



NUMBER: 09-013-20

GROUP: 09 - Engine

DATE: December 5, 2020

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SUBJECT:

3.6L Pentastar Upgrade Spark Plug Internal Crack

OVERVIEW:

This bulletin involves replacing all six spark plugs.

MODELS:

2020 - 2021	(WD)	Dodge Durango
2020 - 2021	(WK)	Jeep Grand Cherokee
2021	(JL)	Jeep Wrangler
2021	(JT)	Jeep Gladiator
2021	(DT)	RAM 1500 Pickup
2020	(RU)	Chrysler Pacifica

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

NOTE: This bulletin applies to vehicles built on or after September 01, 2020 (MDH 0901XX) and built on or before September 30, 2020 (MDH 0930XX) equipped with a 3.6L V6 24V VVT Engine (Sales Codes ERC, ERG and EH3).

SYMPTOM/CONDITION:

Customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation, a technician may find one or more of the following Diagnostic Trouble Codes (DTCs) have been set:

- P0301 - Cylinder 1 Misfire.
- P0302 - Cylinder 2 Misfire.
- P0303 - Cylinder 3 Misfire.
- P0304 - Cylinder 4 Misfire.
- P0305 - Cylinder 5 Misfire.
- P0306 - Cylinder 6 Misfire.

Customers may also comment on the following:

- Rough running engine.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, verify all related systems are functioning as designed. If DTCs or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom/condition listed above or if the technician finds the DTC, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
6	SP225755AA	Spark Plugs

REPAIR PROCEDURE:

NOTE: All six spark plugs must be replaced for this Repair Procedure due to a known manufacturing issue with spark plugs.

1. Replace all six spark plugs. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>08 - Electrical/8I - Ignition Control/Spark Plug/Removal/Installation.
2. Clear any DTCs that may have been set.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
08-17-02-9A	Six Spark Plugs – Replace (RU Vehicles Only) (2 - Skilled)	1 - Engine Repair and Performance	1.3 Hrs.
08-17-02-9A	Six Spark Plugs – Replace (WD and WK Vehicles Only) (2 - Skilled)	1 - Engine Repair and Performance	1.9 Hrs.
08-17-02-9A	Six Spark Plugs – Replace (JL, JT and DT Vehicles Only) (2 - Skilled)	1 - Engine Repair and Performance	2.0 Hrs.

FAILURE CODE:

ZZ	Service Action
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