May 2021

Dealer Service Instructions for:

Safety Recall Y18 / NHTSA 21V-310
Transmission Oil Cooler Hose

Remedy Available

2021 (KL) Jeep® Cherokee

NOTE: Some vehicles above may have been identified as not involved in this recall and therefore have been excluded from this recall.

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The transmission oil cooler hose on about 18,800 of the above vehicles may have been manufactured with a Transmission Oil Cooler (TOC) hose with incorrectly cured rubber. An incorrectly cured TOC hose may have a weakened hose wall that can rupture, allowing transmission fluid to leak. Transmission fluid leaking from a TOC hose may contact a competent ignition source and lead to a vehicle fire. A vehicle fire may increase the risk of injury to occupants and persons outside of the vehicle, as well as property damage.

Repair

Inspect the transmission oil cooler hoses for a production date code matching the range listed in the table below. If the hoses fall within the specified date range, they must be replaced.

Alternate Transportation

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if inspection determines that hose replacement is required and the vehicle must be held overnight.

Parts Information

Part Number	Qty.	Description
68399017AA	1	Hose and Tube, oil cooler pressure and return (2.4L)
68399018AA	1	Hose and Tube, oil cooler pressure and return (2.0L)
68399015AA	1	Hose and Tube, oil cooler pressure and return (3.2L)
06510520AA	2 or 4	Rivet, blind bulb, fascia lower support (MSQ 12)
68218925AB	1	Mopar 8&9 speed ATF (MSQ 6)

Parts Return

No parts return required for this campaign.

Special Tools

The following special tools are required to perform this repair:

- 8875A Disconnect, Transmission Cooler Line
- 9546 Disconnect Tool
- 2064600210 Dipstick, Oil

Service Procedure

Inspect

NOTE: To enhance customer satisfaction, remember to reset the clock when you have completed the service procedure.

1. Raise and support the vehicle.

NOTE: There are several different belly pans depending on engine and drivetrain options. Some may have a fewer number of fasteners but they are all removed by the same procedure.

2. Remove the fasteners (1) securing the engine belly pan (2) (Figure 1).

3. Remove the engine belly pan or skid plate (2) from the underside of the vehicle. Skid plates have slots at the front row of fasteners. Loosen, but do not fully remove, these fasteners (Figure 1).

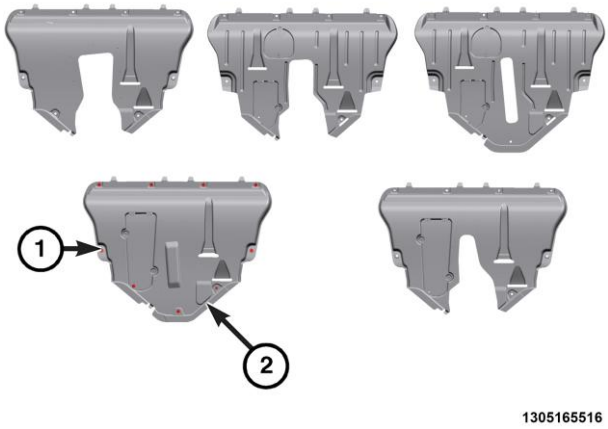

Figure 1 – Belly Pan

Service Procedure [Continued]

4. Slide protective sleeve aside on both hoses until timestamp is visible (Figure 2).

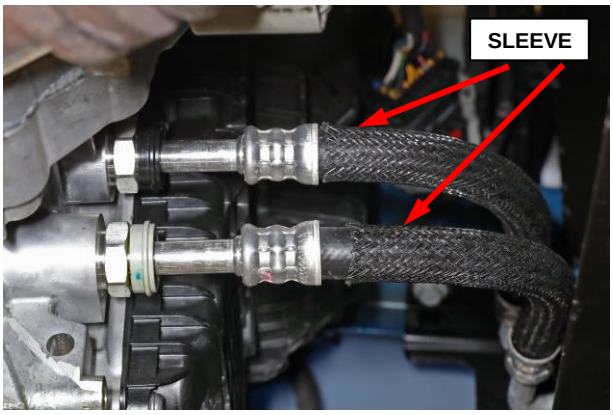

Figure 2 – Oil Cooler Line Sleeve

5. Inspect both hoses. If the date is 113020 and timestamp between 12:59 and 13:21 on either hose, proceed to removal procedure. If not, reassemble the vehicle and return it to the customer (Figure 3).

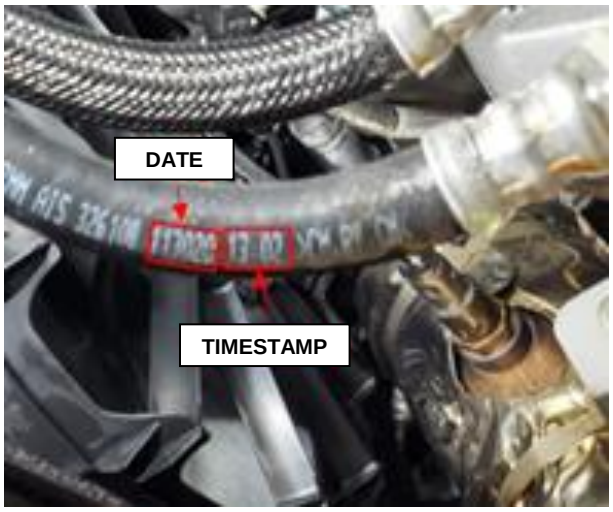

Figure 3 – Inspect Date Stamp

NOTE: The date and time stamps in Figure 3 are shown on the bottom of the hose. But the stampings may be on the top or sides of the hose. Use a mirror if necessary to inspect the codes.

Service Procedure [Continued]

Remove

6. Lower the vehicle.

7. Disconnect and isolate the negative battery cable. If equipped with an Intelligent Battery Sensor (IBS), disconnect the IBS connector first before disconnecting the negative battery cable (Figure 4).

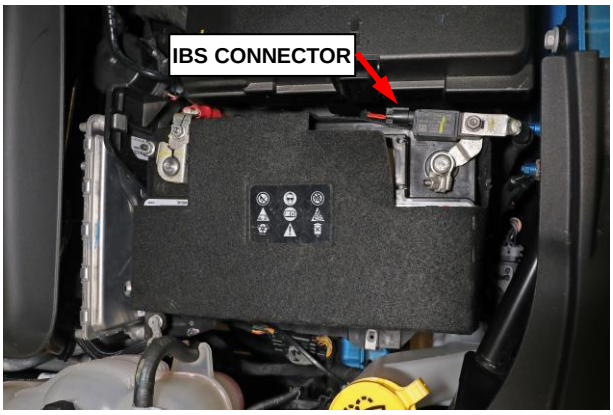

Figure 4 – Battery IBS Connector

8. Remove the push pin fasteners (1) and remove the radiator closeout panel (2) (Figure 5).

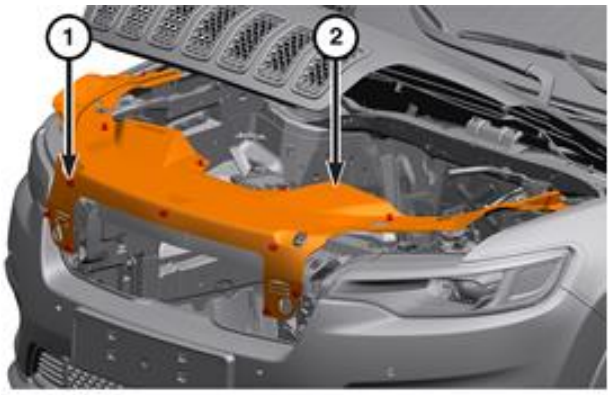

Figure 5 – Radiator Closeout

Service Procedure [Continued]

9. Remove two fasteners from the fascia in the grill opening (Figure 6).

10. Raise the vehicles.

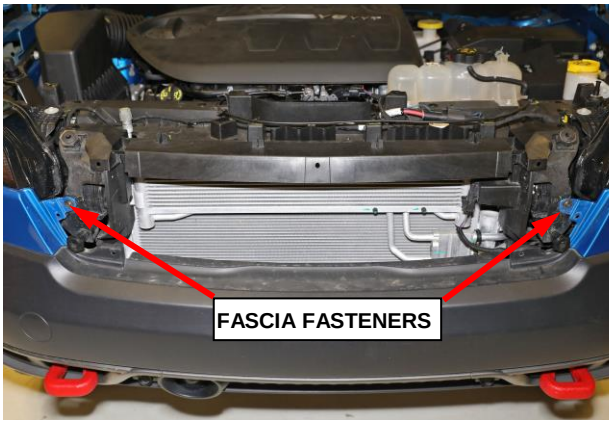

Figure 6 – Fascia Fasteners

11. Remove the fasteners (2), one 10mm bolt at the bottom, and the push pin fasteners (3) from the front half of the wheel liner. Fold the liner back (Figure 7).

12. Remove front fascia rivets (1) (Figure 7).

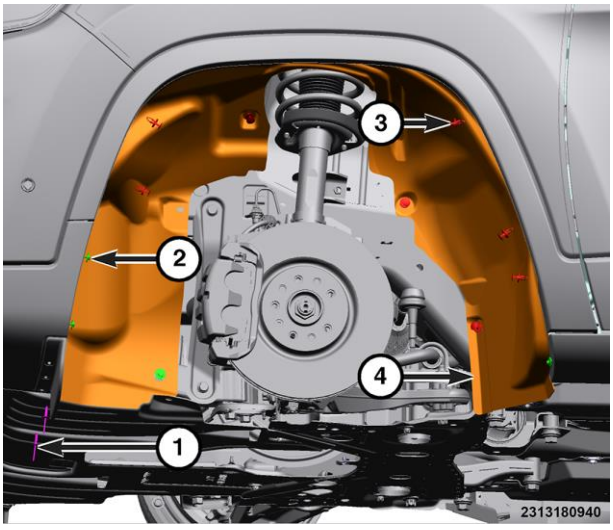

Figure 7 – Front Fascia

Service Procedure [Continued]

13. On non-Trailhawk models, from inside the wheel well, release the clips (3) holding the flare moldings (2) to the front fascia (Figure 8).

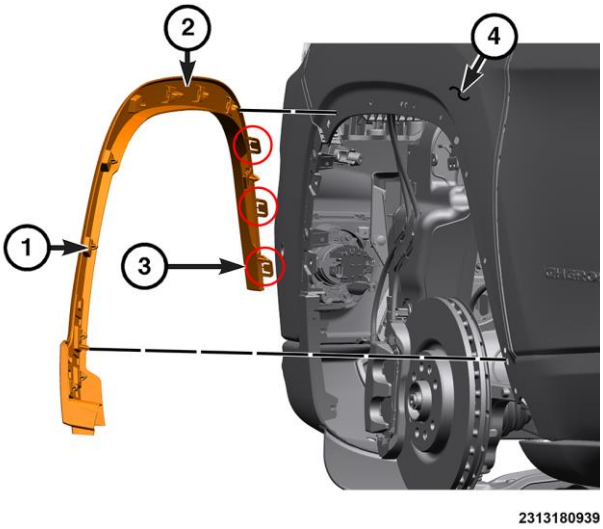

Figure 8 – Flare Molding

14. Remove the fasteners attaching the sides of the fascia to the fenders (Figure 9).

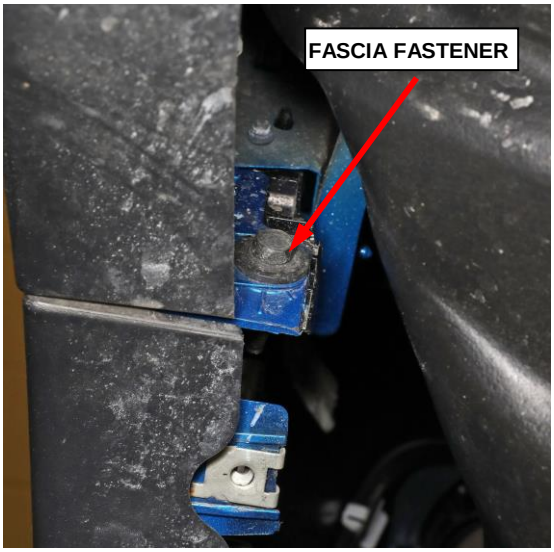

Figure 9 – Fascia to Fender Fasteners

Service Procedure [Continued]

15. Release the barbed fascia tab just ahead of the bolt (Figure 10).

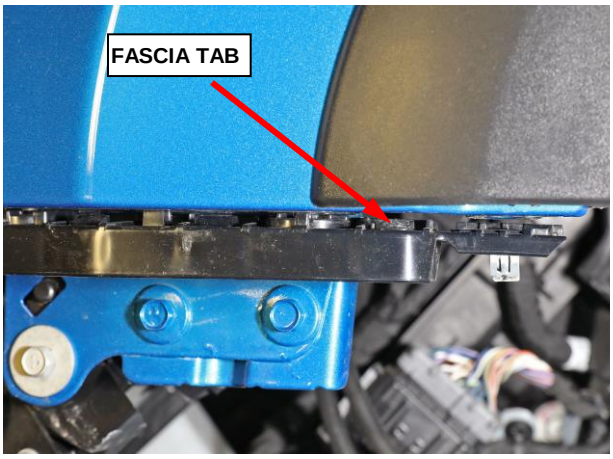

Figure 10 – Barbed Fascia Tab

16. Disconnect the wire harness connector (Figure 11).

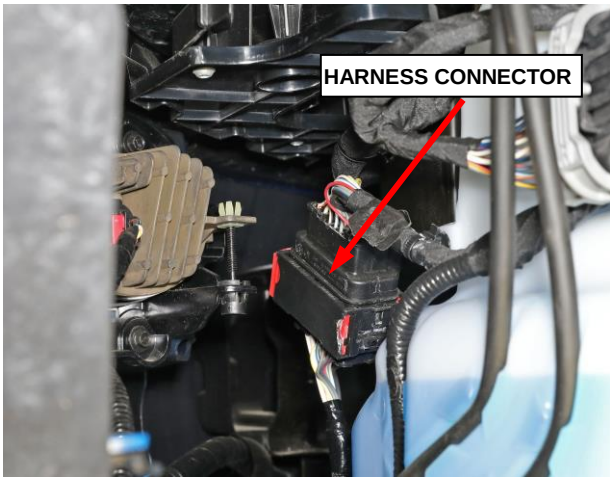

Figure 11 – Wire Harness Connector

Service Procedure [Continued]

17. On Trailhawk models, remove the lower row of bolts from the fascia (Figure 12).

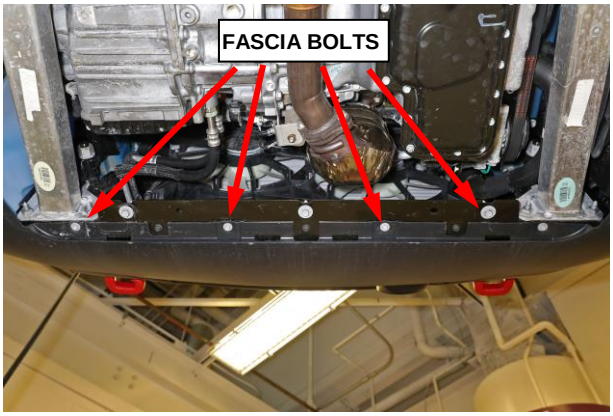

Figure 12 – Trailhawk Fascia Bolts

18. Carefully pull out on the upper and lower fascia sides to release the fascia retaining tabs at the fender (2) and below the headlight (1). Repeat on the opposite side (Figure 13).

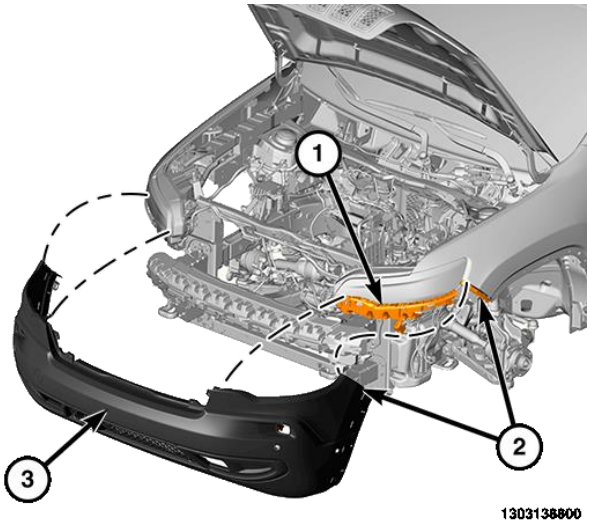

Figure 13 – Fascia Tabs at Fender

Service Procedure [Continued]

19. Remove the transmission cooler line support brace bolt (Figure 14).

Figure 14 – Oil Cooler Line Brace Bolt

20. Disconnect the transmission cooler lines at the cooler (Figure 15).

21. Raise the vehicle.

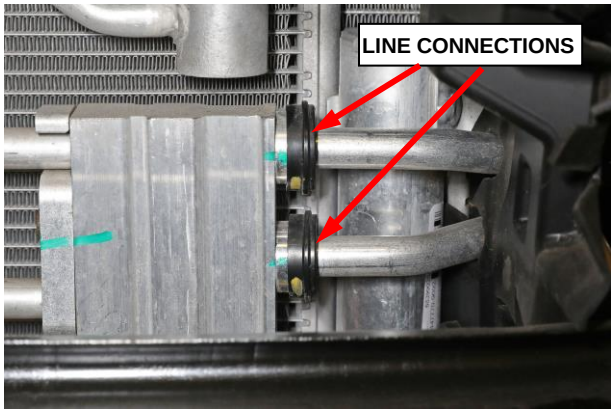

Figure 15 – Transmission Oil Cooler Connections

Service Procedure [Continued]

22. Using tools 8875A and 9546, disconnect the transmission cooler lines at the transmission (Figure 16).

23. Carefully remove the transmission cooler line bundle from the vehicle.

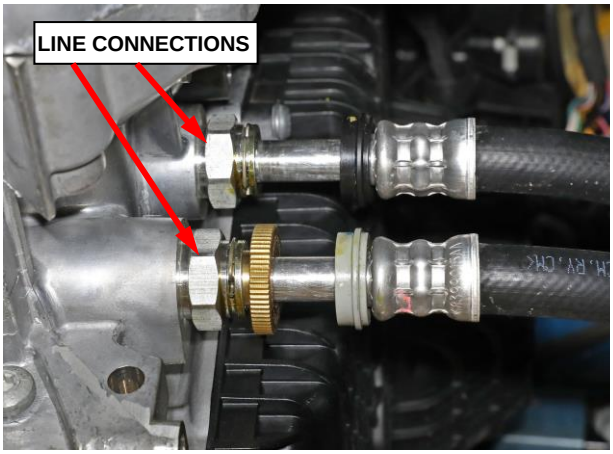

Figure 16 – Connections at Transmission

Service Procedure [Continued]

Install

24. Position transmission cooler line bundle in vehicle.
25. Connect the transmission cooler lines at transmission fittings (Figure 16).
26. Lower the vehicle to a good working height.
27. Connect the transmission cooler lines to the cooler. Clean fluid from the vehicle. (Figure 15).
28. Install the transmission cooler line support brace bolt (Figure 14).
29. With the help of an assistant, position the fascia to the vehicle.
30. Seat the fascia onto the clips under the headlights (1) fully (Figure 13).
31. Seat the sides of the fascia onto the fender clips (2) fully (Figure 13).
32. On Trailhawk models, install the lower row of bolts to the fascia (Figure 12).
33. Connect the electrical connector (Figure 11).
34. Seat the barbed fascia tab just ahead of the bolt (Figure 10).
35. Install the fasteners (1) attaching each side of the fascia to the fenders (Figure 9).
36. On on-Trailhawk models, install the front flare moldings (2) to the front fascia. Verify the retaining clips (3) are fully seated (Figure 8).
37. Install the fasteners (2), bolt, and the push pin fasteners (3) to the front half of the wheel liner (Figure 7).
38. Install new rivets (1) (Figure 7).
39. Lower the vehicle.
40. Install two fasteners to the fascia in the grill opening (Figure 6).

Service Procedure [Continued]

41. Install the push pin fasteners (1) and install the radiator closeout panel (2) (Figure 5).

42. Connect the negative battery cable. If equipped with an Intelligent Battery Sensor (IBS), connect the IBS connector after connecting the negative battery cable (Figure 4).

NOTE: Special Tool Dipstick, 9 Speed 2064600210 The 2064600210 - Dipstick and a scan tool are required to accurately measure the fluid level in the 948TE automatic transmission.

43. Check the transmission fluid level. Checking the fluid level in the 948TE automatic transmission is done by inserting the dipstick tool 2064600210 in the fluid level check port, located on top of the transmission housing above the differential. Tool 2064600210 dipstick is marked in 5 mm increments. The engine must be running at idle with the transmission in park and the vehicle in a level position.

44. Connect a scan tool to the Diagnostic Connector under the instrument panel on the driver's side of the vehicle.

45. With the scan tool, view the Data Display and read the Transmission Fluid Temperature.

46. Start the engine and allow it to run at idle with the transmission in Park.

47. Verify that the fluid temperature is above 50 °C.

NOTE: Vehicle must be level for accurate transmission fluid level readings.

Service Procedure [Continued]

48. Remove the engine cover. On 2.0L engines, there are two threaded fasteners (Figure 17).

Figure 17 – Engine Cover

49. Remove the plug (1) from the fluid level check port (Figure 18).

50. Insert tool Dipstick, 9 Speed 2064600210 into the fluid level check port and allow the handle of the tool to rest on the flat surface of the transmission housing around the check port.

51. Remove the dipstick (1) from the check port (2), keeping the handle above the tip so the level reading remains accurate.

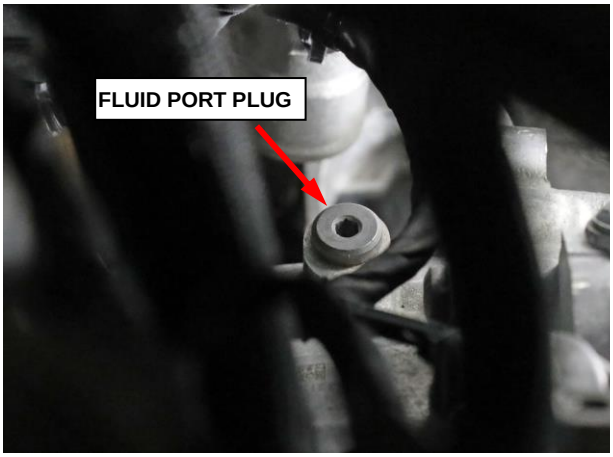

Figure 18 – Fluid Port

52. Note the increment on the shaft of the dipstick where the fluid left a witness mark.

Service Procedure [Continued]

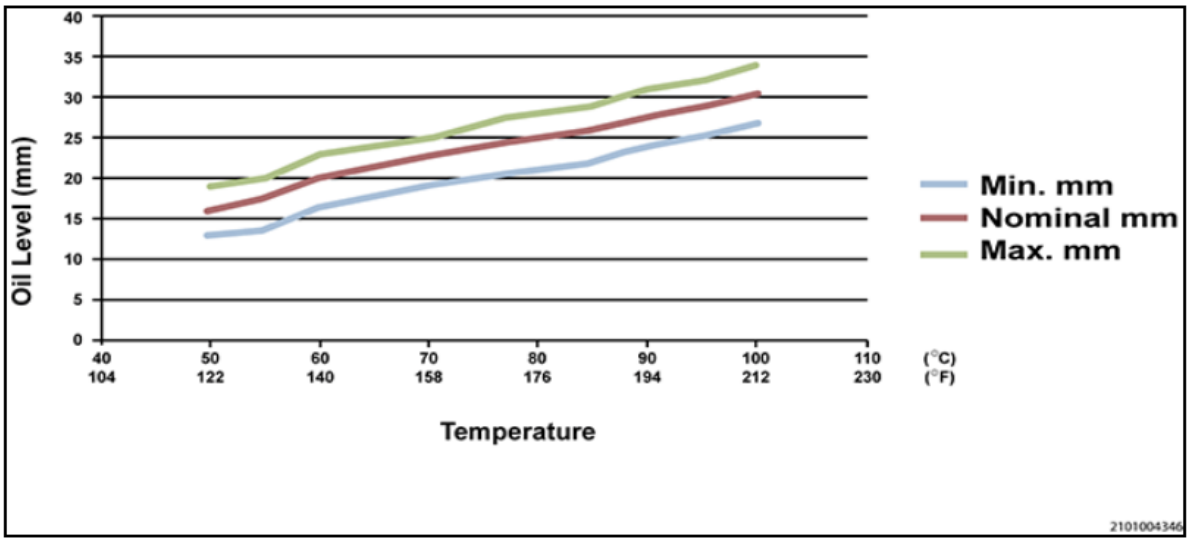

Figure 19 – Temperature Chart

53. Based on the temperature of the fluid and the measurement on the tool, refer to the graph or the table to determine the proper level (Figures 19 and 20).

TEMP in °C	TEMP in °F	MIN LEVEL (mm)	NOMINAL LEVEL (mm)	MAX LEVEL (mm)
50°	122	13 mm	16 mm	19 mm
55°	131	13.5 mm	17.5 mm	20 mm
60°	140	16 mm	20 mm	23 mm
65°	149	18 mm	21.5 mm	24 mm
70°	158	19 mm	22.5 mm	25 mm
75°	167	20 mm	24 mm	27 mm
80°	176	21 mm	25 mm	28 mm
85°	185	22 mm	26 mm	29 mm
90°	194	24 mm	27.5 mm	31 mm
95	203	25 mm	29 mm	32 mm
100	212	27 mm	30.5 mm	34 mm

Figure 20 – Fluid Level Table

54. Install the plug into the fluid level check port and tighten to 23 N·m (17 ft. lbs.).

55. Install the engine cover.

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims paid will be used by FCA to record recall service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Inspect Transmission Oil Cooler Lines	21-Y1-81-81	0.2 hours
Inspect and Replace Transmission Oil Cooler Lines	21-Y1-81-82	1.5 hours

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

Dealer Notification

To view this notification on DealerCONNECT, select "Global Recall System" on the Service tab, then click on the description of this notification.

Owner Notification and Service Scheduling

All involved vehicle owners known to FCA are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Vehicle Lists, Global Recall System, VIP and Dealer Follow Up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the **"Service"** tab and then click on **"Global Recall System."** Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers must perform this repair on all unsold vehicles *before* retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services / Field Operations
FCA US LLC