

May 29, 2008

TO: ALL JEEP DEALERS

FROM: GLOBAL SERVICE

SUBJECT: RAPID RESPONSE TRANSMITTAL #08-050 Coolant Weep-age from Heater Hoses.

INVOLVED VEHICLES:

2008 (WK) Grand Cherokee

2008 (XK) Commander

NOTE: This Service Action affects both sold and unsold vehicles.

NOTE: The VIN List is available on DealerCONNECT for all affected dealers. The VIN List has been inserted in the Service Tab under Rapid Response Transmittals. The dealers receiving the Rapid Response Transmittal Service Action are the "Ship To" dealers and the VIN's listed are specific to their dealership. All involved vehicles will be loaded into the VIP system.

NOTE: This should be a top priority and be completed prior to sale to avoid suspect vehicles being delivered to customers.

DISCUSSION:

A number of vehicles equipped with a 3.7L engine (sales code EKG) or 4.7L engine (sales code EVE) were shipped with a condition that may cause the coolant to weep from the heater hoses.

This Service Action involves testing for the condition and replacing the hoses **only** if necessary along with cleaning the dash panel and water pump connections to remove any trace of left over manufacturing lubricant / grease.

PARTS REQUIRED:

55037965AC Hose, Heater

REPAIR PROCEDURE:

1. Access and grip the heater hose approximately 12mm behind the clip and rotate it clockwise and counter-clockwise, observe any movement.

NOTE: Be sure to check the heater hose at all 4 connections. 2 connections at water pump, 2 connections at heater housing

2. Did Hose rotate at any connection?
 - a. YES >> proceed to step 6.
 - b. NO >> proceed to step 3.

3. Start the vehicle and make sure the heater is off. Let the engine heat up to allow the thermostat to open (approximately 10-15 minutes).
4. Access and grip the heater hose approximately 12mm behind the clip and rotate it clockwise and counter-clockwise, observe any movement.
5. Did Hose rotate at any connection?
 - a. YES >> proceed to step 6.
 - b. NO >> Repair Complete.

WARNING: MAKE SURE ENGINE COOLING SYSTEM IS COOL BEFORE SERVICING. DO NOT REMOVE ANY CLAMPS OR HOSES, PRESSURE CAP, OR OPEN THE RADIATOR DRAINCOCK. WHEN THE SYSTEM IS HOT AND UNDER PRESSURE SERIOUS BURNS FROM COOLANT CAN OCCUR.

6. Using a clean drain pan, drain the coolant (save for reuse).
7. Remove heater hoses and discard.
8. Clean all 4 connections at the water pump and dash panel with soap and water.
9. Install a new heater hoses (p/n 55037965ac).
10. Fill coolant.

POLICY: Reimbursable within the provisions of the warranty.

NOTE: USE OF THE LABOR OPERATION INCLUDED WITH THIS SERVICE ACTION ON VEHICLES OTHER THAN THOSE INVOLVED MAY BE SUBJECT TO CHARGE BACK.

TIME ALLOWANCE:

LABOR OPERATION NO:

24-46-10-90 Hose Heater Diagnose (C)	0.3 Hrs.
24-46-10-91 Hose Heater Diagnose and Replace (C)	0.6 Hrs.

FAILURE CODE: ZZ - Service Action

If you have any questions, contact your Business Center.