.

If you do not have tow points, you may be turned away at registration without a refund.

- A GMRS radio is **REQUIRED!** There are many safety issues regarding upcoming obstacles transmitted over the radio by your trail guides. You will also learn interesting facts about the area - history, local plant and wildlife, as well as exciting stories.
- Your Jeep must be street legal including a license plate and proof of insurance.

- Participant Jeep tire size shall not exceed 40".
   If your tires exceed 40 inches, you will be turned away at registration, will not be allowed to attend the Jamboree, or receive a refund!
- Seat belts are required in all vehicles for all occupants.
- Snowplow frames are not allowed.
- We recommend removing running boards and steps (both factory and aftermarket) if you are planning to participate in higher rated trails.
- All open-topped vehicles, including older models (CJs, Scramblers and Willy's), are required to have roll bars.
- A tow strap with looped ends is recommended. Straps with metal hooks are not allowed.
- A full-size spare tire is mandatory!

# FREQUENTLY ASKED QUESTIONS | Lake

#### **ARE JEEP JAMBOREES SAFE?**

Our trail guides are trained to put your safety first. If they ask you to refrain from any activity or to avoid specific trails or areas, you must follow their directions. Jeep Jamboree USA does not authorize or promote any night runs. You must wear your seat and shoulder belts. If a Trail Guide asks you to wear your seat belt and you do not comply, you will be removed from the Jeep Jamboree without a refund and banned from Jeep Jamborees.

#### WILL MY JEEP BE GOING THROUGH WATER?

Some Jamborees may have water crossings and mud holes. Many of these crossings and holes offer a bypass. It is very important to watch and listen to your trail guide. When driving in deep water, *go very slowly!* If your engine gets wet and stalls, *do not* try to start it as you may cause serious engine damage. For additional tips on water crossings and many other off-road situations, please refer to your copy of *Jeep Jamboree USA Off-Road Driving Tips*, available at https://link.jeepjam.com/drivingtips

#### YOU MUST WEAR YOUR NAME BADGE

When you register on-site, you will be given one name badge per participant. Please wear your name badge while at the event as it is verification of your registration, your admission to the trails and meals, and helps everyone get to know each other.

#### **GET CONNECTED WITH OUR FACEBOOK GROUPS**

Join one or more of the Jeep Jamboree discussion groups on Facebook. Ask questions, share information and photos before, during and after your great adventure.

#### WHAT SHOULD I BRING?

- A basic tool kit, first aid kit, tire gauge, rain jacket, and clothing for all weather conditions are highly recommended.
- An ice chest full of your favorite non-alcoholic beverages. It is important to stay hydrated!
- A full tank of gas prior to General Attendance Meeting as you will not have time to fuel up after the meeting.
- Trail snacks and a chair/blanket for the lunch stop.
- Insect repellent, Sun Block, Medications, Hand Sanitizer, Flashlight, Camera, Binoculars
- Toilet paper and Zip-lock bags for tissue disposal

#### MAY I BRING MY PET?

Bringing pets is strongly discouraged. If your pet must attend, you must submit a pet waiver during registration.

#### WHAT IS THE POLICY ON ALCOHOL, DRUGS, ETC.?

No occupants of the vehicle will possess or consume alcohol, non-prescription drugs, or be under the influence of any substance while on the trails. Doing so means immediate expulsion without a refund and those involved will be banned from all future Jeep Jamborees.

#### **COULD MY VEHICLE BE DAMAGED ON A JAMBOREE?**

Every effort is made by Jeep Jamboree USA to make the trails as safe as possible. You are advised to closely follow instructions given by Jeep Jamboree Trail Guides. Jamborees with higher difficulty ratings are more likely to encounter rough and challenging terrain that may contribute to vehicular damage. Any damage is the owner's responsibility.

To add or change passengers or cancel your trip, visit https://jeepjamboreeusa.com/my-account/

# **GMRS RADIO, CHANNEL, AND FREQUENCY INFO**

#### IF YOU DON'T HAVE A GMRS RADIO YET

Your easiest and best option is to purchase one of the recommended Midland radios. These quality radios are easy to use and are available at https://link.jeepjam.com/radios and at Jeep Jamborees.

#### RADIO DIFFERENCES AND FREQUENCIES

In late 2017, the FCC set standards for FRS/GMRS channel numbers and frequencies. Any FCC approved radio manufactured after October of 2017 will match the channels in the chart and work for your Jeep Jamboree.

#### FREQUENCIES AND POWER

FRS and GMRS use the same channels/frequencies. FRS runs at lower power while GMRS runs at higher power.

#### LICENSING

Operating a GMRS radio requires a valid license. Any radio using the shared FRS/GMRS frequencies that is able to transmit above 2 Watts of power is considered a GMRS radio and requires a license.

#### WHY GMRS OVER FRS OR CB?

With FRS handhelds you may hear others on the trail, but they may not hear you. GMRS has more power, meaning you can transmit farther. GMRS offers more reliability, usability, and quality over a CB radio.

Frequency	FRS/GMRS Channel	FRS Power	FRS Bandwidth	GMRS Power	GMRS Bandwidth
462.5625 MHz	1	2 W	12.5 kHz	5 W	20 kHz
462.5875 MHz	2	2 W	12.5 kHz	5 W	20 kHz
462.6125 MHz	3	2 W	12.5 kHz	5 W	20 kHz
462.6375 MHz	4	2 W	12.5 kHz	5 W	20 kHz
462.6625 MHz	5	2 W	12.5 kHz	5 W	20 kHz
462.6875 MHz	6	2 W	12.5 kHz	5 W	20 kHz
462.7125 MHz	7	2 W	12.5 kHz	5 W	20 kHz

# Channels 8-14 are low power (.5 watt) channels and are not used by Jeep Jamboree and some high power radios

462.5500 MHz	15	2 W	12.5 kHz	50 W	20 kHz
462.5750 MHz	16	2 W	12.5 kHz	50 W	20 kHz
462.6000 MHz	17	2 W	12.5 kHz	50 W	20 kHz
462.6250 MHz	18	2 W	12.5 kHz	50 W	20 kHz
462.6500 MHz	19	2 W	12.5 kHz	50 W	20 kHz
462.6750 MHz	20	2 W	12.5 kHz	50 W	20 kHz
462.7000 MHz	21	2 W	12.5 kHz	50 W	20 kHz
462.7250 MHz	22	2 W	12.5 kHz	50 W	20 kHz

# TRANSFERS, REFUNDS, CANCELLATIONS, AND ADDING PASSENGERS

#### **OUR TRANSFER POLICY**

A transfer allows the **original purchaser** to transfer their registration from one trip to another, dependent on availability, at no charge.

- Transfers must take place in the same calendar year and at least 14 days prior to the event.
- Transfer or sale of your registration to another person is prohibited and will result in a cancellation without a refund.
- If you are unable to attend, you should cancel your registration.
   Your spot will be released to those on the waiting list. You may not transfer your registration to a third party.

#### **OUR REFUND POLICY**

We understand things come up. As we approach our events, we incur expenses we cannot recover. As such, the following refund policy applies to all Jeep Jamborees:

- 30 days or more before your Jeep Jamboree
  - \$125 cancellation fee for Classic Jamborees
  - \$100 cancellation fee for Select Jamborees
  - \$350 cancellation fee for domestic Signature, Adventure, and Expedition Jamborees
- 29 days to 15 days 50% of your total will be refunded
- 14 days to trip date No refund

#### HOW DO I CANCEL MY REGISTRATION?

Canceling your registration is quick and easy via your online account at https://jeepjamboreeusa.com/my-account/

Sign-in with the email address you used to register and then cancel the trip you are unable to attend. You may also email the registration team at registration@jeepjam.com. This method is typically slower than the online method.

#### WHAT IF A SPECIFIC JEEP JAMBOREE IS CANCELED?

Though rare, from time to time, a Jeep Jamboree may have to be canceled. For **most** of our events, you will be given the option to receive a full refund or transfer to another event that has openings. For **some** Jeep Jamborees, we may deduct up to a 15% fee from your refund to offset unrecoverable expenses.

#### **HOW DO I ADD OR CHANGE PASSENGERS?**

Adding or changing passengers is easy via your online account at https://jeepjamboreeusa.com/my-account/

Sign-in with the email address you used to register and make the changes you desire. You may also email the registration team at registration@jeepjam.com. This method is slower than the online method. All changes must be made 14 days prior to your trip.