



October 2018

Dealer Service Instructions for:

Customer Satisfaction Notification U77 Exhaust Gas Recirculation Hose

Remedy Available

2019 (KL) Jeep® Cherokee
2018 (JL) Jeep® Wrangler

NOTE: This campaign applies only to the above vehicles equipped with a 2.0L I4 DOHC DI Turbo Engine (sales code EC1 or EC3) built from August 24, 2017 through May 23, 2018 (MDH 082414 through 052300).

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this campaign on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The Exhaust Gas Recirculation (EGR) hose support spring on about 16,950 of the above vehicles may move out of position and allow the hose to flex and fatigue causing a tear in the hose. A tear in the EGR hose can set multiple Diagnostic Trouble Codes (DTCs) and cause the Malfunction Indicator Light (MIL) to illuminate.

Repair

The EGR hose must be replaced.

Parts Information

<u>Part Number</u>	<u>Description</u>
CCCKU771AA	Hose, EGR

Parts Return

No parts return required for this campaign.

Special Tools

The following special tools are required to perform this repair:

- NPN wiTECH micro pod II
- NPN Laptop Computer
- NPN wiTECH Software

Service Procedure

Replace EGR Hose
(Wrangler shown,
Cherokee similar).

1. Open the hood.
2. Disconnect the negative battery cable.
3. Remove the two top engine cover bolts and remove the engine top cover from the two ball studs (Figure 1).

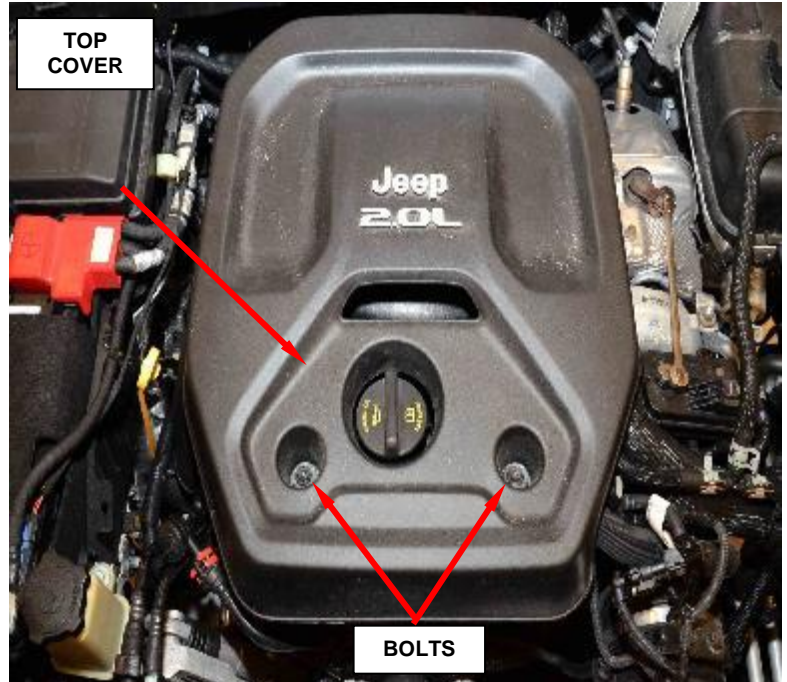


Figure 1 – Engine Top Cover

4. Remove the two side engine cover bolts and remove the engine top cover from the dowel (Figure 2).

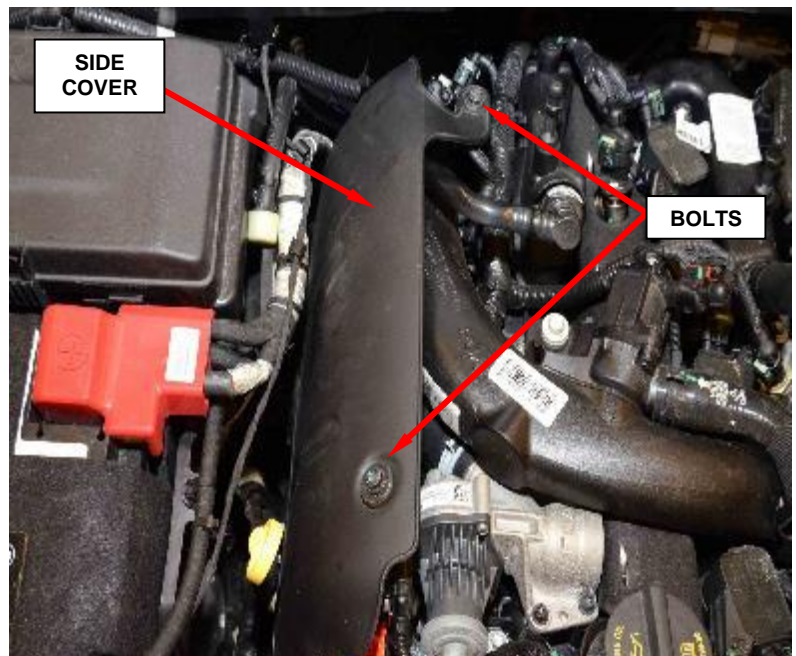


Figure 2 – Engine Side Cover

Service Procedure (Continued)

5. Remove the purge valve electrical connector lock and disconnect the purge valve electrical connector (Figure 3).

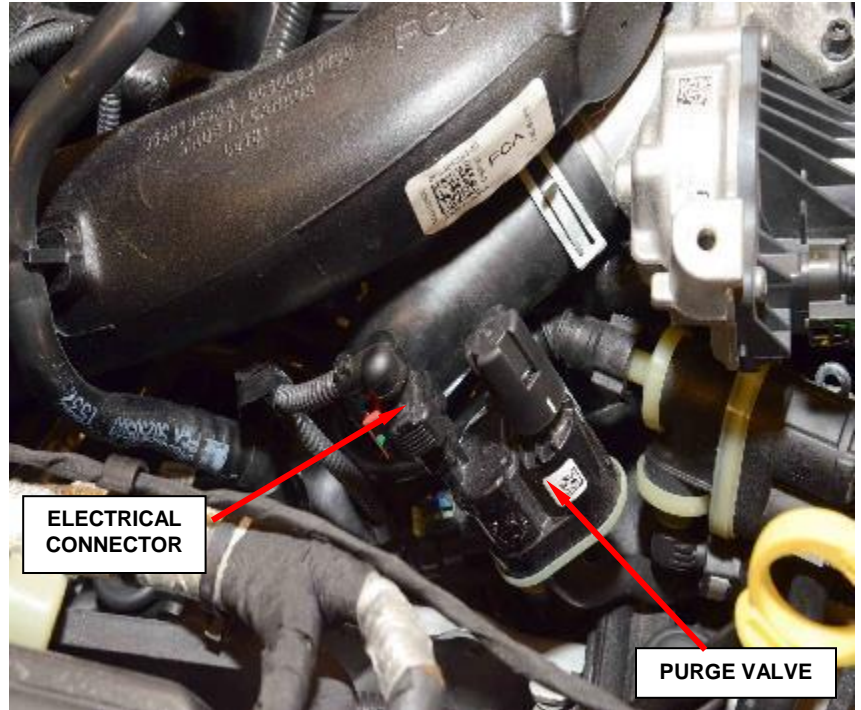


Figure 3 – Purge Valve Electrical Connector

6. Remove the surge valve hose from the valve on turbocharger air outlet pipe. Disconnect the electrical connector (Figure 4).

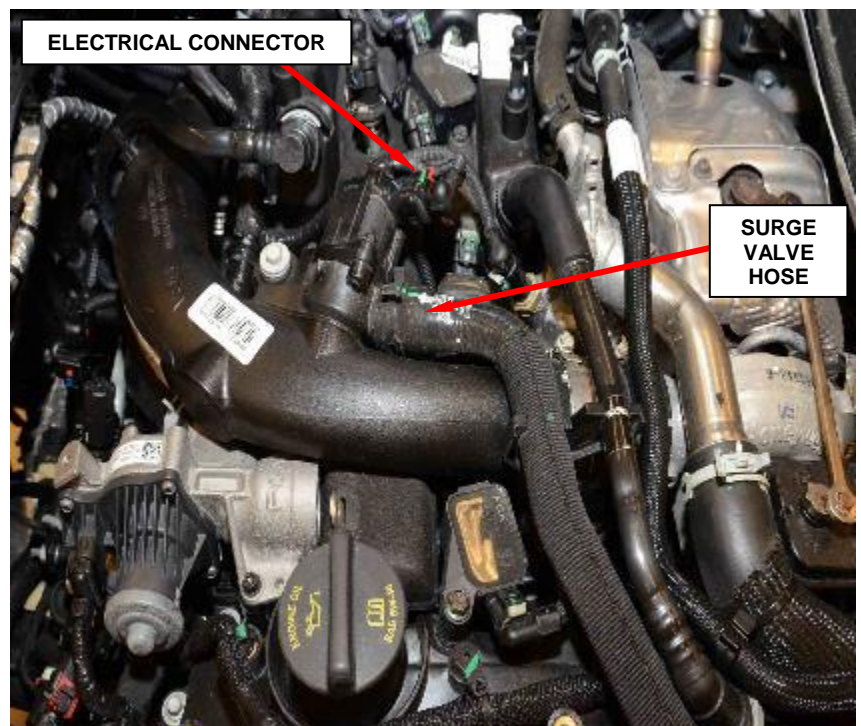


Figure 4 – Surge Valve Hose

Service Procedure (Continued)

7. Remove and save the PCV hose (Figure 5).

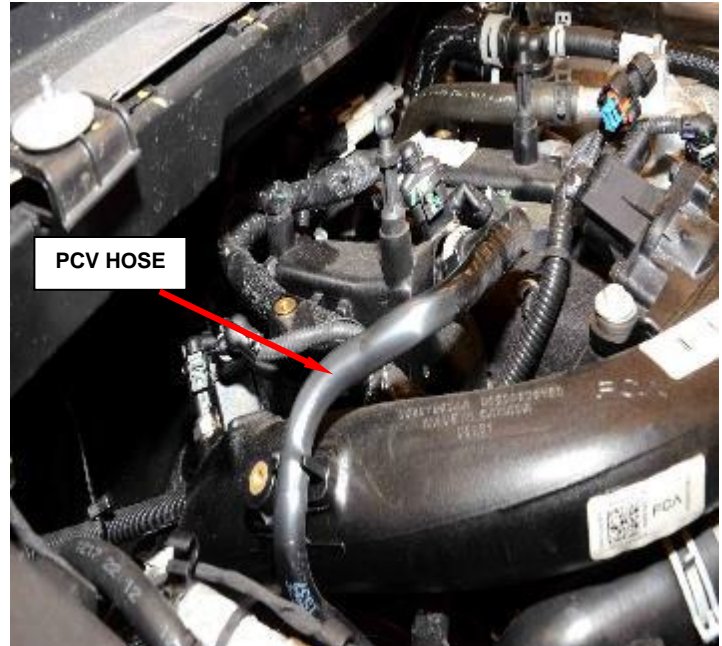


Figure 5 – PCV Hose

8. Remove the Temperature and Pressure sensor electrical connectors from the sensors in the turbocharger air outlet pipe (Figure 6).

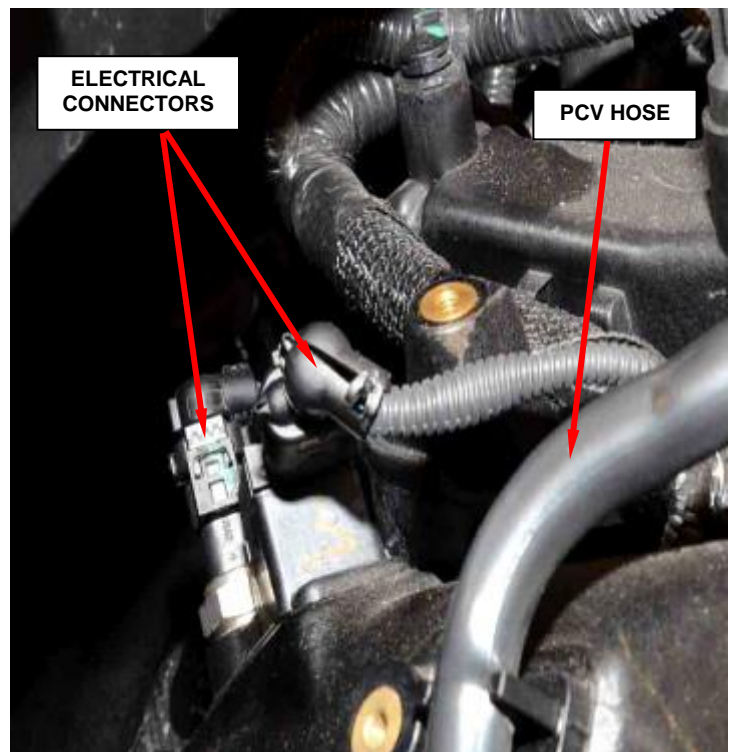


Figure 6 – Temp/Pressure Sensor

Service Procedure (Continued)

9. Remove make-up air hose from clean air duct side only, position the hose to the side (Figure 7).
10. Remove one bolt in the turbocharger air outlet pipe (Figure 8).
11. Loosen the turbocharger air outlet pipe worm gear clamps at the throttle body and turbo ends. Remove turbocharger air outlet pipe (Figure 8).

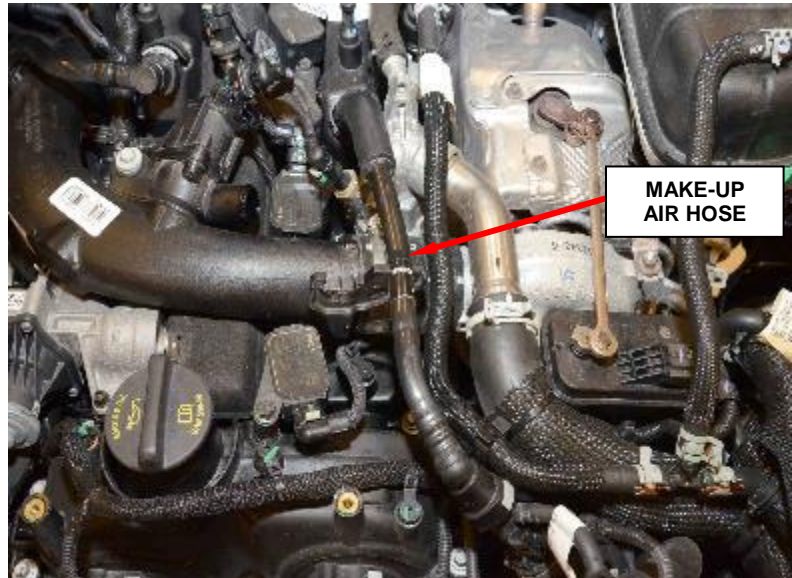


Figure 7 – Make-Up Air Hose

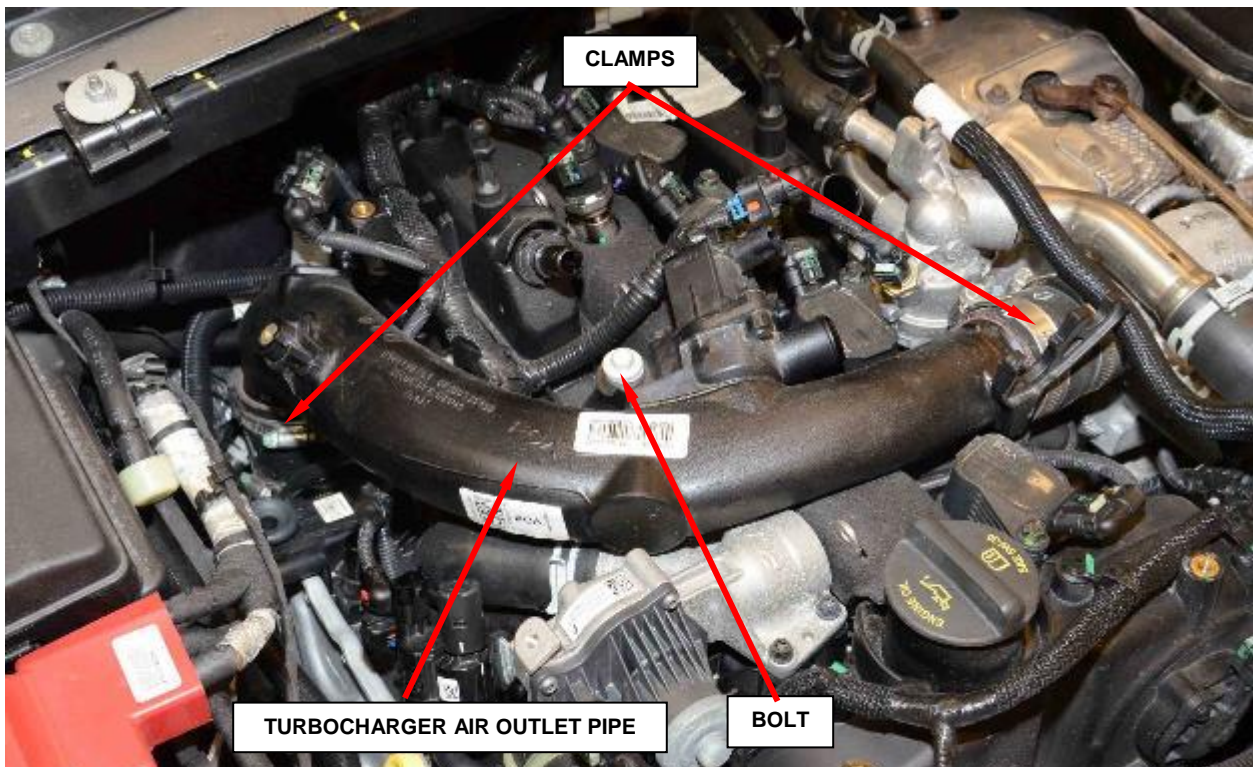


Figure 8 – Turbocharger Air Outlet Pipe

Service Procedure (Continued)

12. Remove the constant tension or worm gear clamps at the EGR hose to the intake manifold joint and EGR valve (Figure 9).
13. Disconnect EGR valve electrical connector (Figure 9).
14. Remove and save the four EGR valve bolts (Figure 9).

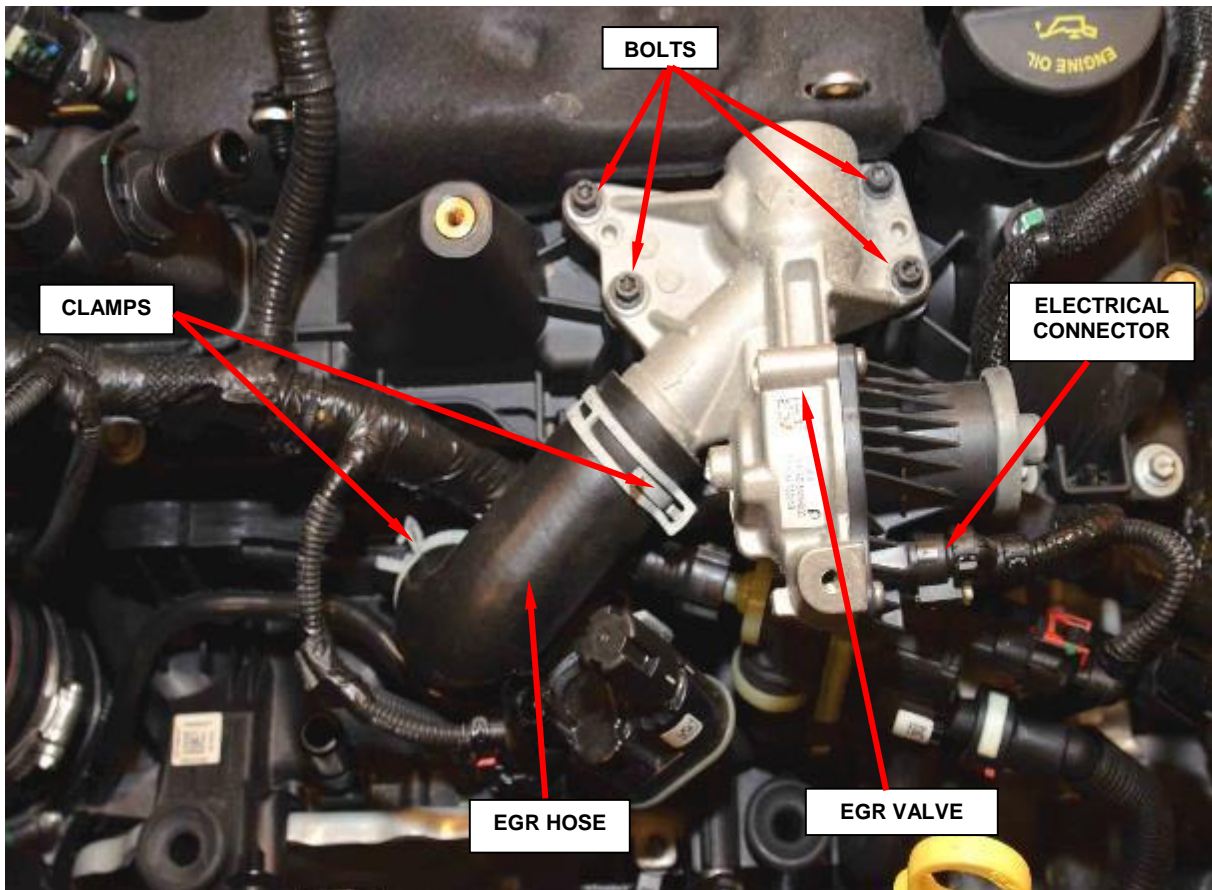


Figure 9 – EGR Hose and EGR Valve

Service Procedure (Continued)

15. Remove the EGR valve and EGR hose as an assembly.

CAUTION: When handling the EGR valve be careful to not damage the O-ring seal (Figure 10).

16. Remove EGR hose from the EGR valve and **DISCARD** the hose (Figure 10).

17. Lubricate the **NEW** EGR hose with P-80 (rose water) or equivalent and install the EGR hose on EGR valve (Figure 10).

CAUTION: Do not use any type of grease as a lubricate.

NOTE: Do not remove the hose clamp release pin (grenade pin) from the constant tension clamp at the point (Figure 10).

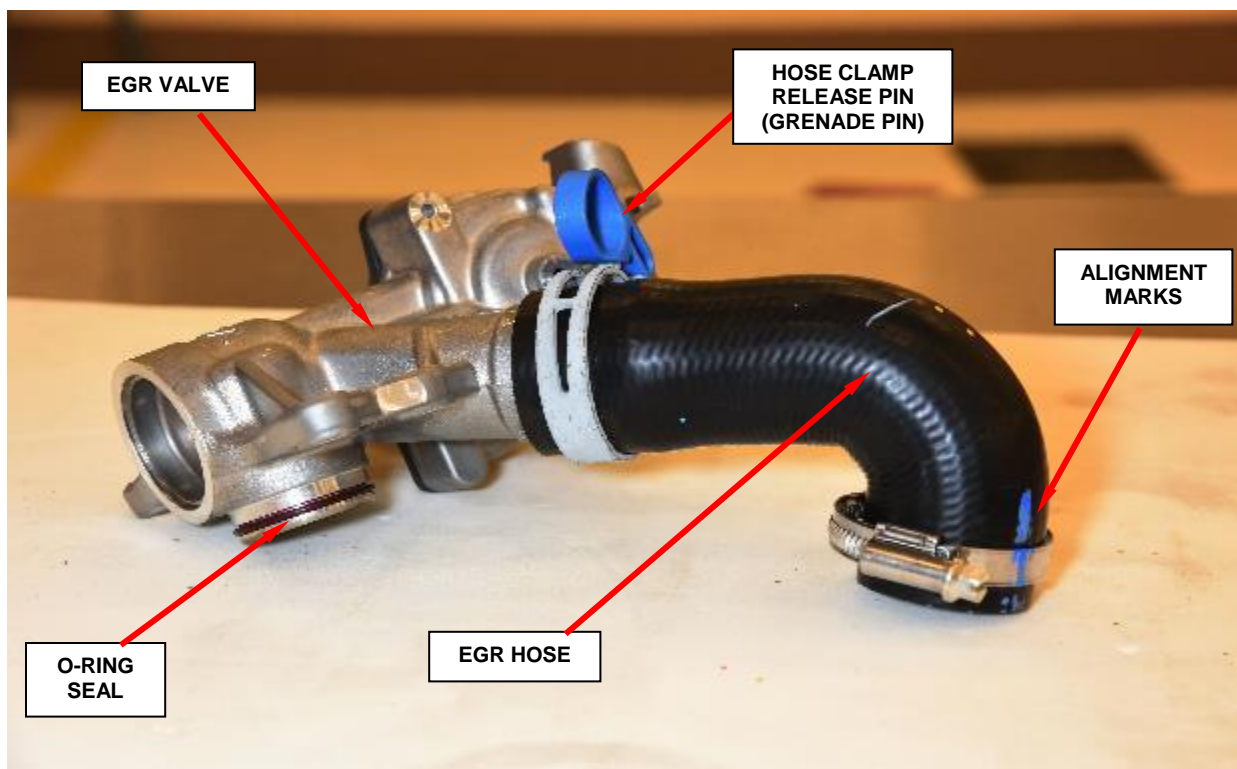


Figure 10 – EGR Hose and EGR Valve

Service Procedure (Continued)

18. Lubricate EGR valve O-ring with P-80 (rose water) or equivalent.
19. Lubricate the **NEW** EGR hose (intake manifold end) with P-80 (rose water) or equivalent.
20. Position the EGR valve to the valve cover while installing the EGR hose to the intake manifold (Figure 11).
21. Install the four EGR valve bolts and tighten to 11 N·m (95 in. lbs.) (Figure 11).
22. Remove the hose clamp release pin (grenade pin) from the constant tension clamp (Figure 11).
23. **If the worm gear clamp gets detached from the EGR hose,** align the worm gear clamp with the alignment marks then tighten to 3.5 N·m (30 in. lbs.) (Figure 12).

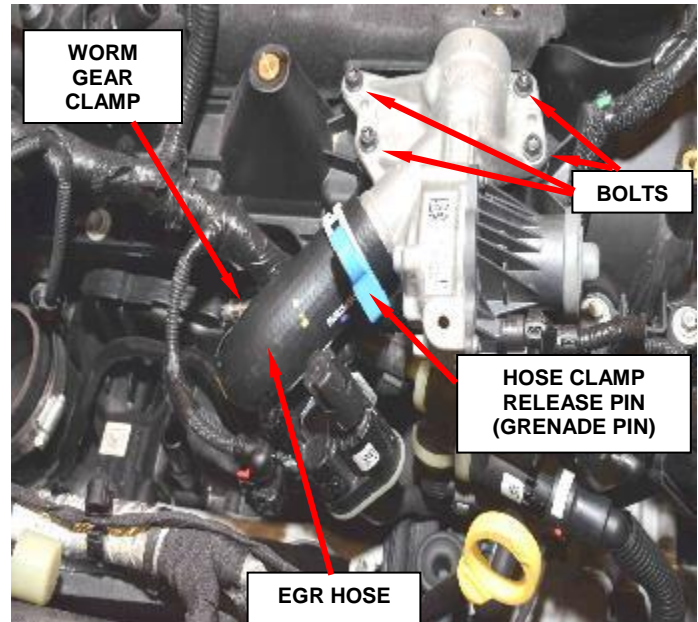


Figure 11 – Hose Clamp Release Pin

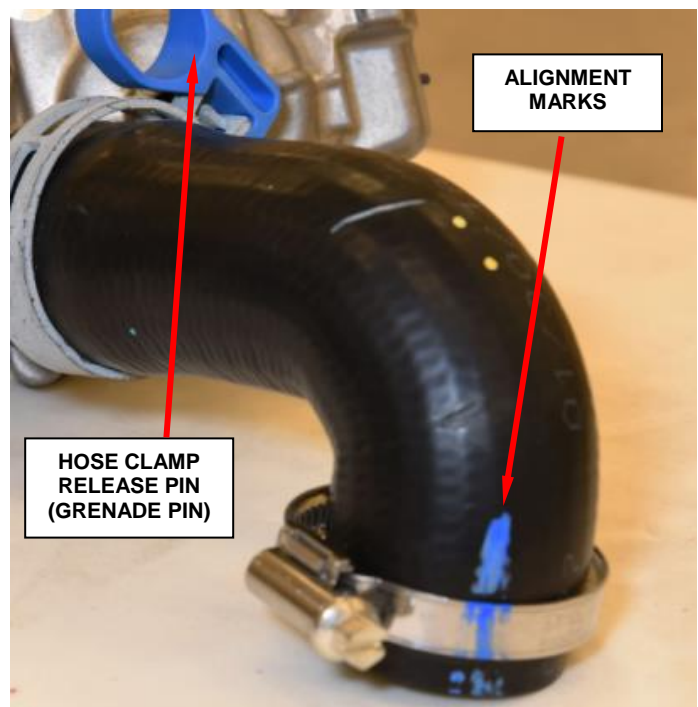


Figure 12 – Align Worm Gear Clamp

Service Procedure (Continued)

24. Position the worm gear clamp tail away from all hoses (Figure 13).
25. Connect the EGR valve electrical connector.
26. Install the turbocharger air outlet pipe.
27. Tighten worm gear clamps on turbocharger air outlet pipe at throttle and turbo ends to 5.5 N·m (50 in. lbs.).
28. Install the turbocharger air outlet pipe bolt and tighten to 8 N·m (70 in. lbs.).
29. Connect the temperature and pressure sensor electrical connectors to the sensors in the turbocharger air outlet pipe.
30. Install the surge valve hose to the valve and connect the electrical connector.
31. Install the PCV hose.
32. Connect the make-up air hose to clean air duct.
33. Connect the purge valve electrical connector and push the purge valve connector lock.
34. Install the side engine cover. Line up dowel with hole and tighten the two bolts to 9 N·m (80 in. lbs.).



Figure 13 – Worm Gear Clamp Tail

Service Procedure (Continued)

35. Install the top engine cover. Seat the top cover on the two ball studs and tighten the two bolts to 12 N·m (106 in. lbs.).

36. Connect the negative battery cable.

NOTE: The wiTECH scan tool must be used to perform this recall. The wiTECH software is required to be at the latest release level before performing this procedure.

37. Connect the wiTECH micro pod II to the vehicle data link connector.

38. Place the ignition in the “**RUN**” position.

39. Open the wiTECH 2.0 website.

40. Enter your “**User id**” and “**Password**” and your “**Dealer Code**”, then select “**Sign In**” at the bottom of the screen. Click “**Accept**”.

41. From the “**Vehicle Selection**” screen, select the vehicle to be updated.

42. From the “**Action Items**” screen, select the “**All DTCs**” tab.

43. Select “**Clear All DTCs**”, click “**Continue**” and then click “**Close**”.

44. Place the ignition in the “**OFF**” position and then remove the wiTECH micro pod II device from the vehicle.

45. Close the hood and return the vehicle to the customer.

Complete Proof of Correction Form for California Residents

This campaign is subject to the State of California Registration Renewal/Emissions Recall Enforcement Program. Complete a Vehicle Emission Recall Proof of Correction Form (Form No. 81-016-1053) and **supply it to vehicle owners residing in the state of California** for proof that this campaign has been performed when they renew the vehicle registration.

Process Steps to obtain the California Proof of Correction form:

- a. Access the “**DealerCONNECT**” website.
- b. Select the “**Service**” tab.
- c. Under the “**Publications**” heading, select the “**ePublishing**” link.
- d. Sign in using your **Dealer Code** and **Password**.
- e. Select the “**Proof of Correction form**”.

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims paid will be used by FCA to record Customer Satisfaction Notification service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Replace EGR Hose	25-U7-71-82	0.6 hours

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete claim processing instructions.

Dealer Notification

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

Owner Notification and Service Scheduling

All involved vehicle owners known to FCA are being notified of the service requirement by mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Vehicle Lists, Global Recall System, VIP and Dealer Follow Up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner’s name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer’s VIN list for each recall displayed can be sorted by: those vehicles that were unsold at campaign launch, those with a phone number, city, zip code, or VIN sequence.

Dealers should perform this repair on all unsold vehicles before retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this notification only and is strictly prohibited from all other use.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Service / Field Operations
FCA US LLC

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

U77

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

1. **RECOMMENDED OPTION**

Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership

2. Call the FCA Recall Assistance

Center at **1-800-853-1403**. An agent can confirm part availability and help schedule an appointment

3. Visit recalls.mopar.com, scan the

QR code below, or download the Mopar Owner's Companion App.

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity.

DEALERSHIP INSTRUCTIONS

Please reference CSN U77.

CUSTOMER SATISFACTION NOTIFICATION

Exhaust Gas Recirculation Hose

Dear [Name],

At FCA US LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle ^[1]. This will be done at no charge to you.

We are recommending the following improvements be performed on certain [2019 (KL) Jeep Cherokee and 2018 (JL) Jeep Wrangler] vehicles with a 2.0L I4 DOHC DI Turbo Engine.

WHY DOES MY VEHICLE NEED REPAIRS?

The Exhaust Gas Recirculation (EGR) hose support spring on your vehicle may move out of position and allow the hose to flex and fatigue causing a tear in the hose. **A tear in the ERG hose can set multiple Diagnostic Trouble Codes (DTCs) and cause the Malfunction Indicator Light (MIL) to illuminate.**

HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION?

FCA will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the EGR hose. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. The estimated repair time is two hours. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR CALL
YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

CALIFORNIA RESIDENTS

The State of California requires the completion of emission repairs prior to vehicle registration renewal. Your dealer will provide you with a Vehicle Emission Proof of Correction Form after the CSN service is performed. Be sure to save this form since the California Department of Motor Vehicles may require that you supply it as proof that the CSN has been performed.

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online. ^[2] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the repair performed.

We apologize for any inconvenience, but are sincerely concerned about your satisfaction. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
Fiat Chrysler Automobiles US LLC



Mr. Mrs. Customer
1234 Main Street
Hometown, MI 48371

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.