



NUMBER: 09-003-14

GROUP: Engine

DATE: August 13, 2014

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SUBJECT:

Strong Vibration And Loud Boom When Placed In Reverse At High Idle Speed

OVERVIEW:

This bulletin involves replacing the rear engine mount.

MODELS:

2014 (KL) Cherokee

NOTE: This bulletin applies to vehicles built on or after February 23, 2014 (MDH 0223XX) and on or before March 25, 2014 (MDH 0325XX) equipped with 2.4L I4 Multiair Engine (Sales Code ED6) and Two Wheel Drive (2WD)/(4X2) (Sales Code 5I2).

SYMPTOM/CONDITION:

Strong vibration and loud boom sound when placed in reverse during cold high idle (over 1100 RPM) and engine coolant temperature less than 70 degrees Fahrenheit (21 degrees Celsius).

DIAGNOSIS:

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

PARTS REQUIRED:

Qty.	Part No.	Description
1	68256971AA	Engine Mount, Rear
1	06104719AA	NUT, Hex Flange Lock, M14x1.50

REPAIR PROCEDURE:

1. During conditions of high idle over 1100 RPM and engine coolant temperature less than 70 degrees Fahrenheit (21 degrees Celsius), was a strong vibration and loud boom sound identified when the vehicle was shifted into reverse gear?
 - a. YES>>> Continue with the Repair Procedure.
 - b. NO>>> This Bulletin does not apply. Further diagnosis is required.
2. Replace the rear engine mount and the nut for the engine mount to torque strut bracket fastener. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 09 - Engine, 2.4L Multiair> Engine Mounting> INSULATOR, Engine Mount, Rear> Removal/Installation.
3. Verify that the vibration and loud boom sound condition has been corrected.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
09-40-20-97	Inspect For Symptom / Condition (1 - Semi-Skilled)	1 - Engine Repair	0.2 Hrs.
09-40-20-98	Inspect And Replace Engine Mount, Rear (1 - Semi-Skilled)	1 - Engine Repair	0.6 Hrs.

FAILURE CODE:

ZZ	Service Action
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