



NUMBER: 11-002-21

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) 21-117, 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:

Incorrect Exhaust Body Heat Shields

OVERVIEW:

This bulletin involves inspecting the front right, left and mid muffler center exhaust heat shields underneath the vehicle for rivets and possibly replacing the heat shields if no rivets are found.

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 or after June 15, 2021 (MDH 0615XX) and built on or before June 24, 2021 (MDH 0624XX) equipped with a 3.6L V6 24V VVT Engine UPG I W/ESS (Sales Code ERC).

SYMPTOM/CONDITION:

Some vehicles were built with incorrect exhaust body heat shields that did not have rivets.

NOTE: There will not be a customer symptom/condition for this issue.

DIAGNOSIS:

If a customer's 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. Raise and support the vehicle. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: 04 - Vehicle Quick Reference / Hoisting / Standard Procedure.

NOTE: All three exhaust body heat shields are being inspected for the presence of rivets. Any exhaust body heat shield with rivets indicates this is the correct design and do not need to be replaced.

2. Inspect the right front floor pan heat shield for rivets (Fig. 1) .



Fig. 1
Front Right Heat Shield Rivets

3. Inspect the left front floor pan heat shield for rivets (Fig. 2) .



Fig. 2
Front Left Heat Shield Rivets

4. Inspect the mid muffler center bearing heat shield for rivets (Fig. 3) .



Fig. 3
Mid Heat Shield Rivets

5. Did any of the three heat shields not have rivets present in the inspection locations?
- YES>>> Proceed to the Repair Procedures below for the correct exhaust body heat shield to be replaced:
 - a. [Step 1](#) for replacement of the Right Front Floor Pan Heat Shield.
 - b. [Step 1](#) for replacement of the Left Front Floor Pan Heat Shield.
 - c. [Step 1](#) for replacement of the Mid Muffler Center Bearing Heat Shield.
 - NO>>> This bulletin has been completed, use inspection LOP (11-50-05-9A) to close the active RRT.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	68381522AD	Heat Shield, Right Front Floor Pan
1 (AR)	68427744AF	Heat Shield, Mid Muffler Center Bearing
2	06511894AA	Driveshaft Center Support Bearing Fasteners (Required when replacing P/N 68427744AF Heat Shield)
1 (AR)	68381516AE	Heat Shield, Left Front Floor Pan
(AR)	06512208AA	Nut, Hex - M6 (Plastic Nut)

REPAIR PROCEDURE:

NOTE: Only replace the exhaust body heat shields that do not have rivets. Do not replace all three exhaust body heat shields.

Right Floor Pan Heat Shield:

1. Remove the transmission belly pan (Fig. 4) . Refer to the detailed service procedures available in DealerConnect> Service Library under: Service Info> 13 Frame and Bumpers / Under Body Protection / Belly Pan / Removal.

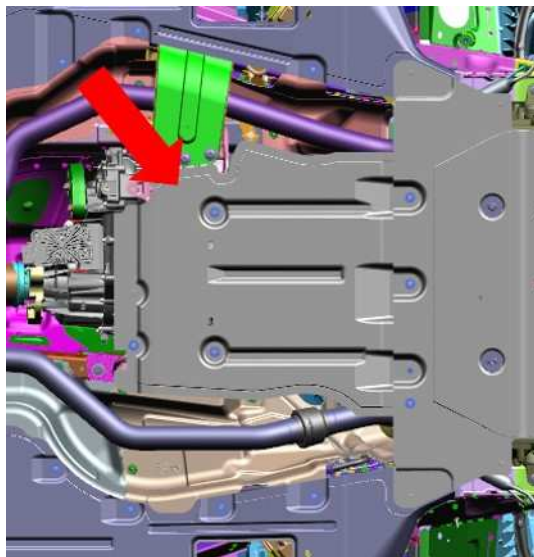


Fig. 4
Transmission Belly Pan

2. Remove the seven inboard right hand aero shield to heat shield fasteners (Fig. 5) .

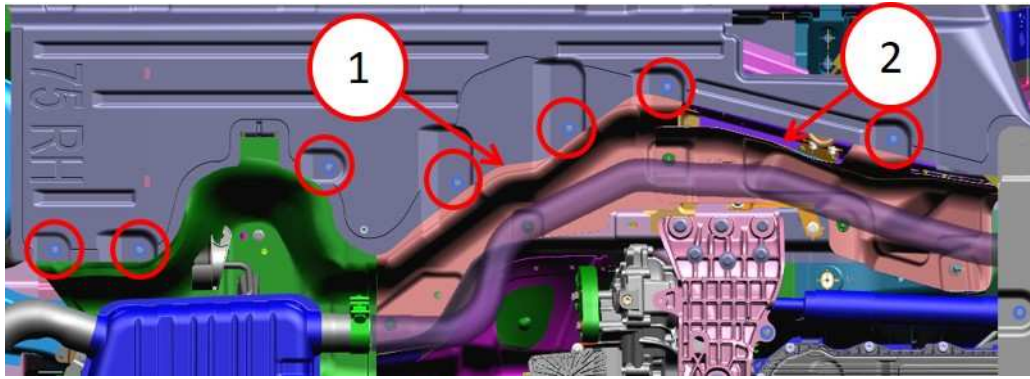


Fig. 5
Seven Fasteners

- 1 - Right Floor Pan Heat Shield (This Heat Shield Will Be Replaced)
 - 2 - Right Front Heat Shield (Do NOT Replace This Heat Shield)
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3. Remove the cross member (Fig. 6) .

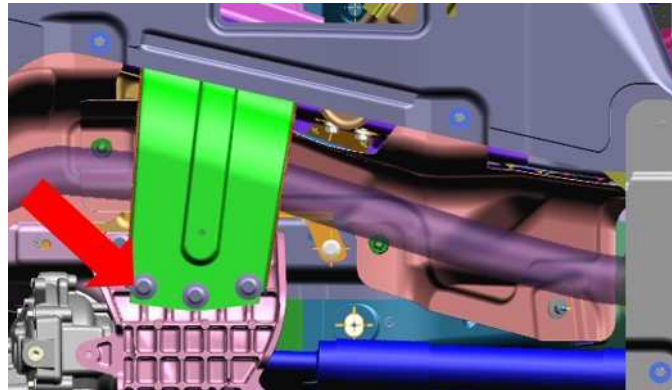


Fig. 6
Cross Member Bolts

4. Remove the four fasteners securing the right front heat shield to the body (Fig. 7) .

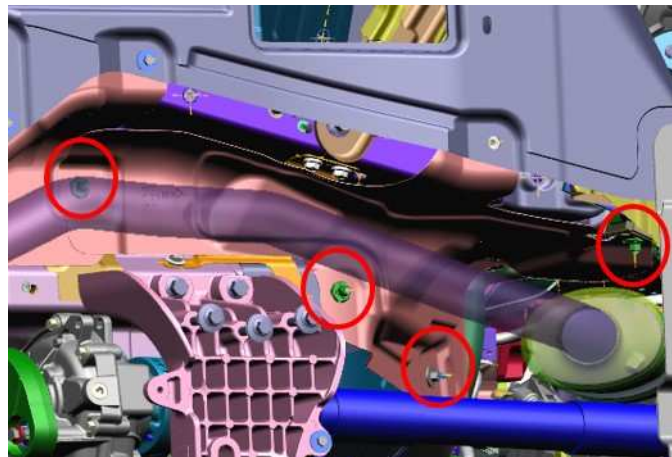


Fig. 7
Four Fasteners

NOTE: This heat shield is not being replaced.

5. Remove the right front heat shield (Fig. 8) .

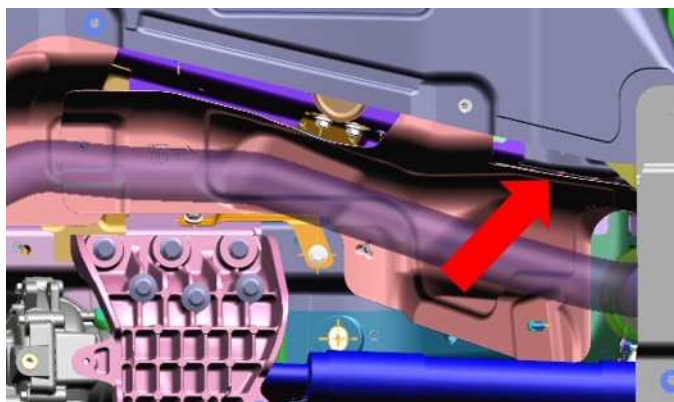


Fig. 8
Right Front Heat Shield (Do Not Replace)

6. Remove the two fasteners securing the right floor pan heat shield to the body (Fig. 9) .

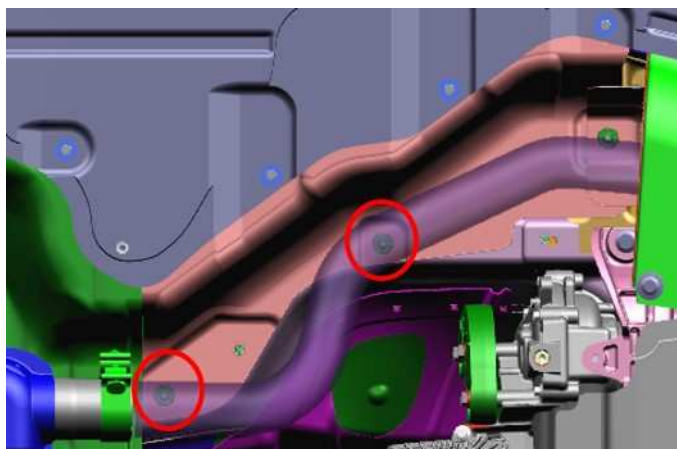


Fig. 9
Two Fasteners

7. Remove the right floor pan heat shield.
8. Install the new right floor pan heat shield (Fig. 9) with two fasteners. Tighten plastic nuts to 4 N·m (35 in. lbs.).
9. Install the four fasteners securing the right front heat shield to the body (Fig. 7) . Tighten steel nuts to 6 N·m (53 in. lbs.) and plastic nuts to 4 N·m (35 in. lbs.).
10. Install the cross member (Fig. 6) .
11. Install the seven inboard right hand aero shield to heat shield fasteners (Fig. 5) . Tighten three aero shield screws to 6 N·m (53 in. lbs.) and one belly pan screw to 2 N·m (17 in. lbs.).
12. Install the transmission belly pan (Fig. 4) . Refer to the detailed service procedures available in DealerConnect> Service Library under: Service Info> 13 Frame and Bumpers / Under Body Protection / Belly Pan / Installation.
13. Lower the vehicle.

Left Front Floor Pan Heat Shield:

1. Open the hood.
2. Remove the upper most fastener (steel nut) (Fig. 10) securing the left hand front heat shield.



Fig. 10
Upper Most Fastener (Steel Nut)

1 - Steel Nut

3. Remove the transmission belly pan (Fig. 11) . Refer to the detailed service procedures available in DealerConnect> Service Library under: Service Info> 13 Frame and Bumpers / Under Body Protection / Belly Pan / Removal.

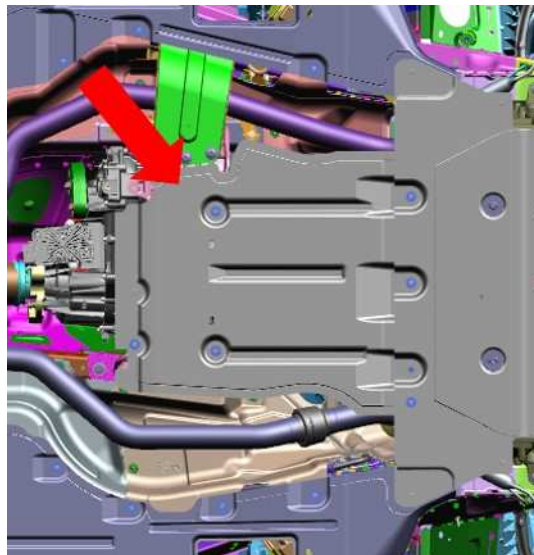


Fig. 11
Transmission Belly Pan

4. Remove the four inboard left hand aero shield to heat shield fasteners (Fig. 12) .

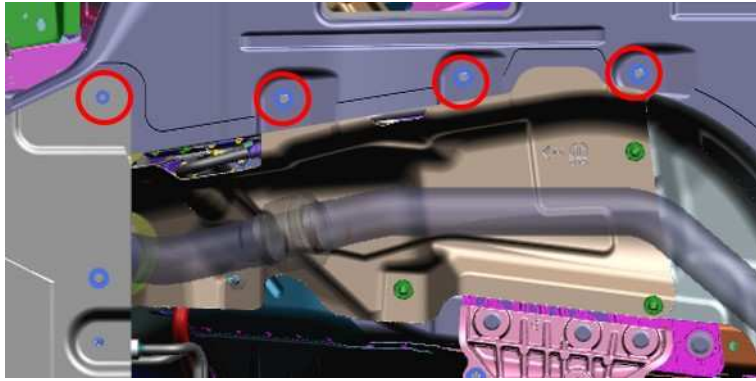


Fig. 12
Four Fasteners

5. Remove the five remaining fasteners securing the heat shield to the body (Fig. 13) .

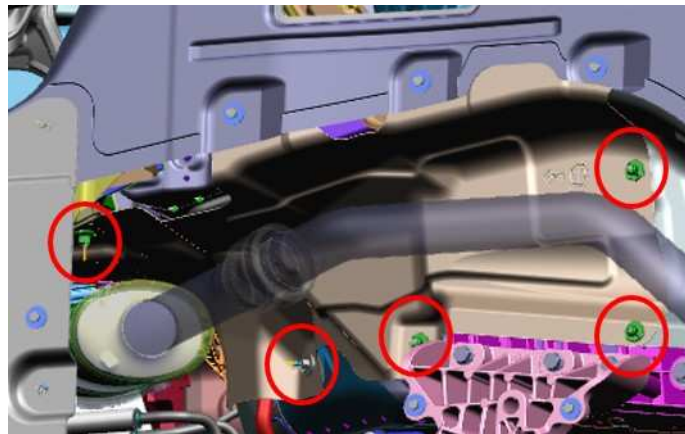


Fig. 13
Five Fasteners

6. Remove the heat shield from the vehicle.
7. Install the new heat shield on the vehicle.
8. Install the five fasteners securing the heat shield to the body (Fig. 13) . Tighten steel nuts to 6 N·m (53 in. lbs.) and plastic nuts to 4 N·m (35 in. lbs.).
9. Install the four inboard left hand aero shield to heat shield fasteners (Fig. 12) . Tighten three aero shield screws to 6 N·m (53 in. lbs.) and one belly pan screw to 2 N·m (17 in. lbs.).
10. Install the transmission belly pan (Fig. 11) . Refer to the detailed service procedures available in DealerConnect> Service Library under: Service Info> 13 Frame and Bumpers / Under Body Protection / Belly Pan / Installation.
11. Lower the vehicle.
12. Install the upper most fastener (steel nut) securing the left hand front heat shield (Fig. 10) . Tighten nut to 5.5 N·m (49 in. lbs.).
13. Close the hood.

Mid Muffler Center Bearing Heat Shield:

1. Raise and support the vehicle. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: 04 - Vehicle Quick Reference / Hoisting / Standard Procedure.
2. Loosen the mid muffler Torca clamps (Fig. 14) .

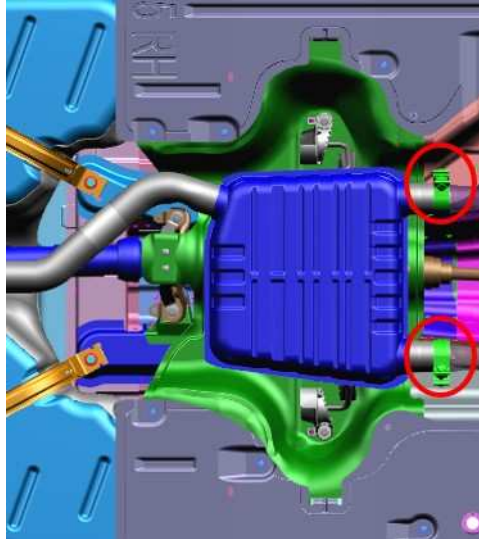


Fig. 14
Torca Clamps

3. Support the cold end exhaust (Fig. 15) with stands.

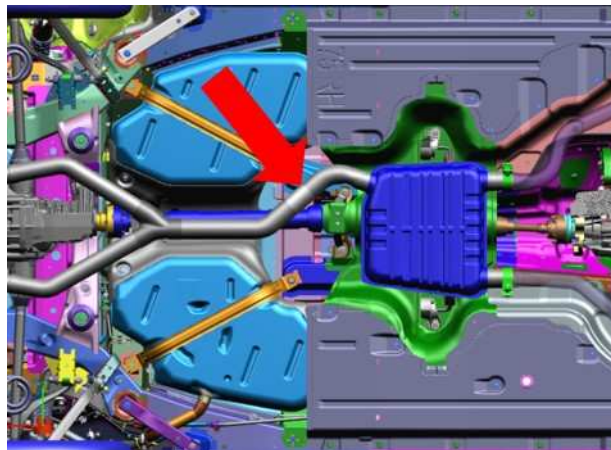


Fig. 15
Cold End Exhaust

4. Remove the mid muffler isolator bolts (Fig. 16) .

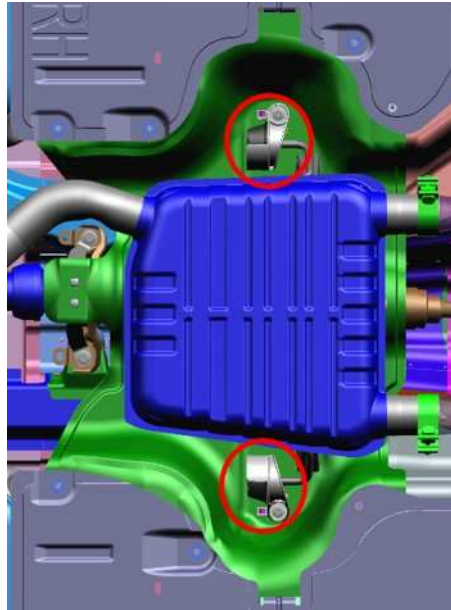


Fig. 16
Isolator Bolts

5. Separate the cold end exhaust from the hot end (Fig. 17) . Manually push back the cold end or use a ratchet strap to pull the cold end rearward enough to separate it from the hot end exhaust. **Ensure the cold end exhaust remains supported with safety stands.**

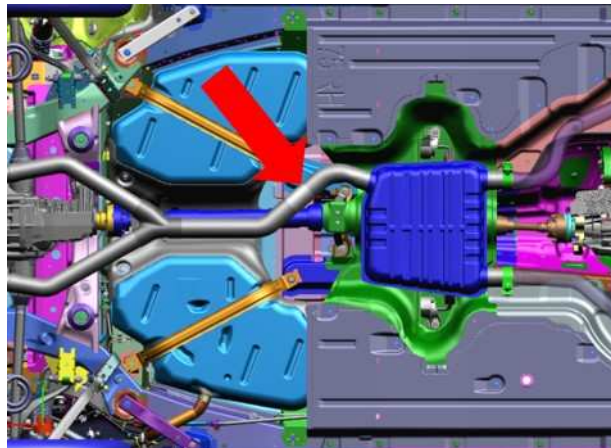


Fig. 17
Exhaust Separation

- Support the rear prop shaft (Fig. 18) .

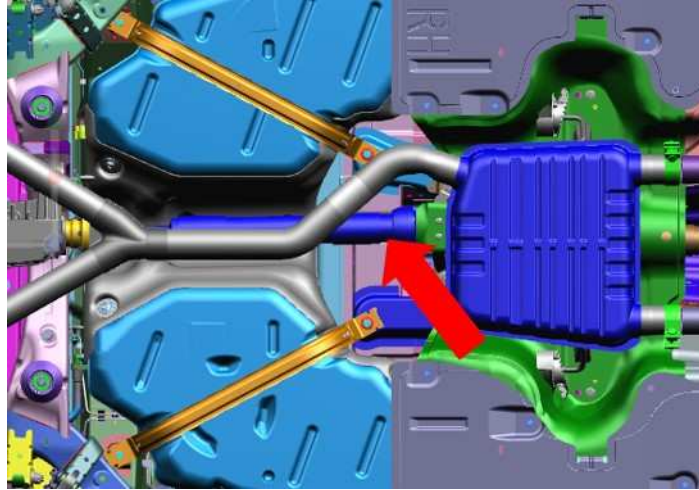


Fig. 18
Support Rear Prop Shaft

- Remove the remaining two bolts securing the mid muffler heat shield (Fig. 19) .

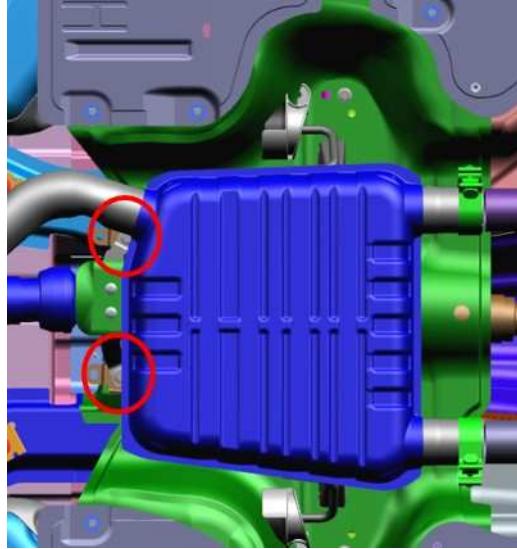


Fig. 19
Mid Muffler Fasteners

8. Remove the fasteners securing the aero shields to the mid muffler heat shield (Fig. 20) .

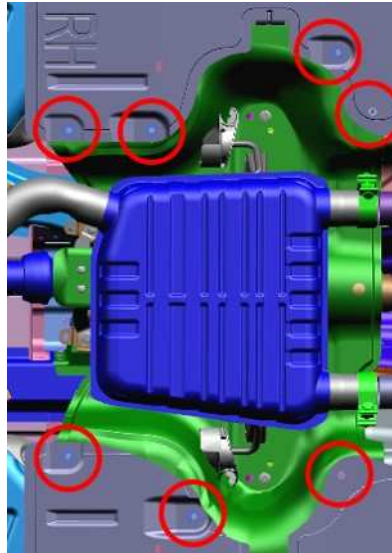


Fig. 20
Fasteners Securing Aero Shields

9. Remove the mid muffler heat shield.
10. Install the new mid muffler heat shield.
11. Install the fasteners securing the aero shields to the mid muffler heat shield (Fig. 20) . Tighten the steel nuts to 6 N·m (53 in. lbs.).
12. Install two bolts securing the mid muffler heat shield (Fig. 19) . Tighten the bolts to 55 N·m (486 in. lbs.).
13. Secure the cold end exhaust to the hot end (Fig. 17) .
14. Install the mid muffler isolator bolts (Fig. 16) . Tighten bolts to 25 N·m (221 in. lbs.).
15. Secure to the mid muffler Torca clamps (Fig. 14) . Tighten clamps to 55 N·m (486 in. lbs.).
16. Lower the vehicle.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
11-50-05-9A	Exhaust Body Heat Shields - Inspect (1 - Semi-Skilled)	1 - Engine Repair and Performance	0.3 Hrs.

RELATED LOPS:

Labor Operation No:	Description	Skill Category	Amount
11-50-05-9B	Right Front Floor Pan Heat Shield - Replace (1 - Semi-Skilled)	1 - Engine Repair and Performance	0.4 Hrs.
11-50-05-9C	Left Front Floor Pan Heat Shield - Replace (1 - Semi-Skilled)	1 - Engine Repair and Performance	0.4 Hrs.
11-50-05-9D	Mid Muffler Center Bearing Heat Shield - Replace (1 - Semi-Skilled)	1 - Engine Repair and Performance	0.6 Hrs.

FAILURE CODE:

ZZ	Service Action
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