



**NUMBER:** 11-003-21

**GROUP:** 11 - Exhaust System

**DATE:** August 12, 2021

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**This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) 21-118, date of issue August 12, 2021. All applicable Sold and 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:**

Flutter or Rattle Noise From Under the Vehicle - Exhaust Body Heat Shields

**OVERVIEW:**

This bulletin involves replacing all four exhaust heat shields specified in this bulletin.

**MODELS:**

2021 (WL) Jeep Grand Cherokee

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

**NOTE:** This bulletin applies to vehicles built on or after February 16, 2021 (MDH 0216XX) and on or before May 24, 2021 (MDH 0524XX) equipped with a 3.6L V6 24V VVT Engine UPG I W/ESS (Sales Code ERC).

**SYMPTOM/CONDITION:**

The customer may describe a rattle from underneath the vehicle.

**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.**

**PARTS REQUIRED:**

Qty.	Part No.	Description
1	68381515AC	Heat Shield, Right Front Floor Pan
1	68381522AD	Heat Shield, Right Rear Floor Pan
1	68381516AE	Heat Shield, Left Front Floor Pan
1	68427744AF	Heat Shield, Mid Muffler Center Bearing
2 (AR)	06511894AA	Driveshaft Center Support Bearing Fasteners <b>(Required when replacing P/N 68427744AF Heat Shield)</b>
12	06512208AA	Nuts, Plastic

**REPAIR PROCEDURE:**

1. Raise vehicle. Refer to the detailed service procedures available in DealerConnect> Service Library under: Service Info> 04 - Vehicle Quick Reference / Hoisting / Standard Procedure.
2. Remove the transmission belly pan (Fig. 1) . Refer to the detailed service procedures available in DealerConnect> Service Library under: Service Info> 13 - Frame and Bumpers / Under Body Protection / Belly Pan / Removal and Installation.

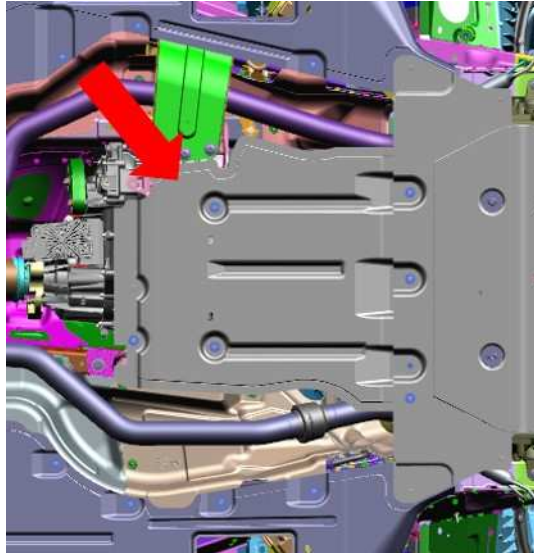


Fig. 1  
Transmission Belly Pan

3. Remove the cross member (Fig. 2) .

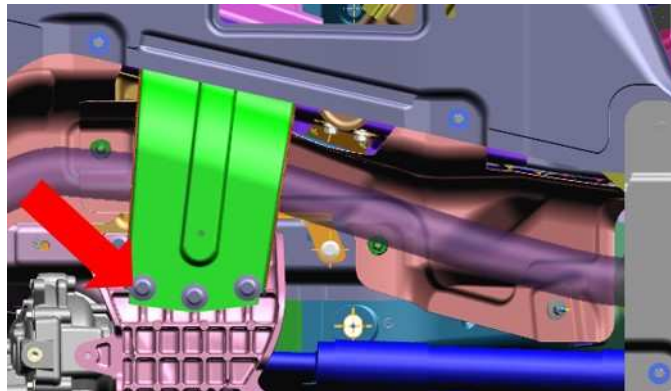


Fig. 2  
Cross Memeber

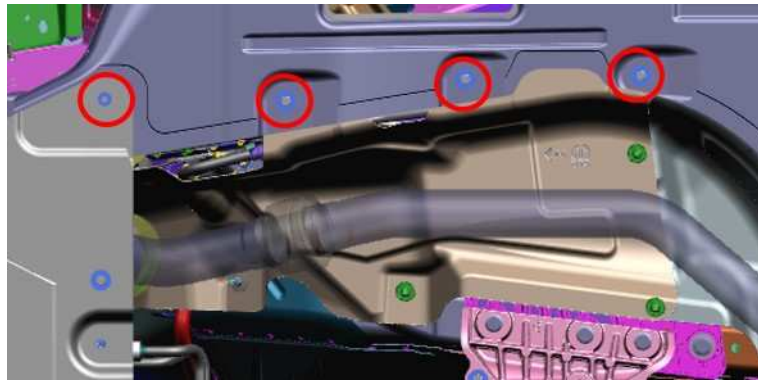
### **Left Front Floor Pan Heat Shield**

1. Remove the upper most fastener (steel nut) securing the left hand front heat shield (Fig. 3) .



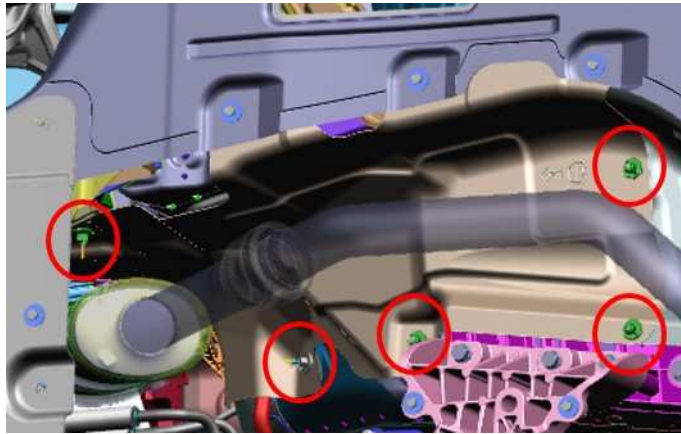
**Fig. 3  
Upper Fastener**

2. Raise vehicle.
3. Remove the inboard LH aero shield to heat shield fasteners (Fig. 4) .



**Fig. 4  
Heat Shield Upper Fasteners Left Front Floor Pan Heat Shield**

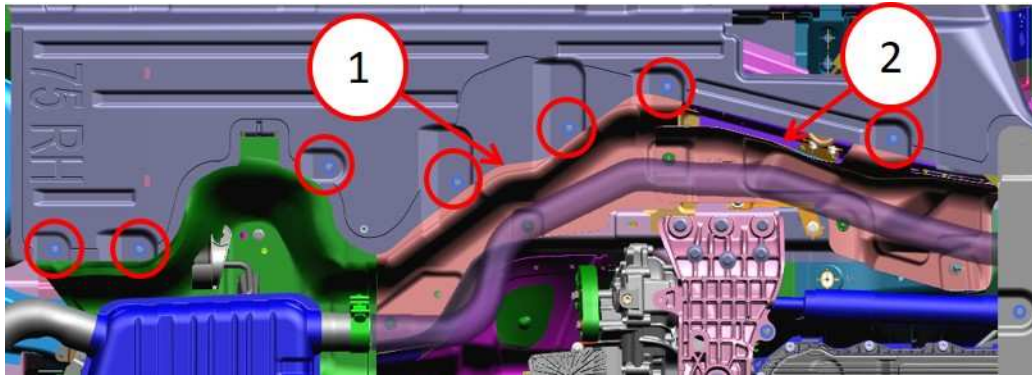
4. Remove the five remaining fasteners securing the heat shield to the body (Fig. 5) .

**Fig. 5****Heat Shield Lower Fasteners Left Front Floor Pan Heat Shield**

5. Remove LH heat shield.
6. Install the new LH heat shield .
7. Install the five fasteners securing the heat shield to the body (Fig. 5) . Tighten steel nuts to 6 N·m (53 in. lbs), plastic nuts to 4 N·m (35 in. lbs).
8. Install the inboard LH aero shield to heat shield fasteners (Fig. 4) . Tighten three Aero shield screws to 6 N·m (53 in. lbs), one belly pan screw to 2 N·m (17 in. lbs).
9. Install the upper most fastener (steel nut) securing the left hand front heat shield (Fig. 3) . Tighten to 5.5 N·m (49 in. lbs)

### **Right Front and Rear Floor Pan Heat Shield**

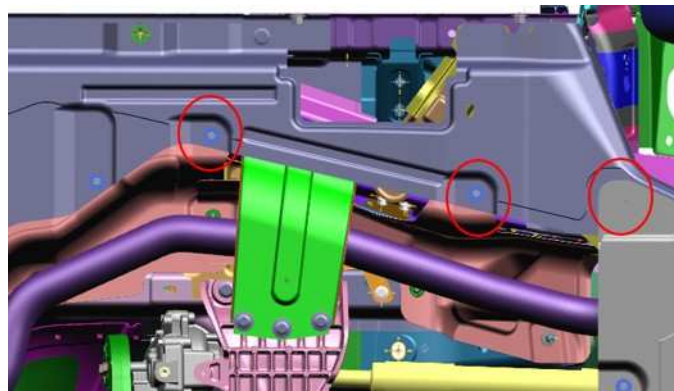
1. Remove the seven inboard right hand aero shield to heat shield fasteners (Fig. 6) .



**Fig. 6**  
**Seven Fasteners**

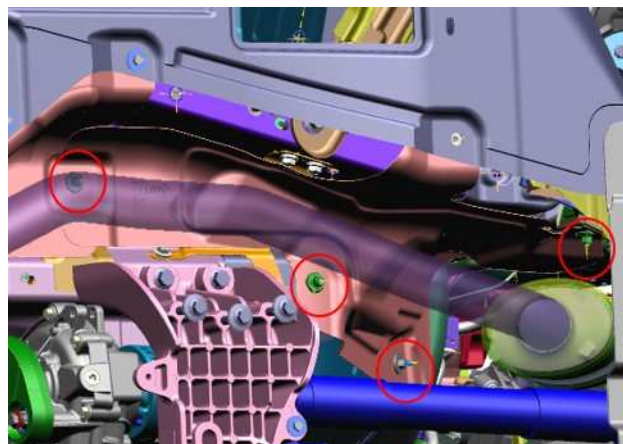
- 1 - Right Rear Floor Pan Heat Shield.
  - 2 - Right Front Floor Pan Heat Shield.
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2. Remove the inboard RH aero shield to heat shield fasteners (Fig. 7) .



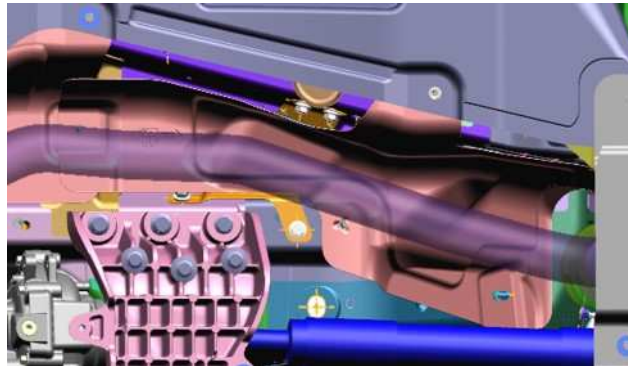
**Fig. 7**  
**RH Aero Shield Fasteners**

3. Remove the four fasteners securing the right front floor pan heat shield to the body (Fig. 8) .



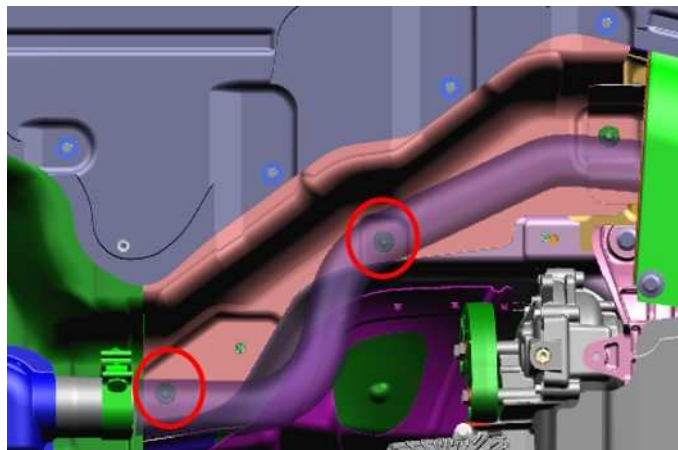
**Fig. 8**  
**Four Fasteners RH Heat Shield**

4. Remove and discard right front floor pan heat shield (Fig. 9) .



**Fig. 9**  
**RH Heat Shield**

5. Remove the two fasteners securing the right rear floor pan heat shield to the body (Fig. 10) .

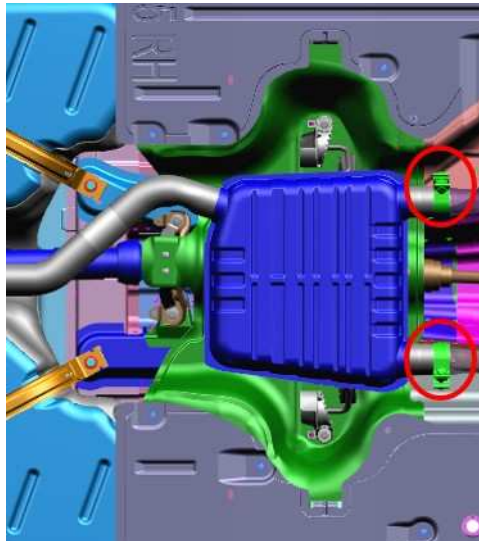


**Fig. 10**  
**Two Fasteners**

6. Install the new right rear floor pan heat shield (Fig. 9) .
- Install the two fasteners securing the heat shield to the body. Tighten steel nuts to 6 N·m (53 in. lbs), plastic nuts to 4 N·m (35 in. lbs).
  - Install the right front floor pan heat shield.
7. Install the four fasteners securing the heat shield to the body (Fig. 8) . Tighten steel nuts to 6 N·m (53 in. lbs), plastic nuts to 4 N·m (35 in. lbs).
8. Install the seven inboard right hand aero shield to heat shield fasteners (Fig. 6) . Tighten three aero shield screws to 6 N·m (53 in. lbs.) and one belly pan screw to 2 N·m (17 in. lbs.).

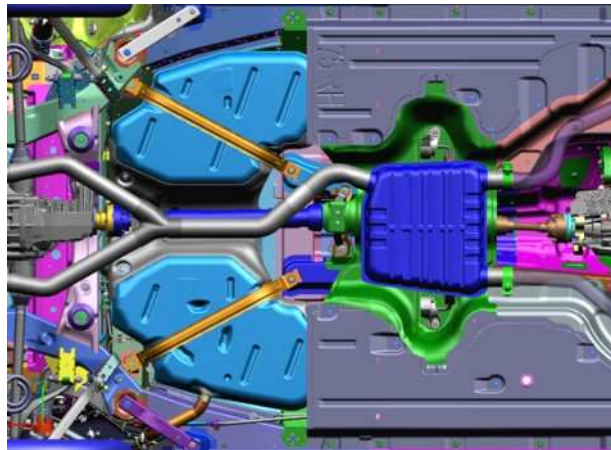
### **Mid Muffler Center Bearing Heat Shield**

1. Loosen the mid muffler Torca clamps (Fig. 11) .



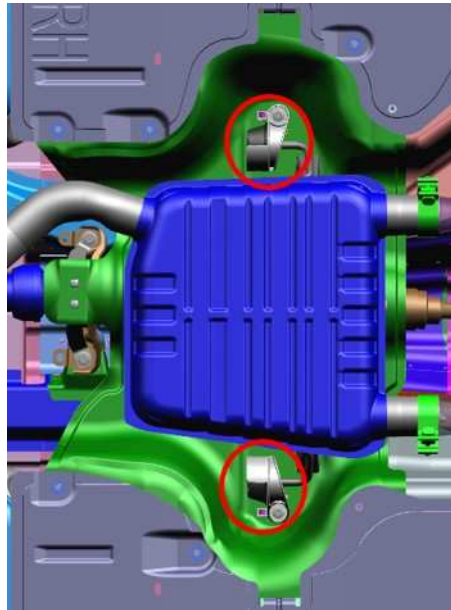
**Fig. 11**  
**Torca Clamps**

2. Support the cold end exhaust with stands (Fig. 12) .



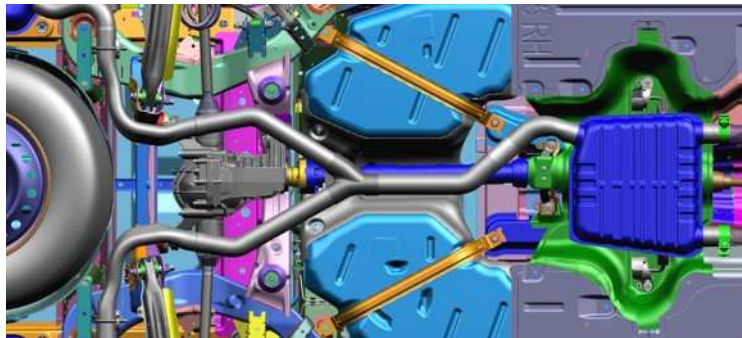
**Fig. 12**  
**Support Exhaust**

3. Remove the mid muffler isolator bolts (Fig. 13) .



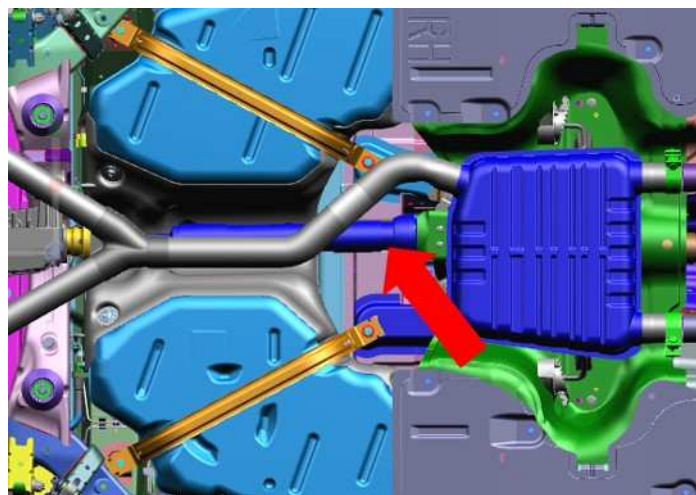
**Fig. 13**  
**Isolator Bolts**

4. Separate the cold end exhaust from the hot end (Fig. 14) .



**Fig. 14**  
**Exhaust Separation**

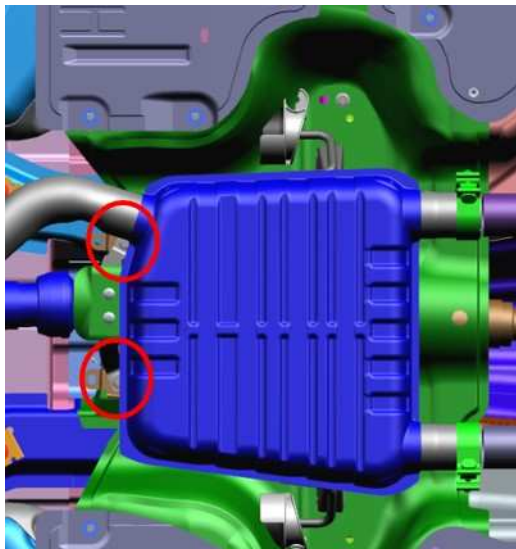
5. Support the rear prop shaft (Fig. 15) .



**Fig. 15**  
**Support Rear Prop Shaft**

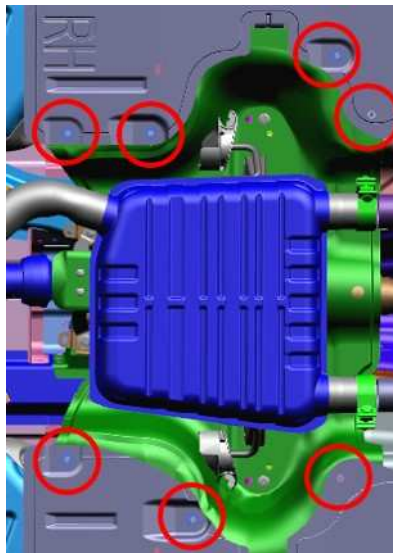
6. Remove the remaining 2 bolts securing the mid muffler heat shield (Fig. 16) .





**Fig. 16**  
**Mid Muffler Fasteners**

7. Remove the fasteners securing the aero shields to the mid muffler heat shield (Fig. 17) .



**Fig. 17**  
**Aero Shield to Mid Muffler Shield**

8. Remove the mid muffler heat shield.
9. Install the new mid muffler heat shield.
10. Install the fasteners securing the aero shields to the mid muffler heat shield (Fig. 17) . Tighten steel nuts to 6 N·m (53 in. lbs).
11. Install 2 bolts securing the mid muffler heat shield (Fig. 16) . Tighten to 55 N·m (486 in. lbs).
12. Secure to the cold end exhaust from the hot end (Fig. 14) .
13. Secure to the mid muffler Torca clamps (Fig. 11) . Tighten to 55 N·m (486 in. lbs).
14. Install the mid muffler isolator bolts (Fig. 13) . Tighten to 25 N·m (221 in. lbs).

**Install Procedure After All Four Heat Shields Have Been Replaced**

1. Install the cross member (Fig. 2) . Tighten to 55 N·m (486 in. lbs).
2. Install the transmission belly pan (Fig. 1) . Refer to the detailed service procedures available in DealerConnect> Service Library under: Service Info> 13 - Frame and Bumpers / Under Body Protection / Belly Pan / Removal and Installation.
3. Lower vehicle.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
11-50-05-9E	Right and Left Front Floor Pans, Right Rear Floor Pan, and Mid Muffler Center Bearing Heat Shields - Replace (1 - Semi-Skilled)	1 - Engine Repair and Performance	1.5 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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