



December 2014

Dealer Service Instructions for:

Customer Satisfaction Notification P49 Exhaust Gas Recirculation Cooler Hose

Effective immediately all repairs on involved vehicles are to be performed according to this notification. Service Bulletin 07-003-14 is no longer applicable for the involved vehicles only.

Models

2011 – 2013 (WK) Jeep® Grand Cherokee

NOTE: This notification applies only to the above vehicles equipped with a 3.0L diesel engine (sales code EXF) built through January 19, 2013 (MDH 011907).

IMPORTANT: Some of the involved vehicles may be in Dealer used vehicle inventory. Dealers should complete this repair on these vehicles before retail delivery. Dealers should also perform this repair on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The Exhaust Gas Recirculation (EGR) cooler hose on about 37,000 of the above vehicles may leak engine coolant.

Repair

The EGR cooler hose must be replaced.

Service Procedure

1. Open the hood.
2. **For vehicles equipped with air suspension**, connect the wiTECH scan tool and using the routines under the ASCM view screen, perform the following:
 - a. Select the “**Miscellaneous Functions**” Tab.
 - b. Select “**Disable Level Control**”.
 - c. Follow the wiTECH screen prompts.
 - d. Run the “**Spring Deflate to Reservoir**” routine on the right front air suspension spring.
 - e. Follow the wiTECH screen prompts.
3. Partially raise the vehicle on a suitable hoist.
4. Remove and save the right front wheel and tire assembly.
5. Raise the vehicle fully on the hoist.
6. Remove and save the three underbody splash shields (Figure 1).

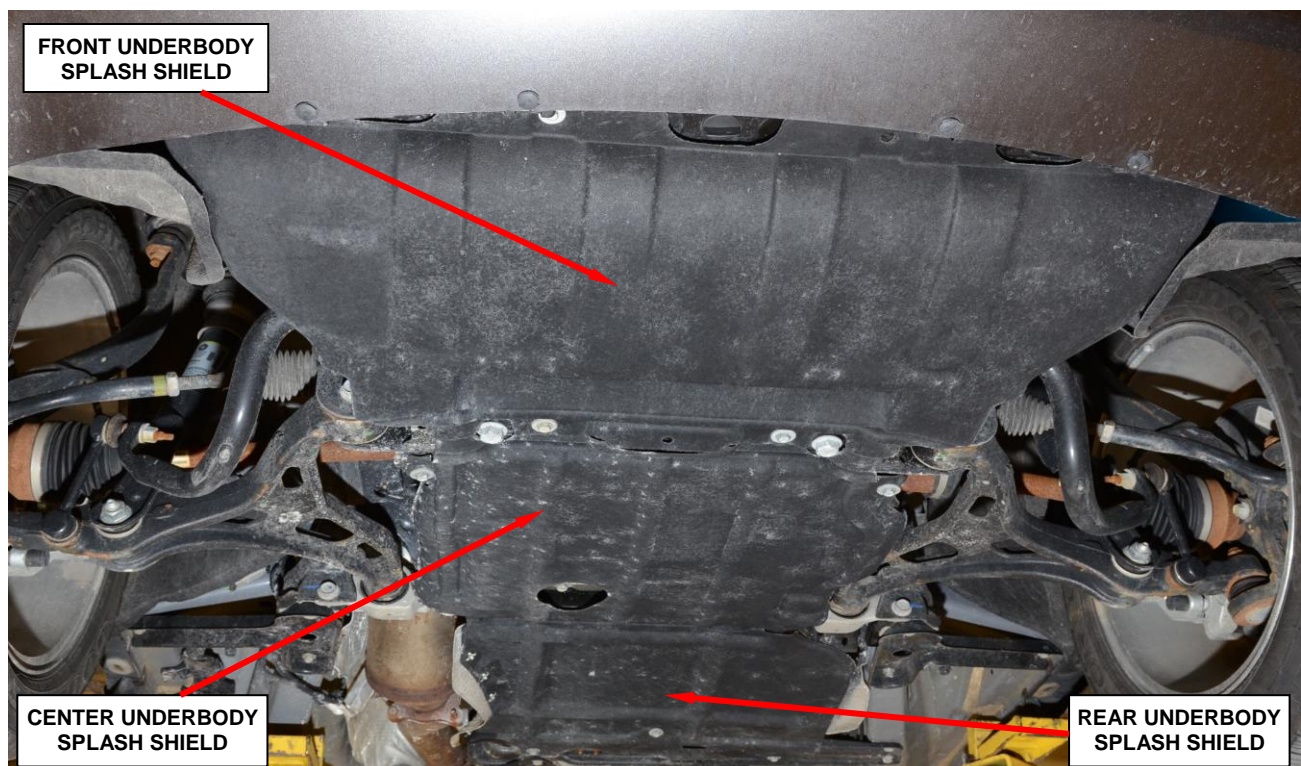


Figure 1 – Underbody Splash Shields

Service Procedure (Continued)

7. Drain the engine cooling system using the radiator drain valve (Figure 2).



Figure 2 – Drain Coolant into Drain Pan

8. Remove and save the right front stabilizer bar link-to-lower control arm nut (Figure 3).

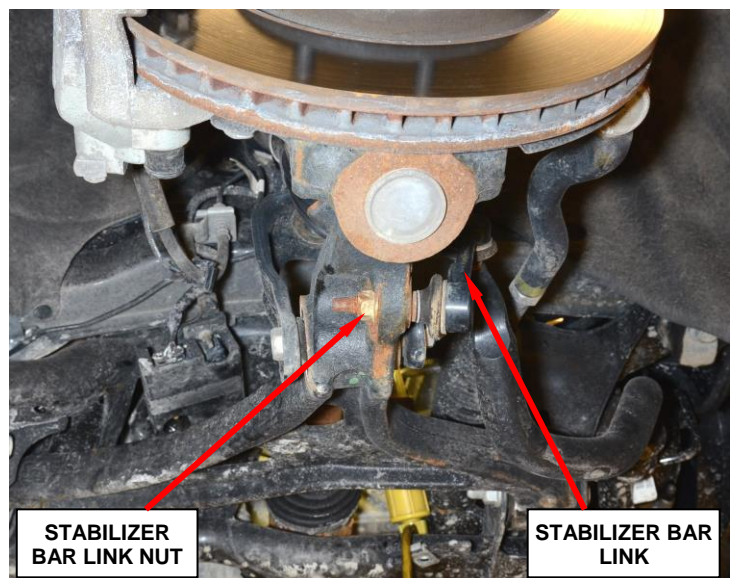


Figure 3 – Stabilizer Bar Link Nut

Service Procedure (Continued)

- Using a paint marker, place an alignment mark on the lower control arm rear bushing bracket to the cradle (Figure 4).

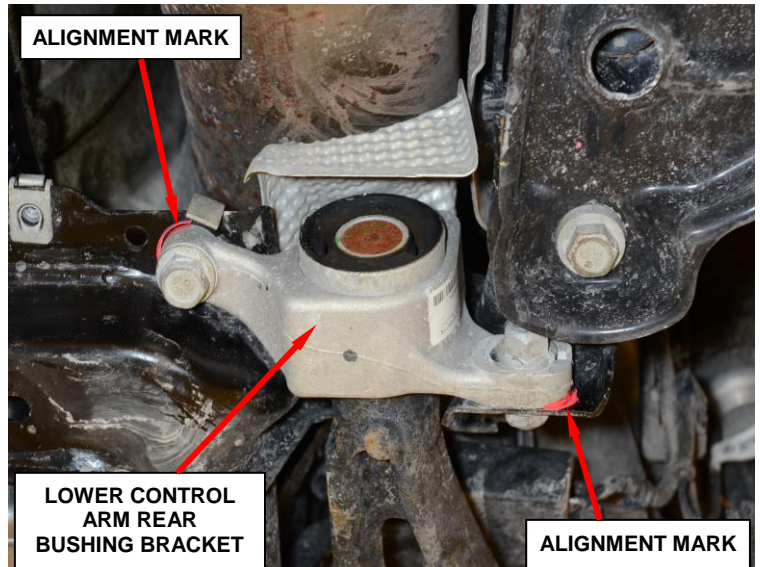


Figure 4 – Control Arm Bushing Bracket Alignment Marks

- Using a paint marker, place an alignment mark on the lower control arm pivot bolt to the cradle (Figure 5).

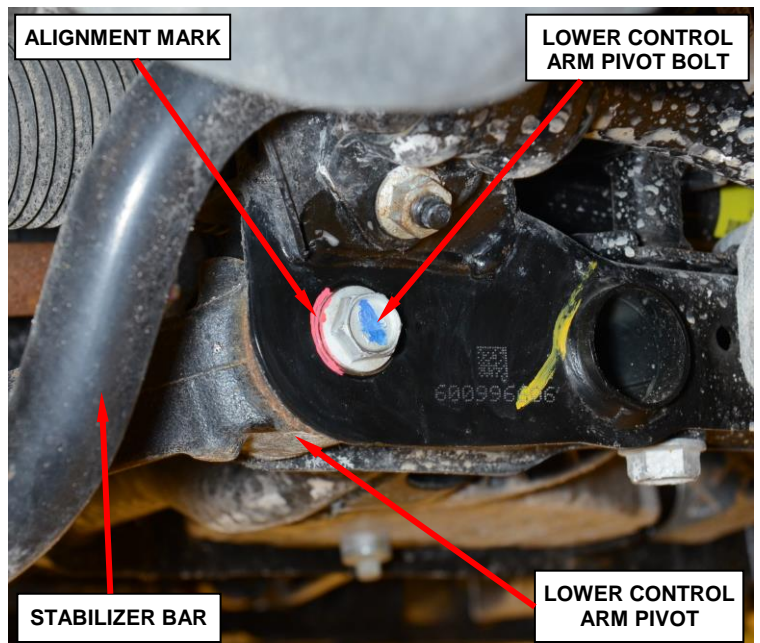


Figure 5 – Lower Control Arm Pivot Bolt Alignment Marks

Service Procedure (Continued)

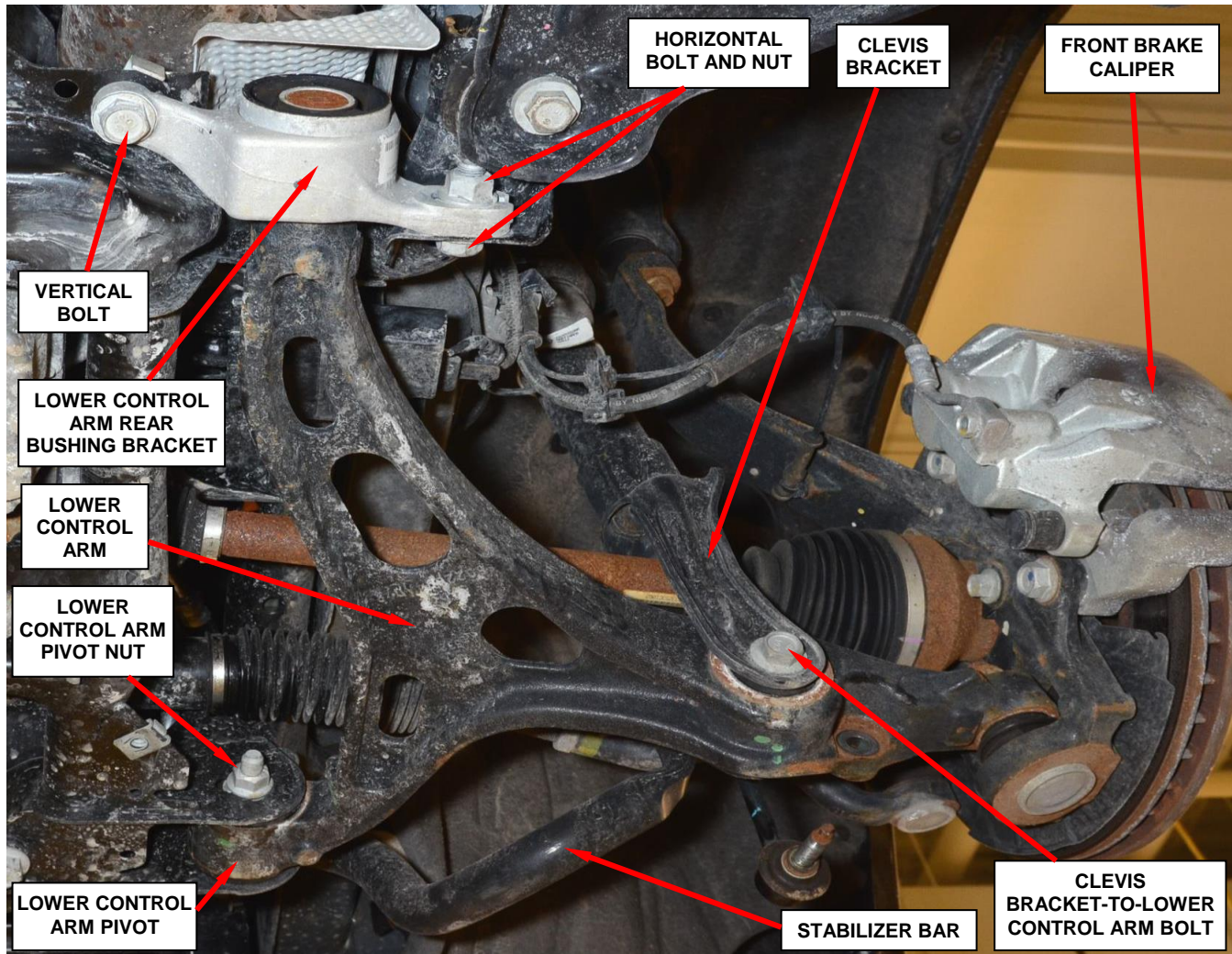


Figure 6 – Shock Absorber Clevis Bracket-to-Lower Control Arm Bolt

11. Remove and save the right front shock absorber clevis bracket-to-lower control arm nut and bolt (Figure 6).
12. Remove and save the lower control arm pivot nut and bolt from the lower control arm (Figure 6).
13. Remove and save the lower control arm rear bushing bracket vertical bolt and nut and the horizontal bolt and nut (Figure 6).

Service Procedure (Continued)

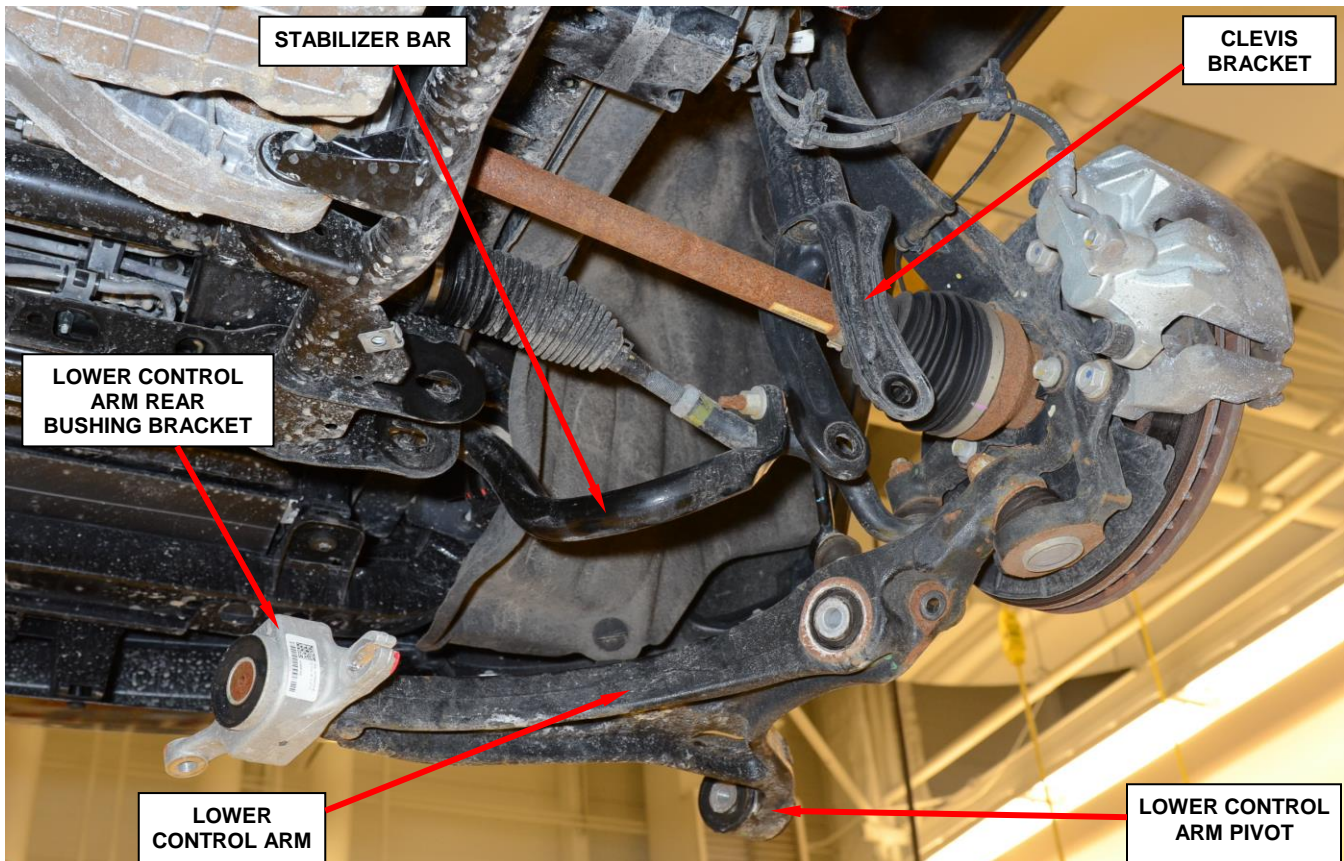


Figure 7 – Relocate Right Front Lower Control Arm

14. Relocate the right front lower control arm partially from vehicle (with ball joint still connected to the steering knuckle) (Figure 7).

NOTE: Partial removal of the right front lower control arm is required to gain access to the EGR cooler hose.

15. **If equipped**, remove and save the two control module retaining nuts and relocate the control module (Figure 8).

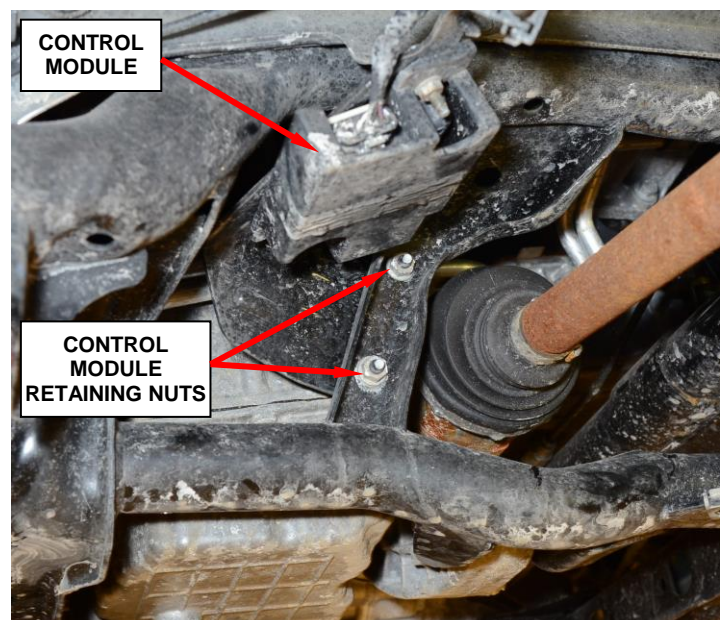


Figure 8 – Control Module Retaining Nuts

Service Procedure (Continued)

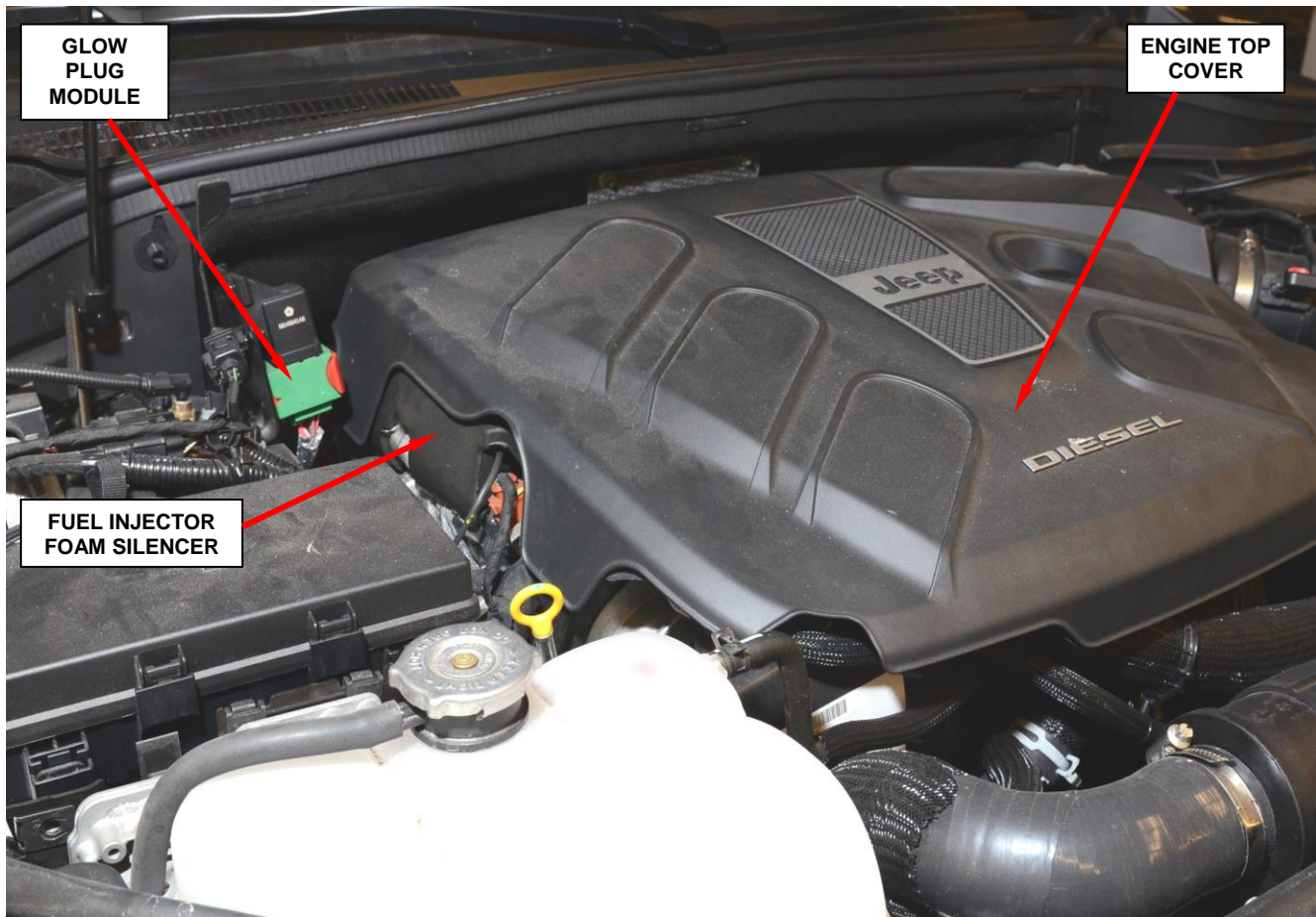


Figure 9 – Engine Top Cover

16. Working from the right side, underneath the vehicle, slide the hose clamp on the EGR cooler hose off the hose, towards the EGR cooler pipe.
17. Place a drain pan under the vehicle, below the EGR cooler hose.
18. Lower the vehicle from the hoist.
19. Remove and save the engine top cover (Figure 9).
20. Remove and save the fuel injector foam silencer from the right cylinder bank (Figure 9).
21. Remove and save the glow plug module retaining nuts (Figure 9).
22. Disconnect the glow plug module and relay wiring harness (Figure 9).
23. Place the glow plug module and relay wiring harness aside (Figure 9).

Service Procedure (Continued)

24. Remove and save the two plastic elbow retaining bolts (Figure 10).
25. Carefully separate the plastic elbow from the engine.
26. Pull the EGR cooler hose from the EGR cooler pipe and remove the EGR cooler hose and plastic elbow as an assembly.
27. Place an index mark on the plastic elbow to insure the new EGR cooler hose is installed on the plastic elbow in the proper orientation (Figure 10).
28. Remove and discard the original EGR cooler hose from the plastic elbow (Figure 10).
29. Install the new EGR cooler hose into position on the plastic elbow and install the spring clamp.
30. Verify that the rubber O-ring is in position on the plastic elbow (Figure 11).
31. Apply zipper lube to the EGR cooler hose end to help make installation easier (Figure 11).
32. Place the plastic elbow and EGR cooler hose assembly into position and push the EGR cooler hose onto the EGR cooler pipe.

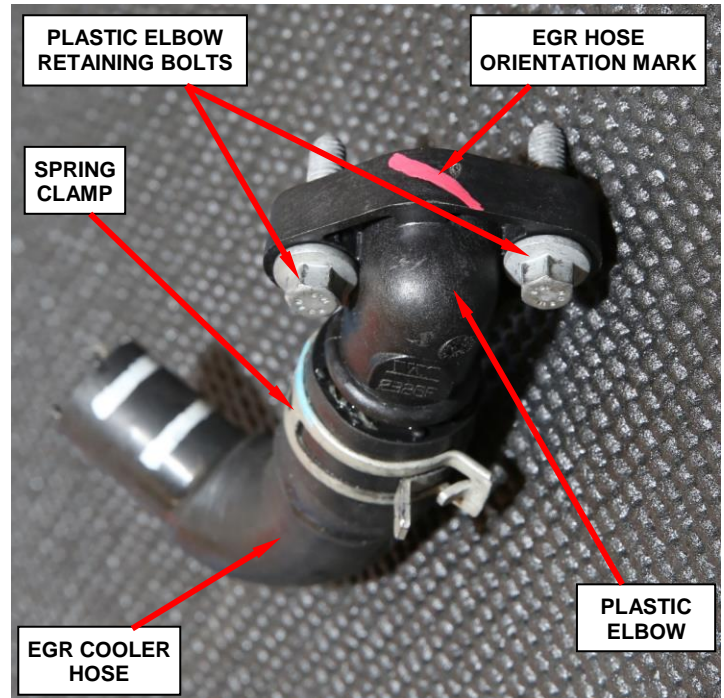


Figure 10 – Plastic Elbow Retaining Bolts

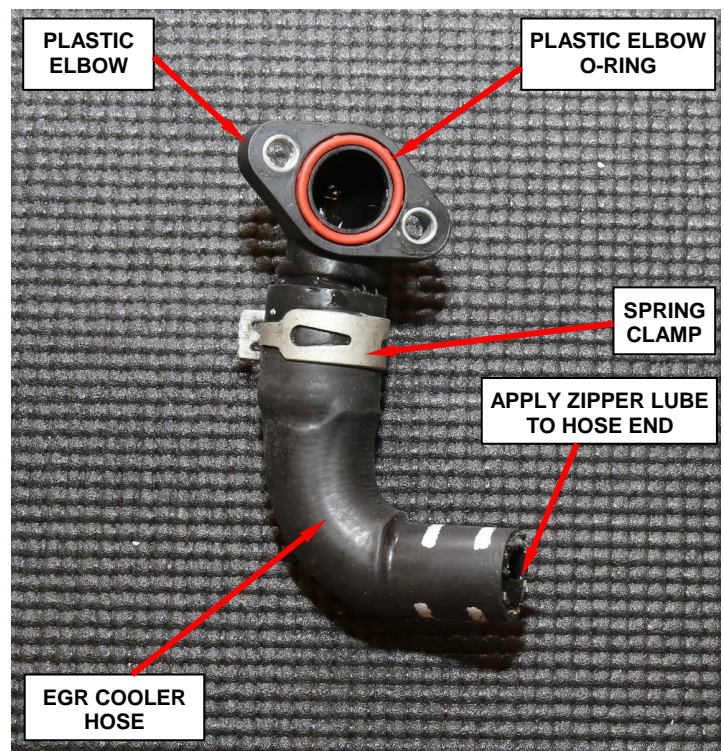


Figure 11 – Rubber O-ring

Service Procedure (Continued)

33. Install the two plastic elbow retaining bolts and tighten them to 90 in. lbs. (10 N·m) (Figure 10).
34. Raise the vehicle on the hoist.
35. Install the EGR cooler hose spring clamp on the EGR cooler hose.
36. **If equipped**, place the control module into position and install the two retaining nuts (Figure 8).
37. Install the lower control arm rear bushing bracket vertical bolt and nut and the horizontal bolt and nut (Figure 4).
38. Place the lower control arm bracket to the alignment marks and tighten the vertical bolt and nut to 162 ft. lbs. (220 N·m) and tighten the horizontal bolt and nut to 66 ft. lbs. (90 N·m).
39. Loosely install the front lower control arm pivot nut and bolt.
40. Install the right front shock absorber clevis bracket-to-lower control arm nut and bolt. Tighten the nut to 173 ft. lbs. (235 N·m).
41. Install the right front stabilizer link-to-lower control arm nut. Tighten the nut to 90 ft. lbs. (122 N·m).
42. Close the engine coolant drain valve located on the radiator.
43. Install the three underbody splash shields.
44. Partially lower the vehicle from the hoist.
45. Install the right front wheel and tire assembly. Tighten the lug nuts to 100 ft. lbs. (136 N·m).
46. Lower the vehicle from the hoist.
47. Place the glow plug module and relay wiring harness into position.

Service Procedure (Continued)

48. Connect the glow plug module and relay wiring harness.
49. Install the glow plug module nuts.
50. Install the fuel injector foam silencer onto the right cylinder bank.
51. Apply zipper lube to the rubber grommets on the bottom side of the engine top cover.
52. Install the engine top cover.
53. Refill the engine cooling system.

NOTE: Be sure to use the correct coolant as outlined below:

- **For 2011 & 2012 Model Year vehicles, use MOPAR® Antifreeze/Coolant 5 Year/100,000 Mile Formula HOAT (05066386AA).**
- **For 2013 Model Year vehicles, use MOPAR® Antifreeze/Coolant 10 Year/150,000 Mile Formula OAT (68163848AA).**

54. **For vehicles equipped with air suspension (SER),** connect the wiTECH scan tool and clear all Diagnostic Trouble Codes (DTC's)
55. **For vehicles equipped with air suspension (SER),** remove the wiTECH scan tool.

56. With full weight on the vehicle suspension, align the right front lower control arm pivot bolt with the alignment marks and then tighten the front lower control arm pivot nut and bolt to 89 ft. lbs. (120 N·m) (Figure 12).

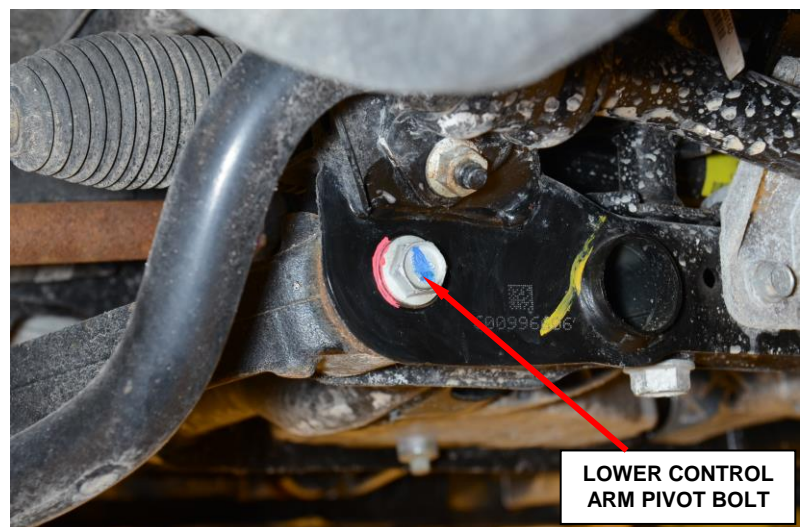


Figure 12 – Front Lower Control Arm Pivot Bolt

57. Close the hood and return the vehicle to the customer.

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 Chrysler Group LLC to record Customer Satisfaction Notification service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Replace EGR coolant hose	25-P4-91-82	1.4 hours

Optional Equipment

Air Suspension	25-P4-91-60	0.2 hours
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NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete claim processing instructions.

Dealer Notification

Regional offices will receive an electronic list of involved vehicles. The Vehicle List is arranged by Dealer code and in Vehicle Identification Number (VIN) sequence. The lists are for Dealer reference in arranging for service of involved vehicles.

Owner Notification and Service Scheduling

All involved vehicle owners should be notified of the service requirement by their Dealer. Owners are requested to schedule appointments for this service. A sample copy of the owner notification 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. Completed vehicles are removed from GRS within several days of repair claim submission.

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.

Additional Information

If you have any questions or need assistance in completing this action, please contact your International Service and Parts Manager.

Global Service & Parts - International
Chrysler Group LLC



CUSTOMER SATISFACTION NOTIFICATION
EXHAUST GAS RECIRCULATION COOLER HOSE

P49

Dear: (Name)

At Chrysler Group LLC, you can be assured that we are changing the way we look at quality. To prove our commitment to quality, the company is investing in and prioritizing improvements for every vehicle that we build. As part of that commitment, we are also targeting existing vehicles on the road today and contacting our customers to provide these quality improvements, at no charge, that will help to improve your ownership satisfaction.

We are recommending the following improvements be performed on some **2011 through 2013 model year Jeep® Grand Cherokee vehicles equipped with a 3.0L diesel engine.**

Recommended Service: **The Exhaust Gas Recirculation (EGR) coolant hose on your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx) may leak engine coolant.**

What your dealer will do: **Chrysler will service your vehicle free of charge (parts and labor).** To do this, your dealer will replace the EGR coolant hose. The work will take about two hours to complete. We recommend that you make an appointment with your dealer to minimize your inconvenience.

What you should do: Simply **contact your Chrysler, Jeep, or Dodge dealer,** at your convenience, to schedule a service appointment. Your distributor/dealer will collect the necessary information to ensure that the appropriate parts are available so your service can be completed in a timely manner. Although not required, we recommend bringing this letter with you to your dealer, when you bring your vehicle in for this service.

If you need help: If you have trouble getting your vehicle serviced, please contact the dealer nearest your location. A representative will assist you in getting your vehicle serviced. This information can be found in the Customer Assistance section of your Owner's Manual.

We apologize for any inconvenience, but we believe that this service will help to ensure your continuing satisfaction with your vehicle. Thank you for your attention to this important matter.

Sincerely,
Global Service & Parts - International
Chrysler Group LLC