



NUMBER: 09-004-17

GROUP: 09 - Engine

DATE: June 17, 2017

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 09-006-15 REV. A, DATED NOVEMBER 13, 2015, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** INCLUDES UPDATED LABOR TIMES AND ADDING RELATED LOP.**

SUBJECT:

Intermittent Engine Shudder While Driving

OVERVIEW:

This bulletin involves replacing the engine cylinder heads.

MODELS:

2014	(WK)	Jeep Grand Cherokee
2014	(DS)	RAM 1500 Pickup

NOTE: This bulletin applies to vehicles equipped with the 3.0L V6 Turbo Diesel (Sales Code EXF).

SYMPTOM/CONDITION:

A small number of customers may experience a slight engine shudder while driving. They may state that the condition feels and sounds like driving over rumble strips. It may also be perceived as an internal transmission issue or engine misfire. No Diagnostic Trouble Codes (DTCs) will set as a result of this condition.

DISCUSSION:

Valve stem seals on replacement head are designed to prevent excessive carbon build up from light load drive cycles.

Although it may be hard to reproduce, engine shudder resulting from these excess carbon deposits, will typically only happen under the following driving conditions:

- Steady speeds between 50 and 70 mph (80 and 113 kph).
- Engine speed between 1,600 - 2,000 RPM.
- Present during engine warm up to operating temperature after a cold soak.
- Only present for a few seconds at a time and often during a 6-7 upshift.
- Light load acceleration or while driving up a slight grade.
- Symptom will go away either by aggressively applying the accelerator pedal or going into a zero throttle deceleration.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all engine systems are functioning as designed. If DTCs or symptom

conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom/condition listed above, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1	68292424AA	Cylinder Head, Right
1	68292425AA	Cylinder Head, Left
1 (AR)	68147398AA	Gasket, Cylinder Head Right (No Hole)
1 (AR)	68147397AA	Gasket, Cylinder Head Right (1 Hole)
1 (AR)	68147399AA	Gasket, Cylinder Head Right (2 Hole)
1 (AR)	68147401AA	Gasket, Cylinder Head Left (no hole)
1 (AR)	68147402AA	Gasket, Cylinder Head Left (1 hole)
1 (AR)	68147403AA	Gasket, Cylinder Head Left (2 Hole)
2	68147492AA	Bolt, Camshaft
1	68229385AA	Line Kit, High Pressure Fuel
2	68148177AA	Gasket, Exhaust Manifold
1	68148135AA	Gasket, Intake Manifold
16	68211172AA	Bolts, Cylinder Head Retaining
6	05072722AA	Seal, Fuel Injector
6	68148333AA	O-Ring, Fuel Injector
2	68148176AA	Gasket, Exhaust Manifold to Turbo
1	68211320AA	Gasket, EGR Pipe
1	68211317AA	Gasket, EGR Pipe

REPAIR PROCEDURE:

1. Using the operating parameters listed in the above discussion, test drive the vehicle to try and reproduce the condition. Was the shudder condition experienced on the test drive or does the customer's description of the concern match the operating parameters listed above?
 - a. Yes>>> Proceed to [Step 2](#).
 - b. No>>> This service bulletin does not apply. Further diagnosis is required.
2. Replace both cylinder heads. Follow the detailed service procedures available in DealerCONNECT/TechCONNECT Service Information Section 9 - Engine, 3.0L> Cylinder Head> Removal/Installation.
3. Verify the PCM is programmed with the latest available software. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the PCM software.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
09-35-03-9A	Road Test - Verify Engine shudder While Driving (3 - Highly Skilled)	1- Engine Repair and Performance	0.3 Hrs.
**09-35-03-9D	Head, Cylinder Assembly - Replace Both Sides (DS Only) (3 - Highly Skilled)	1- Engine Repair and Performance	17.2 Hrs.
09-35-03-9E	Head, Cylinder Assembly - Replace Both Sides (WK Only) (3 - Highly Skilled)	1- Engine Repair and Performance	17.4 Hrs.**

RELATED - OPTIONAL EQUIPMENT:

Labor Operation No:	Description	Skill Category	Amount
**09-35-03-6B	4X4 / AWD equipped - 3.0 diesel equipped (DS Only) (3 - Highly Skilled)	1- Engine Repair and Performance	2.4 Hrs.
09-35-03-6B	4X4 / AWD equipped - 3.0 diesel equipped (WK Only) (3 - Highly Skilled)	1- Engine Repair and Performance	0.1 Hrs.
09-35-03-6C	skid plate equipped - 3.0 diesel equipped (3 - Highly Skilled)	1- Engine Repair and Performance	0.3 Hrs.**

FAILURE CODE:

ZZ	Service Action
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