

REFERENCE:	TSB: 11-002-25 REV. A GROUP: 11 - Exhaust System	Date:	October 8, 2025	REVISION:	11-002-25
VEHICLES AFFECTED:	2025 (WL) Jeep Grand Cherokee This bulletin applies to vehicles built on or after **June 25, 2025 (MDH 0625XX)** and on or before July 25, 2025 (MDH 0725XX) equipped with one of the following engines: <ul style="list-style-type: none"> • 3.6L V6 24V VVT Engine (Sales Code ERB). • 3.6L V6 24V VVT Engine Upg I w/ESS (Sales Code ERC). • 3.6L V6 24V VVT Engine (Sales Code ERF). • 3.6L V6 24V VVT eTorque Engine Upg I (Sales Code ERG). 			MARKET APPLICABILITY: <input checked="" type="checkbox"/> NA <input type="checkbox"/> MEA <input type="checkbox"/> SA <input type="checkbox"/> IAP <input type="checkbox"/> EE <input type="checkbox"/> CH NOTE: This bulletin applies to the North America market.	
CUSTOMER SYMPTOM:	Customers may experience the following: <ul style="list-style-type: none"> • Exhaust rattle going over bumps and on rough roads. 				
CAUSE:	Loose/missing muffler hanger fastener(s)				

This bulletin supersedes Technical Service Bulletin (TSB) 11-002-25, date of issue August 28, 2025, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include an updated vehicle build date.

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 25-177, date of issue August 28, 2025. All applicable RSU VINs have been loaded. To verify this RSU 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.

REPAIR SUMMARY:

This bulletin involves inspecting the exhaust system and if necessary tightening or replacing one or both of the muffler hanger fasteners.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
11-40-10-99	Support / Bracket, Exhaust System - Inspect Fastener Torque (0 - Introduction)	1 - Engine Repair and Performance	0.2 Hrs.
11-40-10-9A	Support / Bracket, Exhaust System - Inspect and Torque to Specification / Replace Missing Fasteners (0 - Introduction)	1 - Engine Repair and Performance	0.3 Hrs.
Failure Code	ZY	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	06104394AA	Bolt and Coned Washer, Hex Head M8X1.25X45.00	

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 (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 a customer's VIN is listed in VIP or your RSU VIN list, perform the Inspection Procedure. If any vehicle not on the VIN list exhibits any of the symptom listed above in the customer symptom section, perform the Repair Procedure.

REPAIR PROCEDURE:

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. Inspect the muffler hanger fasteners [Fig. 1](#).

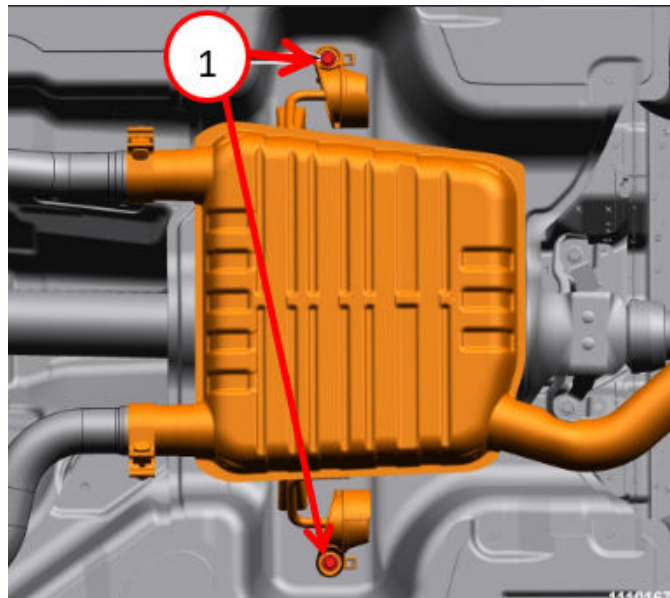


Fig. 1
Muffler Hanger Fasteners

1 - Muffler Hanger Fasteners

3. Are the muffler hanger fastener(s) loose/missing?
 - YES>>> Proceed to [Step 4](#).
 - NO>>> This bulletin has been completed, lower the vehicle. Use Inspect LOP (11-40-10-99) to close this active RSU. Perform further diagnosis.
4. Tighten the fasteners to 25 ft. lbs. (33 N·m). If fasteners are missing, install new fasteners and tighten to 25 ft. lbs. (33 N·m).
5. Lower the vehicle.

POLICY:

Reimbursable within the provisions of the warranty.

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