



NUMBER: 11-002-20

GROUP: 11 - Exhaust System

DATE: June 2, 2020

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This Service Bulletin is also being released as Rapid Response Transmittal (RRT) 20-036, dated June 02, 2020. All applicable Un-Sold RRT VINs have been loaded. To verify this RRT service action is applicable to the Un-Sold vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library.

SUBJECT:

Missing Chrome Exhaust Tips

OVERVIEW:

This bulletin involves inspecting and replacing the muffler assembly if necessary.

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 after November 04, 2019 (MDH 1104XX) and on or before May 04, 2020 (MDH 0504XX) equipped with 3.2L V6 24V VVT Engine W/ESS (Sales Code EHK) and North Package (Sales Code ADV) or Upland North Edition (Sales Code AL3).

SYMPTOM/CONDITION:

Customers may notice the chrome tips on the mufflers are missing when the Monroney label shows it should have them.

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. **This RRT only applies to vehicles on the RRT VIN list.**

1. Inspect the exhaust at the rear bumper cover.

2. Does the vehicle have chrome exhaust tips (Fig. 1) ?

- YES>>> This bulletin has been completed, use inspect LOP (11-30-01-9G) to close the active RRT.
- NO>>> Proceed to [Step 1](#) of the Repair Procedure.

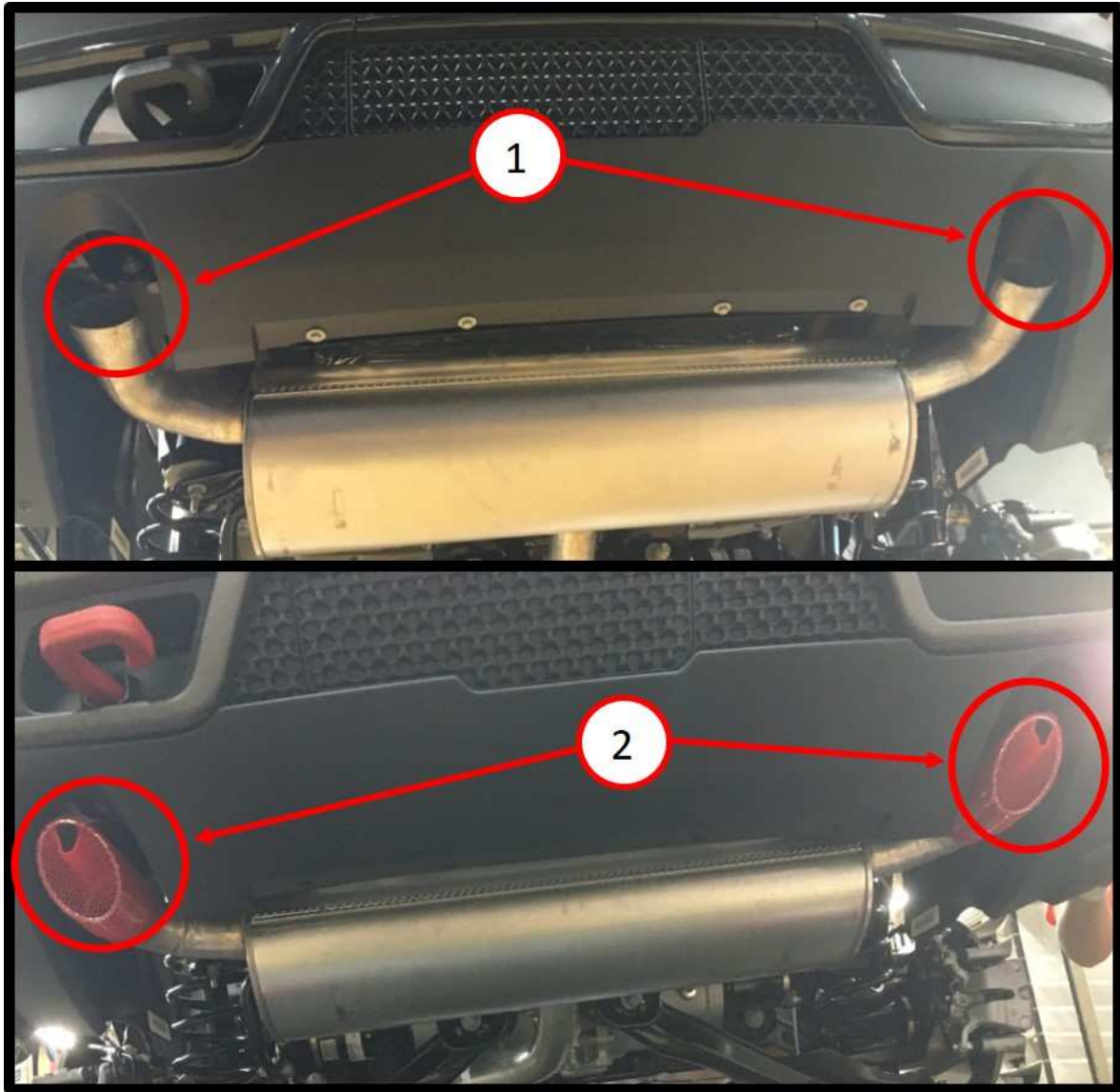


Fig. 1
Exhaust Tip Examples

1 - Wrong Exhaust Tip.
2 - Correct Exhaust Tip.

PARTS REQUIRED:

Qty.	Part No.	Description
1	68429531AA	Muffler

REPAIR PROCEDURE:

1. Replace the muffler assembly with new part. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info 11 - Exhaust System / Muffler, Exhaust / Removal/Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
11-30-01-9G	Muffler, Exhaust - Inspect (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
11-30-01-9H	Muffler, Exhaust - Inspect and Replace (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.

FAILURE CODE:

ZZ	Service Action
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