

# Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Routan	2011-2012	3.6L (CJRA)	All	All	All

## Condition

**15 15 03** August 11, 2015 **2038672** Supersedes Technical Bulletin V151502 dated May 4, 2015 to include updated damage code in warranty section.

**MIL ON, DTCs P0300, P0302, P0304 or P0306 Stored in ECM Fault Memory**

## Technical Background

Customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the Technician may find that any the following Diagnostic Trouble Codes have been set:

- P0300- Multiple Cylinder Misfire
- P0302- Cylinder 2 Misfire
- P0304- Cylinder 4 Misfire
- P0306- Cylinder 6 Misfire



**Tip:**

•wiTECH™ SOFTWARE LEVEL MUST BE AT RELEASE 13.04.18 OR HIGHER FOR THIS BULLETIN.

•StarMOBILE™ SOFTWARE LEVEL MUST BE AT RELEASE 10.01 OR HIGHER FOR THIS BULLETIN.

## Production Solution

Cylinder Head improvement MY 2013.

## Service

Using a Scan Tool (wiTECH) with Elsa and the appropriate Diagnostic Procedures, verify all engine systems are functioning as designed. If DTC's are present record them on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom/condition, perform the Repair Procedure.

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## Repair Procedure

1. Perform a cylinder leakage test on cylinders 2, 4 and 6. Follow the detailed service procedures available in ELSA>Diagnostic Information-Non-DTC Based>00 General, Technical Data>Engine Mechanical>Cylinder Combustion pressure Leakage Test, Refer To Group 9 - Engine, 3.6L> Diagnosis and Testing> Cylinder Leakage Test.
2. Do any of the cylinders exhibit leakage of 25% or greater?
  - a. If Yes>>> Proceed to Step 3.
  - b. If No>>> This bulletin does not apply. Proceed with normal diagnostic procedures.

 **Note:**

**Record all cylinder leakage test results on the Repair Order.**

3. Replace the left cylinder head. Follow the detailed service procedures available in Elsa>Engine>Engine Mechanical>Cylinder head/Valve train>Removal Installation>Left cylinder head.

 **Note:**

**Head bolts, exhaust gaskets, spark plug valve cover seals and coolant should be reused if they are undamaged during disassembly.**



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## Warranty

**!** Note:

All Routan pre and post road test, StarMOBILE and wiTECH time units are included in the labor operation. Therefore, no road test time units will appear in the designated area within the warranty table.

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual <sup>1)</sup>					
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Routan	2011-2012	3.6L (CJRA)	All	All	All
<b>SAGA Coding</b>					
Claim Type:		Use applicable Claim Type <sup>1)</sup>			
Service Number:		Damage Code	HST	Damage Location (Depends on Service No.)	
1570		0055	CWM2038672	Use applicable when indicated in Elsa (L/R)	
Parts Manufacturer		Routan		USM <sup>2)</sup>	
Labor Operation <sup>3)</sup> : Cylinder Leakage Test Only Step B			15700399 = 100 TU		
OR					
Labor Operation <sup>3)</sup> : Head, Cylinder Assembly – Replace Left/Front Side (Includes cylinder leakage test) Step A			15705599 = 980 TU		
Causal Part: Step “B”			Select labor operation		
OR					
Causal Part: Step “A” Cylinder Head			7B0103351KXR MN		
Diagnostic Time <sup>4)</sup>					



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GFF Time expenditure	01500000 = 00 TU max.	NO
Road Test	01210002 = 00 TU 01210004 = 00 TU	NO
Technical Diagnosis	01320000 = 00 TU max.	NO
Claim Comment: Input "As per Technical Bulletin 2038672" in comment section of Warranty Claim.		
<p>1) Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only</p> <p>2) Code per warranty vendor code policy.</p> <p>3) Labor Time Units (TUs) are subject to change with ELSA updates.</p> <p>4) Documentation required per Warranty Policy Procedures Manual.</p>		

## Required Parts and Tools

Part Description	Part No:	Quantity
Cylinder Head	7B0 103 351KXR MN	1
Gasket, Cylinder Head	7B0 103 383H	1
Seal, Intake Plenum	7B0 133 237	6
Seal, Intake Manifold	7B0 129 717B	6
Gasket, Cylinder Head Cover, Right (As Required)	7B0 103 483B	1
Gasket, Cylinder Head Cover, Left (As Required)	7B0 103 483C	1
Gasket Kit, Chain Case Cover (Coolant housing gasket)	7B0 109 287	1
RTV, Three-bond Engine	D 103 383 10	1
Filter, Engine Oil	7B0 115 562B	1
Oil, Engine <b>Use G 052530S0 for warranty claiming purposes</b>	G 052530 S0	60 (tenths)



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Tool Description	Tool No:
Midtronics Battery Tester/Charger	InCharge 940 (INC-940) or GRX 3000 VAS
StarMOBILE Tester Kit or VW MICRO POD Tester Kit	CH9401 (SW level 10.01.23 or higher) VWMICROPOD
wiTECH Desktop Client	(Software level 13.04.18 or higher)

## Additional Information

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check with your Parts Dept. and Repair Manuals for the latest information.