



NUMBER: 18-064-15

GROUP: Vehicle Performance

DATE: September 24, 2015

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 18-045-14, DATED NOVEMBER 21, 2014, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE ADDED RAPID RESPONSE TRANSMITTAL, OVERVIEW, DIAGNOSIS, REPAIR PROCEDURE AND LABOR OPERATION.**

****THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 15-093. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN'S HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.****

****THE wiTECH SOFTWARE IS REQUIRED TO BE AT THE LATEST RELEASE BEFORE PERFORMING THIS PROCEDURE.****

SUBJECT:

P20EE SCR NOX Catalyst Efficiency Below Threshold Bank 1

OVERVIEW:

****This bulletin involves replacing the Selective Catalyst Reduction (SCR) Catalyst assembly.****

MODELS:

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

NOTE: This bulletin applies to vehicles equipped with a 3.0L Diesel Engine (Sales Code EXF).

SYMPTOM/CONDITION:

Customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the Technician may find Diagnostic Trouble Code (DTC) P20EE SCR NOX Catalyst Efficiency Below Threshold Bank 1 set in the Powertrain Control Module (PCM) memory.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all vehicle systems are functioning as designed. If DTCs other than the ones listed above are present record them on the repair order and repair as necessary before proceeding further with this bulletin.

****If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition listed above or if the technician finds the DTC, perform the Repair Procedure.****

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	68243268AB	Converter, SCR Catalyst (WK 4WD only)
1 (AR)	68243267AB	Converter, SCR Catalyst (WK 2WD only)
1 (AR)	68263789AB	Converter, SCR Catalyst (DS vehicles with 140 inch wheelbase)
1 (AR)	68263790AB	Converter, SCR Catalyst (DS vehicles with 149 inch wheelbase)

REPAIR PROCEDURE:

NOTE: The PCM must be at the latest calibration level before proceeding with this repair.

1. Following all applicable published service bulletins, verify the PCM software is up to date.
2. ****Replace the SCR catalyst. Refer to detailed service procedures available in DealerCONNECT/TechCONNECT, Service Info Section 11- Exhaust System> Catalyst, Selective Catalytic Reduction (SCR)> Removal/Installation.**
3. Did the vehicle have an active or stored P2BA9-00 - NOX Exceedence - Insufficient Reductant Quality and/or a "Service DEF" message displayed on the Electronic Vehicle Information Center (EVIC)?
 - a. Yes>>> Repair as necessary following normal warranty repair guidelines. Refer to detailed diagnostic procedures and SCR Healing steps found in DealerCONNECT/TechCONNECT, Service Info Section 28 - DTC-Based Diagnostics> Module, Powertrain Control (PCM), 3.0L Diesel NAFTA> Diagnosis and Testing> P2BA9-00 - NOX Exceedence - Insufficient Reductant Quality.
 - b. No>>> The bulletin is now complete. No further action is required.**

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
11-50-01-9J	Test DEF System And Replace SCR Catalyst DS Vehicles Only (2 - Skilled)	10 - Diesel	1.0 Hrs
11-50-01-9K	Test DEF System And Replace SCR Catalyst WK Vehicles Only (2 - Skilled)	10 - Diesel	0.7 Hrs

FAILURE CODE:

ZZ	Service Action
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