



NUMBER: 07-002-20

GROUP: 07 - Cooling

DATE: October 15, 2020

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This Technical Service Bulletin has also been released as a Rapid Response Transmittal (RRT) 20-074, date of issue October 14, 2020. All applicable Un-Sold RRT VINs have been loaded. To verify this RRT service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty. This RRT will expire 18 months after the date of issue.

SUBJECT:

Heater Hoses Installed Incorrectly

OVERVIEW:

This bulletin involves inspecting the heater hoses and possibly draining the engine coolant, swapping the heater hoses and refilling the engine coolant.

MODELS:

2020 (KL) Jeep Cherokee

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

NOTE: This bulletin applies to vehicles built on or after June 09, 2020 (MDH 0609XX) and built on or before August 04, 2020 (MDH 0804XX) equipped with a 2.2L I4 Turbo Diesel Engine W/ESS (Sales Code EBV).

SYMPTOM/CONDITION:

Some vehicles may have been built with one or more of the following:

- Heater hoses installed in reversed order.
- If the coolant was drained and replaced, a sign the heater hoses are reversed is the vehicle will also make a gurgling noise.

DIAGNOSIS:

If a VIN is listed in VIP or your RRT VIN list, perform the Inspection Procedure. **This RRT only applies to vehicles on the RRT VIN list.**

1. Open the hood.
2. Remove engine cover. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>09 - Engine, 2.2L Diesel / Cover, Engine / Removal.

3. Using a flashlight or mirror, inspect the heater hoses located on the driver side of the engine compartment, to verify the hose with the 90 degree connector is on top and the hose with the straight connector is on the bottom (Fig. 1) .

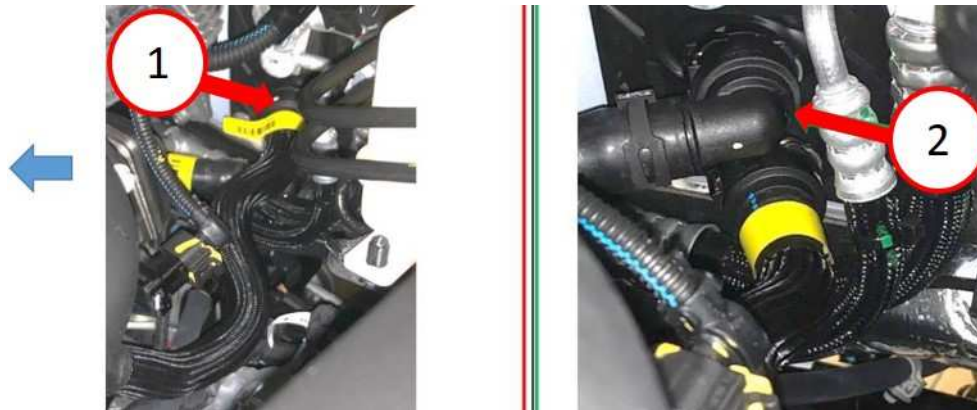


Fig. 1

Location Of Heater Hoses

- 1 - Incorrect Heater Hose On Top (Straight Connector)
 2 - Correct Heater Hose On Top (90 Degree connector)

4. Is the heater hose with the 90 degree connector on top?
- YES>> This bulletin has been completed, use LOP (24-46-10-9B) to close the active RRT.
 - NO>>> Proceed to [Step 1](#) of the Repair Procedure.

REPAIR PROCEDURE:

NOTE: Do not waste reusable coolant. If the solution is clean, drain the coolant into a clean retainer for reuse.

1. Drain and save the engine coolant. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>07 - Cooling / Standard Procedure (Draining).
2. Release the locks on both heater hoses. Insert a small flat head screwdriver in between the retainer clip and connector body and carefully pull out the retainer clip until it locks into the open position (Fig. 2) .



Fig. 2

Heater Hose Connector Lock

3. Disconnect the heater hoses by pulling straight off the heater core pipes.
4. Push both of the retainer clips back into the hose grooves.
5. Connect the heater supply hose (**Straight Connector**) to the **bottom pipe** of the heater core (**Fig. 3**) .

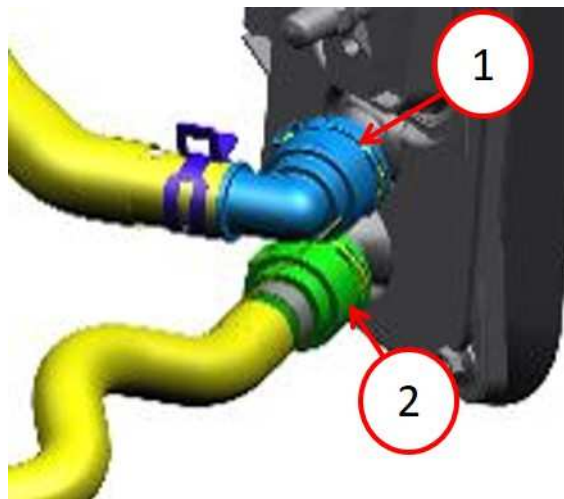


Fig. 3
Correct Installation Of Heater Hoses

- 1 - Heater Return Hose (**90 Degree Connector**)
2 - Heater Supply Hose (**Straight Connector**)
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6. Connect the heater return hose (**90 Degree Connector**) to the **top pipe** of the heater core (**Fig. 3**) .
7. Perform a system air evacuation and engine coolant fill. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>07 - Cooling / Standard Procedure (Coolant System Air Evacuation).
8. Install the engine cover. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>09 - Engine, 2.2L Diesel / Cover, Engine / Installation.
9. Start the engine and allow the vehicle to idle for 10 minutes after filling with engine coolant.
10. **Park the vehicle outside for one hour, letting the engine cool and re-check coolant level.**
11. Top off the engine coolant to final fill level. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>07 - Cooling / Standard Procedure (Adding Additional Coolant).
12. Close the hood.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
24-46-10-9B	Hose, Heater - Inspect (0 - Introduction)	10 - Diesel	0.2 Hrs.
24-46-10-9C	Drain Radiator, Swap Hoses and Refill - Inspect and Repair (0 - Introduction)	10 - Diesel	0.8 Hrs.

FAILURE CODE:

ZZ	Service Action
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