

March 19, 2010

TO: ALL JEEP DEALERS

FROM: GLOBAL SERVICE

SUBJECT: RAPID RESPONSE TRANSMITTAL / SERVICE ACTION #10-018
Tailpipe Rattle

INVOLVED VEHICLES:

2010 (WK) Grand Cherokee

NOTE: This Service Action affects both sold and unsold vehicles built between 1/12/2010 and 1/25/2010.

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 may have been shipped with a tailpipe that can contact the rear heat shield creating a rattle type noise under certain conditions.

Dealers are required to inspect for clearance between the tail pipe and the rear heat shield. If there is insufficient clearance, the heat shield will need to be modified and repositioned. In very few instances, the tail pipe may need replacement to achieve the proper clearance.

PARTS REQUIRED:

(AR) 52124037AG Muffler/Tailpipe Assembly

NOTE: Not all vehicles will require the Muffler/Tailpipe Assembly.

REPAIR PROCEDURE:

1. Raise the vehicle and inspect the clearance of the tail pipe to the rear heat shield (Fig 1). Minimum clearance should be 15 mm (0.59 In). Figure 1 is an example of the proper clearance between the heat shield and the tail pipe.

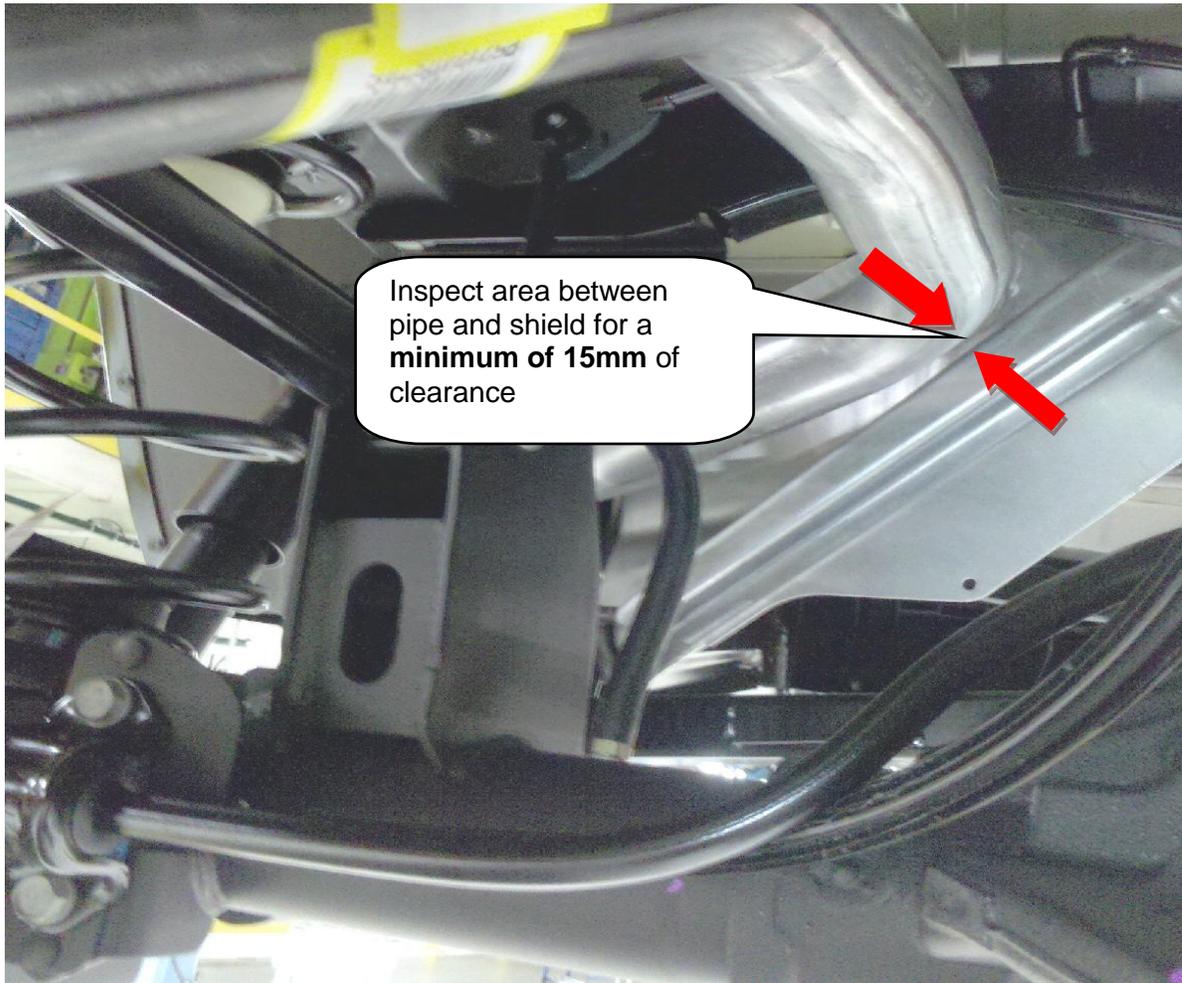


Figure 1- Measurement Location

2. Is the clearance at least 15 mm (0.59 In)?
 - a. **YES**>> Inspection complete, no further action required
 - b. **NO**>> Proceed to step 3.
3. Loosen the upper heat shield nut and remove the lower heat shield nut (Fig 2).

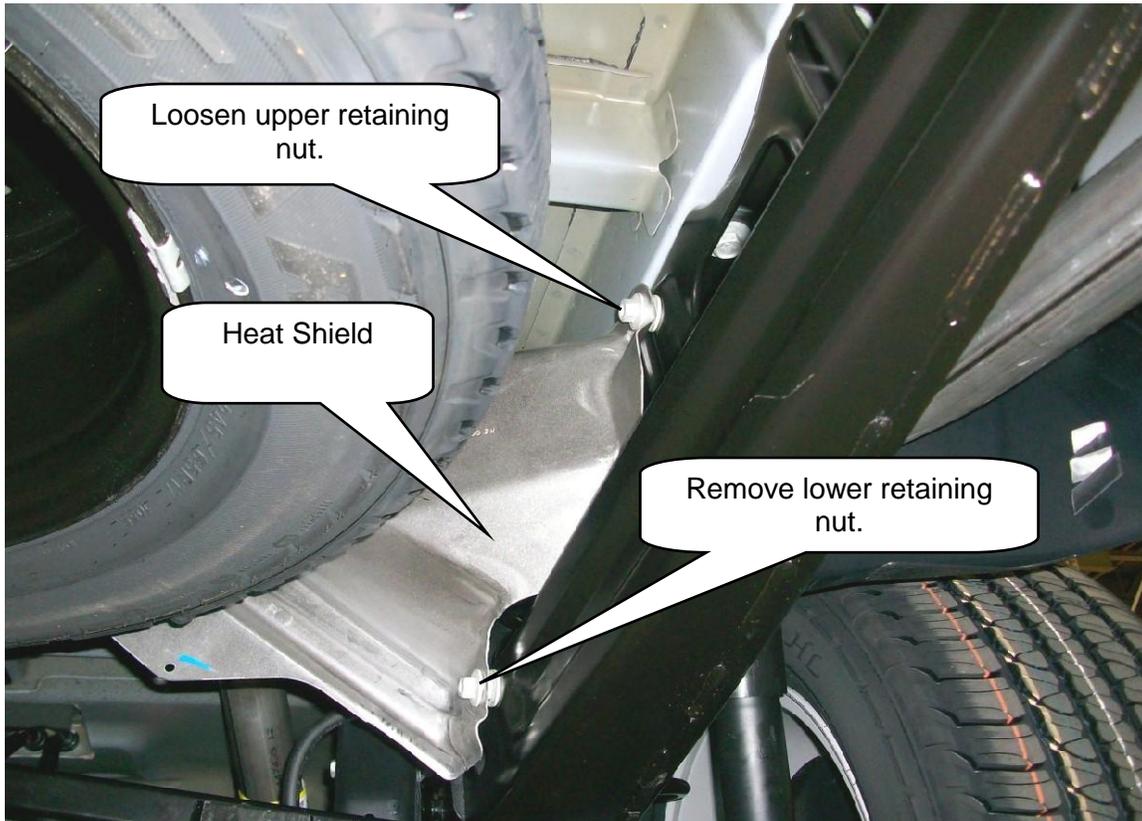


Figure 2

4. Using a die grinder and pencil bit; elongate the lower heat shield attachment hole towards the front of the vehicle approximately 6 to 10 mm (.250 to .375 In) Fig 3.

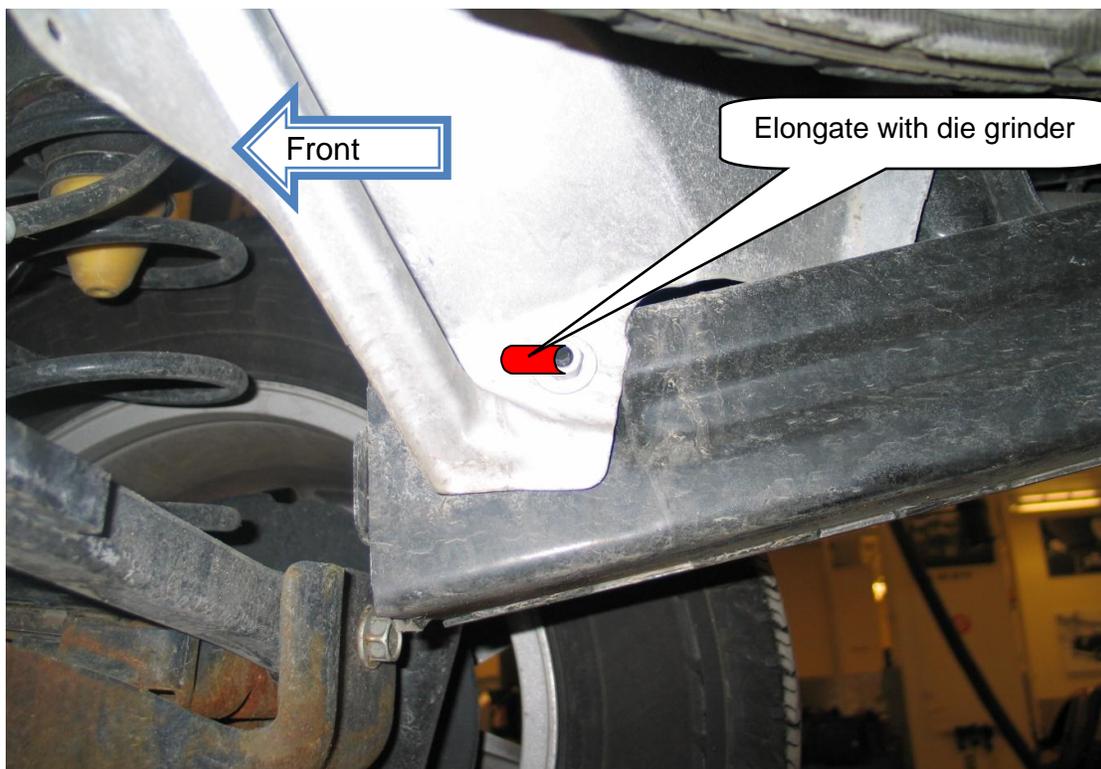


Figure 3-

5. While biasing the heat shield toward the rear of the car, tighten the lower and upper retaining nuts to 25 in lbs.
6. Recheck clearance between tail pipe and rear heat shield (Fig 1). Is the clearance at least 15mm (0.59 In)?
 - a) **YES**>> Repair complete.
 - b) **NO**>> Proceed to step 7.
7. Loosen the exhaust at the "Y" pipe to Muffler assembly joint. Rotate the exhaust slightly so that the over the axle pipe moves away from the heat shield. Torque to 24 ftlb. Re-measure the clearance. Is the clearance at least 15mm?
 - c) **YES**>> Repair complete.
 - d) **NO**>> Proceed to step 8.
8. If unable to obtain 15mm (0.59 In) clearance, replace the muffler/tailpipe assembly.

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:

11-30-01-93	Inspect and/or modify shield (C)	0.2 Hrs.
11-30-01-94	Inspect, modify shield & replace muffler assembly (C)	1.0 Hrs.
11-30-01-95	Inspect, modify shield & rotate Y-pipe to muffler assembly (C)	0.4 Hrs.

FAILURE CODE: ZZ - Service Action

If you have any questions, contact your Business Center.