



NUMBER: 21-012-11

GROUP: Transmission and Transfer Case

DATE: December 15, 2011

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SUBJECT:

Chatter On Turns During Parking Lot Maneuvers

OVERVIEW:

This bulletin involves replacing the transfer case fluid and driving the vehicle in a figure eight pattern to disperse any moisture from the transfer case clutches that may have entered into the transfer case and then replace the transfer case fluid a second time.

MODELS:

2012 WK Grand Cherokee SRT 8

NOTE: This Service Bulletin applies to 2012 SRT 8 Grand Cherokee's built before October 17, 2011 (MDH 1017XX).

SYMPTOM/CONDITION:

A small number of SRT 8 Grand Cherokee's may have been built with a small amount of moisture in the transfer case fluid. Moisture in the transfer case fluid can cause a chatter in the driveline while performing parking lot maneuvers.

DIAGNOSIS:

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

PARTS REQUIRED:

Qty.	Part No.	Description
2	04797323	Plug, Transfer Case Drain/Fill
4	05013457AA	Fluid, ATF+4, quarts

REPAIR PROCEDURE:

1. Raise vehicle on hoist.

2. Place oil drain pan (Fig. 1) under drain plug (Fig. 2).



Fig. 1 Drain Transfer Case Fluid

1 - Drain Pan

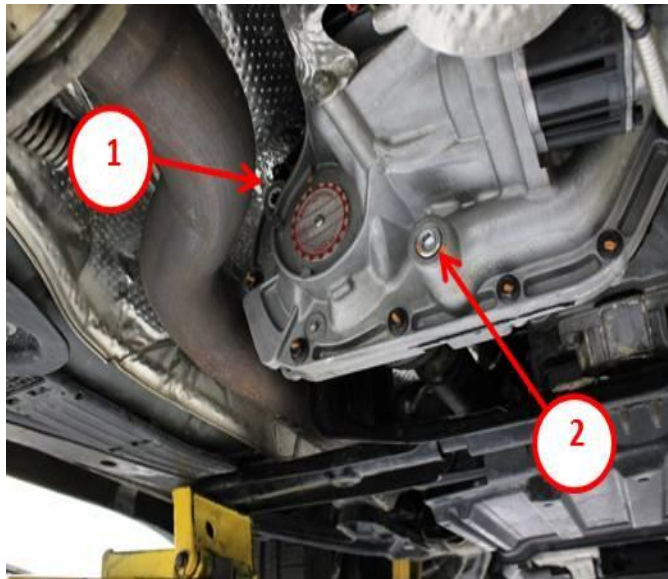


Fig. 2 Transfer Case Fill And Drain Plug Location

1 - Transfer Case Fill Plug
2 - Transfer Case Drain Plug

3. With an 8 mm Allen Wrench, remove drain plug (Fig. 3).

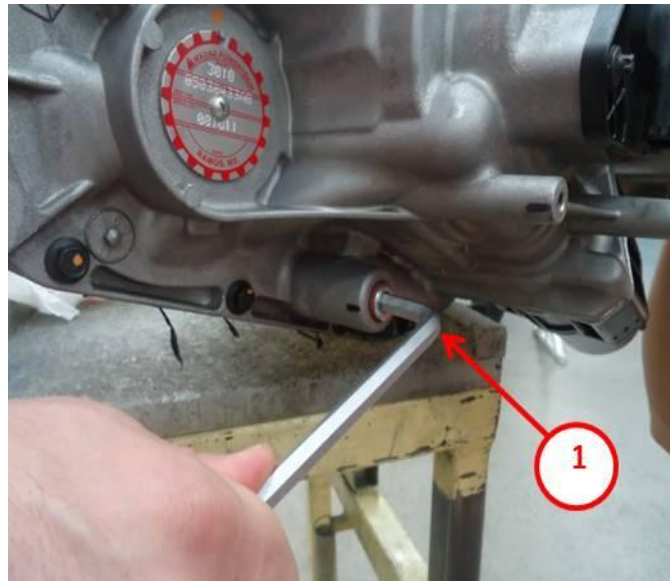


Fig. 3 Removing Transfer Case Drain Plug

1 - 8mm Allen Wrench

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4. Drain the oil. Allow the oil to drain approximately 8-10 minutes to allow all of the oil to drain out.
 5. Re-install the drain plug. Tighten the drain plug to 15 - 22 ft. lbs. (20-34 Nm).
 6. Remove the fill plug (Fig. 2). Then, using a suction gun, fill the transfer case with 2 quarts (1.9 liters) of Mopar ATF+4 Transmission Fluid (p/n 05013457AA).

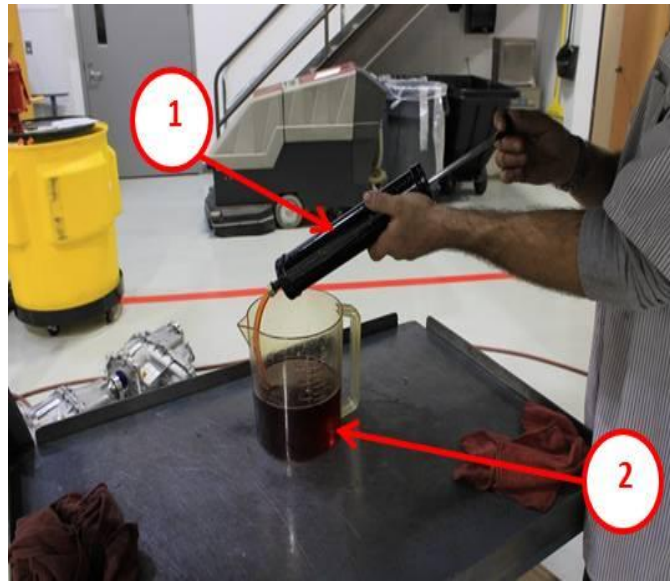


Fig. 4 Using Suction Gun To Fill Transfer Case

- 1 - Suction Gun
- 2 - Mopar ATF+4 Transmission Fluid

7. Re-install the fill plug. Tighten the fill plug to 15 - 22 ft. lbs. (20-34 Nm).
8. Lower the vehicle.
9. Place the transfer case into Auto Mode. Drive the vehicle for 10 minutes at moderate speeds, including a total of 10 figure 8 full lock turn maneuvers at 5 MPH.
10. Return to the Service Garage and raise the vehicle on a lift.
11. Repeat Steps 2 - 4.
12. Install a new drain plug (p/n 04797323). Tighten the drain plug to 15 - 22 ft. lbs. (20-34 Nm).
13. Remove the fill plug (Fig. 2). Then, using a suction gun (Fig. 4), fill the transfer case with 2 quarts (1.9 liters) of Mopar ATF+4 Transmission Fluid (p/n 05013457AA).
14. Install a new fill plug (p/n 04797323). Tighten the fill plug to 15 - 22 ft. lbs. (20-34 Nm).

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
21-03-25-90	Drain and Fill Transfer Case (2 Times) and Road Test - (Skill Level = B; Training Level = 3)	0.9 Hrs.

FAILURE CODE:

ZZ	Service Action
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