



NUMBER: 09-015-22

GROUP: 09 - Engine

DATE: December 21, 2022

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SUBJECT:

Engine Vibration Noise When Idling in Gear

OVERVIEW:

This bulletin involves possible replacement of the engine mounts.

MODELS:

2021 - 2022

(WL)

Jeep Grand Cherokee

NOTE: This bulletin applies to vehicles within the following markets/countries: North America, South America, India & Asia Pacific and Middle East & Africa.

NOTE: This bulletin applies to vehicles built on or before September 07, 2022 (MDH 0907XX) equipped with 3.6L V6 24V VVT UPG I W/ESS Engine (Sales Code ERC).

SYMPTOM/CONDITION:

Customer may describe a low frequency vibration noise heard during engine mount actuation while at idle in gear.

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 Diagnostic trouble Codes (DTC)s 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 perform the Inspection Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	68375805AG	LH Engine Isolator
1 (AR)	68375806AG	RH Engine Isolator

INSPECTION PROCEDURE:

1. This can be duplicated by the Technician. The vehicle must be at operating temperature, with the engine at idle, in drive or reverse gear, vehicle speed at 0 mph with pressure applied to brake pedal.

NOTE: Check the part number visible from the underside of the mount. (Fig. 1) If the mount(s) are already NIK AG or newer, further diagnosis is necessary.

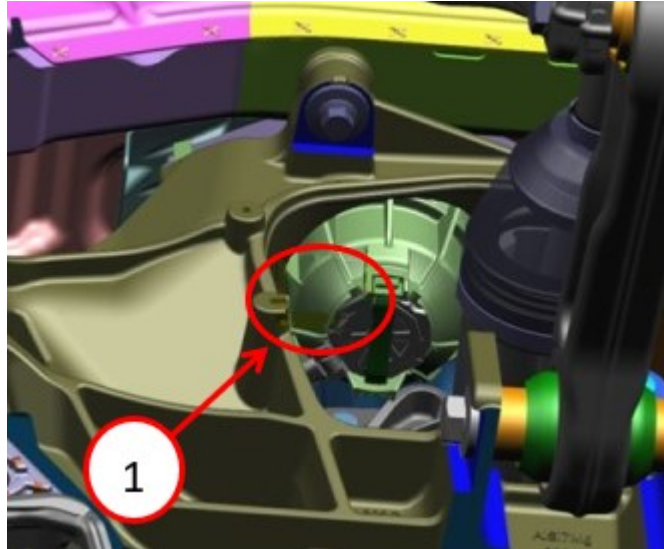


Fig. 1
Part Number Location

1 - Part Number Location

2. If the symptom/condition is present and the mounts are not NIK AG or newer, proceed to [Step 1](#) of the Repair Procedure.

REPAIR PROCEDURE:

1. Replace the engine mounts with the updated engine mounts. Refer to the detailed service procedures available in DealerConnect> Service Library under: Engine, 3.6L / Engine Mounting / Insulator, Engine Mount / Removal and Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
09-40-10-9A	Mount, Engine - Replace Both (1 - Semi-Skilled)	1 - Engine Repair And Performance	3.9 Hrs.

FAILURE CODE:

ZZ	Service Action
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