

September 29, 2009

TO: ALL MIDDLE EAST JEEP DEALERS

FROM: GLOBAL SERVICE

SUBJECT: RAPID RESPONSE TRANSMITTAL / SERVICE ACTION #09-067
Front Propeller Shaft Durability

INVOLVED VEHICLES:

2005 – 2009 (WH) Grand Cherokee SRT8

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:

Vehicles sold in the Middle East are subject to higher ambient temperatures than in other locations. When subjected to extreme high ambient temperatures, the front propeller shaft boot could deteriorate causing propeller shaft durability issues.

PARTS REQUIRED:

1 04854650AD Propeller shaft, Front

REPAIR PROCEDURE:

1. Replace the front propeller shaft following the procedures outlined in DealerCONNECT>TechCONNECT>03-Differnetial and Driveline>Propeller Shaft>Shaft, Drive, Front>Removal/Installation.

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:

16-30-03-92 Replace, Shaft, Propeller (B)

0.5 Hrs.

FAILURE CODE: ZZ - Service Action

If you have any questions, contact the Chrysler Middle East Regional Office.