



NUMBER: 11-003-14

GROUP: Exhaust System

DATE: May 22, 2014

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SUBJECT:

Rattle Or Squeak Noise Under Vehicle

OVERVIEW:

This bulletin involves inspecting the toe pan heat shield for a missing fastener nut and installing a nut if missing.

MODELS:

2014 WK Grand Cherokee

NOTE: This bulletin applies to vehicles built on or after January 04, 2013 (MDH 0104XX) and on or before January 24, 2014 (MDH 0124XX) equipped with engine 3.6L V6 24V VVT (sales code ERB) or engine 5.7L V8 HEMI MDS VVT (sales code EZH).

SYMPTOM/CONDITION:

Rattle, vibration, or squeak sound coming from heat shield underneath the vehicle.

DIAGNOSIS:

If the customer describes the symptom, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1	06505326AA	NUT AND WASHER, Hex, M6X1.00

REPAIR PROCEDURE:

1. Lift the vehicle. Refer to the detailed repair procedures available in: DealerCONNECT> TechCONNECT under: Service Info> 04 - Vehicle Quick Reference> Hoisting> Standard Procedure.
2. Inspect for a missing fastener nut securing the rear lower corner of the toe pan heat shield to the left underside of the vehicle body as shown in (Fig. 1) and (Fig. 2). Is the fastener nut missing?
 - a. Yes, the fastener nut is missing >>> Continue with [Step #3](#).
 - b. No, the fastener nut is not missing >>> This bulletin does not apply.

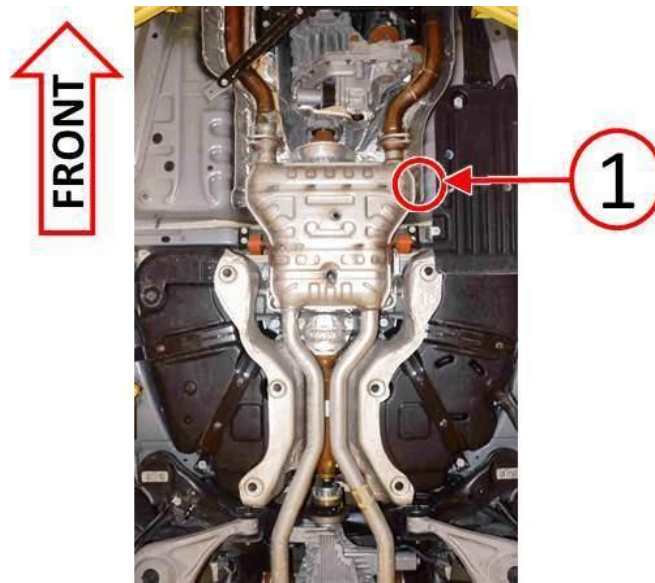


Fig. 1 Area Of Missing Fastener Nut

1 - Missing Nut

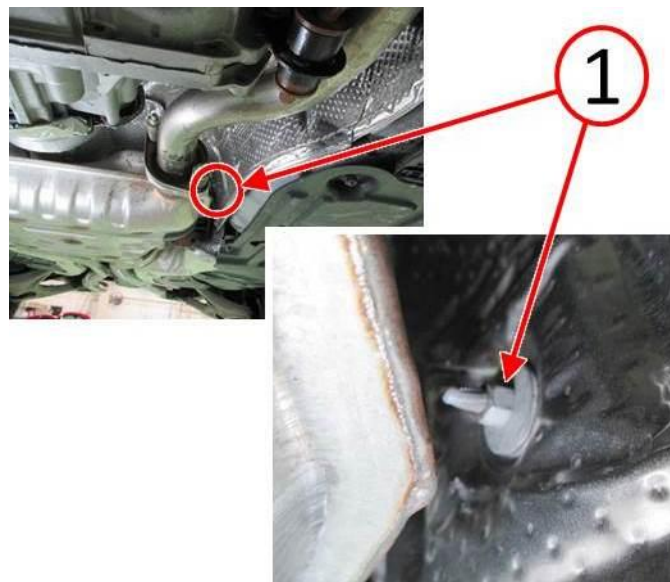


Fig. 2 Inspect For Missing Fastener Nut

1 - Missing Nut

3. Install the nut specified in the PARTS REQUIRED section of this bulletin to the toe pan heat shield, and tighten the nut to 7 N·m (62 in. lbs.).
4. Ensure proper alignment and sufficient gap between the toe pan heat shield and other components.

5. Lower the vehicle.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
11-50-05-92	Install Toe Pan Heat Shield Fastener (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.

FAILURE CODE:

ZZ	Service Action
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