



NUMBER: 11-003-20

GROUP: 11 - Exhaust System

DATE: August 1, 2020

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SUBJECT:

Drone, Pop, or Rattle Noise From The Passenger Side Floor Area

OVERVIEW:

This bulletin involves inspecting the under floor exhaust system and possibly replacing the exhaust pipe assembly and gaskets.

MODELS:

2020 (KL) Jeep Cherokee

NOTE: This bulletin applies to vehicles within the following markets/countries: North America.

NOTE: This bulletin applies to vehicles built on or before June 01, 2020 (MDH 0601XX) equipped with a 3.2L V6 24V VVT Engine W/ESS (Sales Code EHK) and a Front Suspension Skid Plate (Sales Code XEU).

SYMPTOM/CONDITION:

Customers may comment on one or more of the following:

- A drone, pop, or rattle noise, emitting from the passenger floor area while driving usually over large bumps or uneven pavement.

DIAGNOSIS:

If the customer describes the symptom/condition listed, perform the Diagnostic Procedure.

1. Did the customer complain of a drone, pop, or rattle noise emitting from the passenger floor area while driving, usually over large bumps or uneven pavement?
 - YES >>> Proceed to [Step 2](#) of the Diagnostic Procedure.
 - NO >>> This bulletin does not apply. Normal diagnosis should be performed.
2. Raise and support the vehicle. Refer to the detailed service procedures available in DealerConnect> Service Library under: Service Info> 04 - Vehicle Quick Reference/Hoisting/Standard Procedure.

3. Inspect the passenger side under floor exhaust pipe in the area downstream of the catalytic converter flange but before the flex assembly. Measure the clearance between the exhaust and the steel skid plate ([Fig. 1](#)). The measurement should be **greater than 20 mm (0.78 in.)**.

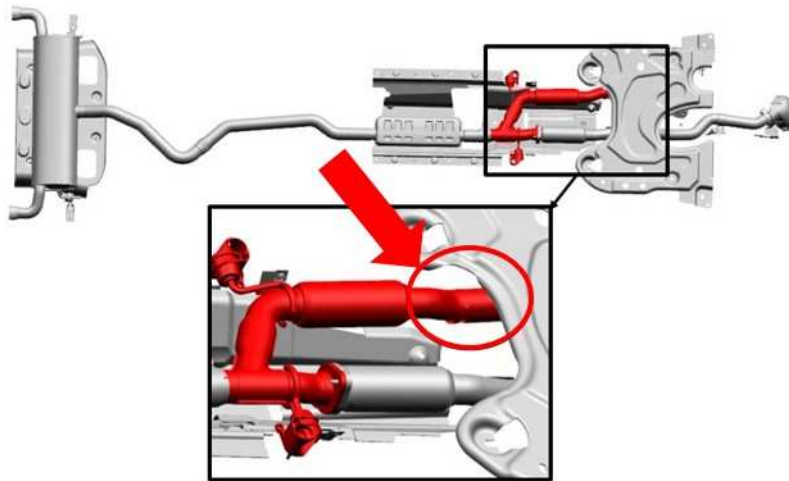


Fig. 1
Area To Measure

4. Is the measurement between the exhaust and the steel skid plate **less than 20 mm (0.78 in.)**?
- YES >>> Replace the exhaust pipe assembly and gaskets. Proceed to [Step 1](#) of the Repair Procedure.
 - NO >>> This bulletin does not apply. Normal diagnosis should be performed.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	68357607AA	Pipe Assembly - Exhaust Front
1 (AR)	68110431AB	Gasket, Catalytic Converter (3 - bolt)
1 (AR)	04880235AC	Gasket, Crossunder Pipe (2 - bolt)

REPAIR PROCEDURE:

1. Remove the belly pan. Refer to the detailed service procedures available in DealerConnect> Service Library under: Service Info>13 - Frame and Bumpers/Under Body Protection/Belly Pan/Removal.
2. Replace the exhaust pipe assembly and gaskets. Refer to the detailed service procedures available in DealerConnect> Service Library under: Service Info> 11 - Exhaust System/Pipe, Exhaust/Removal/Installation.
3. Install the belly pan. Refer to the detailed service procedures available in DealerConnect> Service Library under: Service Info>13 - Frame and Bumpers/Under Body Protection/Belly Pan/Installation.
4. Lower the vehicle.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
11-20-04-90	Exhaust Y-Pipe Assembly - Inspect and Replace (1 - Semi-Skilled)	1 - Engine Repair and Performance	0.8 Hrs.

FAILURE CODE:

ZZ	Service Action
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