



June 2022

Dealer Service Instructions for:

Safety Recall Z31 / NHTSA 22V-284 EGR Valve

Remedy Available

- 2021 (WD) Dodge Durango
- 2021 (WK) Jeep® Grand Cherokee
- 2021-2022 (WL) Jeep® Grand Cherokee L
- 2022 (WL) Jeep® Grand Cherokee

NOTE: This recall applies only to the above vehicles equipped with a 3.6L engine (sales code ERC).

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 Exhaust Gas Recirculation (EGR) valve on about 1,360 of the above vehicles may become stuck in the open position. An EGR valve that becomes stuck open may cause an unexpected loss of motive power during low load conditions. An unexpected loss of motive power can cause a vehicle crash without prior warning.

Repair

Replace the EGR valve.

Parts Information

Part Number **Description**
CSANZ311AA **Part Package**

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	EGR Valve

Part Number **Description**
CSANZ312AA **Part Package**

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Seal, Gasket

Service Procedure

A. Removal

1. Remove the battery cover under the passenger seat (WD and WK). Disconnect and isolate the negative battery cables. If equipped with an Intelligent Battery Sensor (IBS), disconnect the IBS connector first before disconnecting the negative battery cables.
2. Remove the rear seat heat duct fastener, then the duct from under the driver seat (WL) (Figure 1).
3. Remove the battery cover under the driver seat (WL). 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 1 – Rear Seat Heat Duct (WL)

Service Procedure [Continued]

4. Remove the oil filter access cover (1) (WD and WK vehicles) (Figure 2).

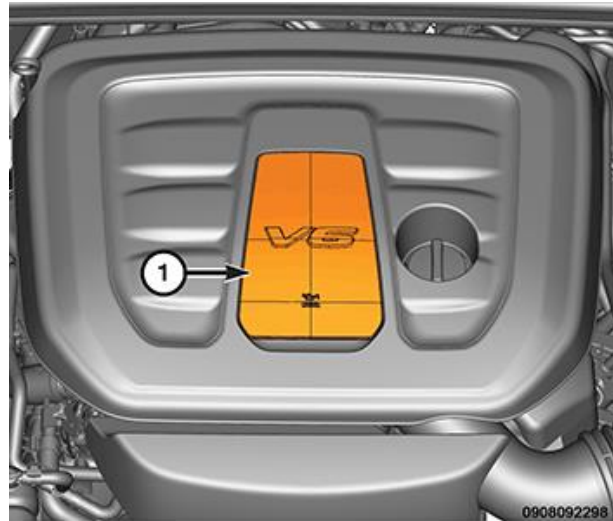


Figure 2 – Oil Filter Access

5. Remove the engine cover fastener(s) (1) (WD and WK in Figure 3, WL in Figure 4).



Figure 3 – Engine Cover Fastener (WD and WK)



Figure 4 – Engine Cover Fasteners (WL)

Service Procedure [Continued]

6. Gently lift vertically to disengage the engine cover grommets (Figure 5).
7. Place the engine cover outside of the vehicle in an easy to find location.

NOTE: Place the cover with the appearance surface upward to prevent damage and scratches.

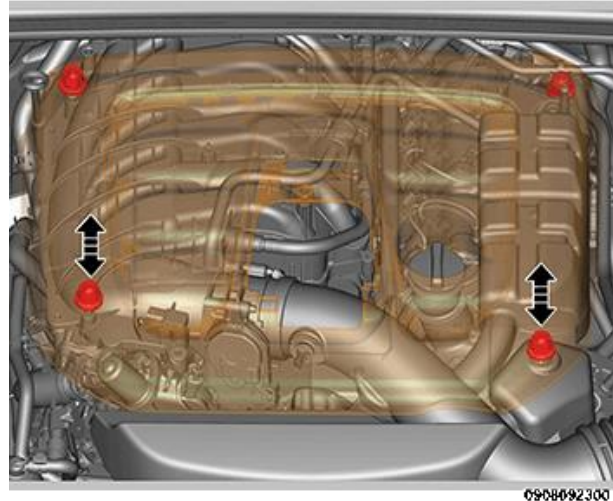


Figure 5 – Engine Cover Grommets (WD and WK shown, WL Similar)

8. Loosen the clamps for the air inlet hose at the throttle body and air filter housing (WD and WK vehicles) (Figure 6).
9. Disconnect the Intake Air Temperature (IAT) sensor connector, and the barbed fastener retaining the IAT harness to the air inlet hose (WD and WK vehicles) (Figure 6).

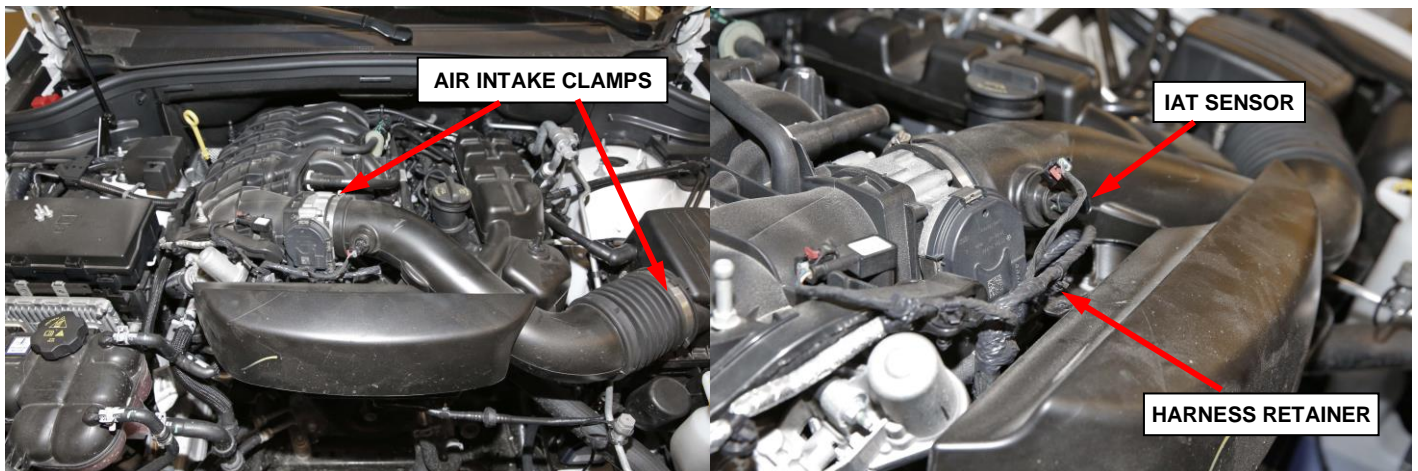


Figure 6 – Air Inlet Hose Clamps and IAT Sensor Wiring

Service Procedure [Continued]

10. Remove the air inlet hose assembly (WD and WK vehicles) (Figure 7).



Figure 7 – Air Inlet Hose Assembly

11. Disconnect the EGR valve wire harness connector (Figure 8).

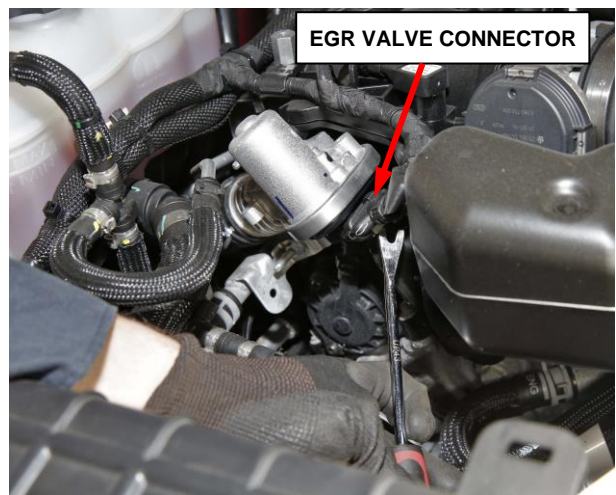


Figure 8 – EGR Valve Connector

Service Procedure [Continued]

12. Remove the nut from the stud and position the EGR cooler tube bracket aside (Figure 9).

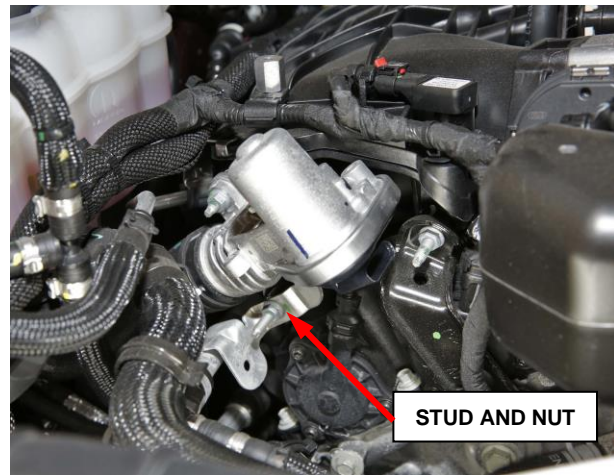


Figure 9 – Stud and Cooler Tube Bracket

14. Disconnect the EGR hose from the EGR valve (Figure 10).

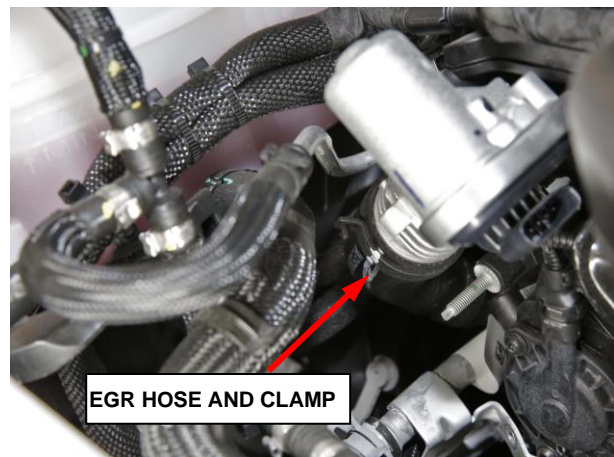


Figure 10 – EGR Hose and Clamp

Service Procedure [Continued]

15. Remove the nuts (1) and the EGR valve (Figure 11).

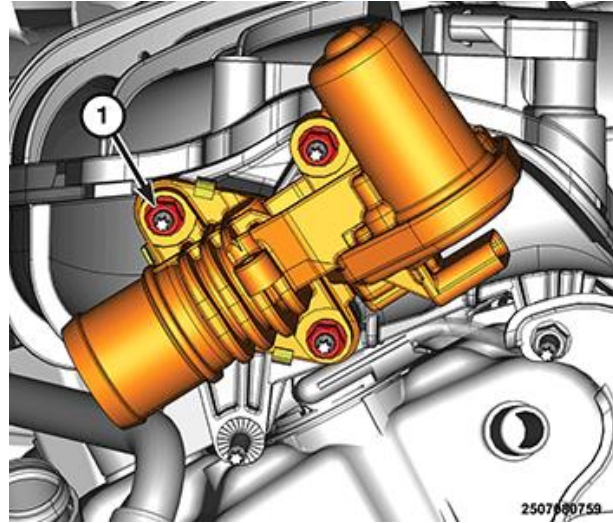


Figure 11 – EGR Nuts and Valve

Service Procedure [Continued]**B. Installation**

1. Install a **NEW** gasket onto the EGR valve.
2. Install the **NEW** EGR valve. Tighten the nuts to 8N·m (71 in. lbs.) (Figure 11).
3. Connect the EGR hose to the EGR valve (Figure 10).
4. Position the EGR tube bracket on the studs. Install the EGR cooler tube bracket nuts and tighten to 8N·m (71 in. lbs.) (Figure 9).
5. Connect the EGR valve wire harness connector (Figure 8).
6. Install the air inlet hose assembly (WD and WK vehicles) (Figure 7).
7. Connect the IAT sensor and secure the IAT sensor harness to the air inlet hose (WD and WK vehicles) (Figure 6).
8. Securely tighten the clamps on the air inlet hose at the throttle body and air filter (WD and WK vehicles) (Figure 6).
9. Position the engine cover on the engine. Using your hands, gently push down until you feel the grommet and ball stud engage, ensuring grommet and ball stud retention (Figure 5).
10. Using your hands, lightly lift up around the edges of the engine cover to ensure that the cover is not loose and that all of the grommets are engaged.
11. Install and securely tighten the engine cover fastener(s) (Figures 3 and 4).
12. Install the oil filter access cover (Figure 2).
13. Connect the negative battery cable(s). If equipped with an Intelligent Battery Sensor (IBS), connect the IBS connector.
14. Install the battery cover.
15. Install and securely fasten the rear seat heat duct (WL) (Figure 1).

Service Procedure [Continued]

16. Inspect the vehicle to make sure that all engine components are properly installed and connected.

NOTE: The wiTECH scan tool must be used to perform this recall. The wiTECH software is required to be at the latest release level before performing this procedure.

17. After repairs are complete, erase all DTCs with the scan tool.
18. Navigate to "Miscellaneous Functions" and perform the EGR Valve Replaced learn procedure.
19. Remove the wiTECH MicroPod II (Wd and WK models) or MDP (WL models) device from the vehicle.
20. Close the vehicle hood and return the vehicle to the customer.

Complete Proof of Correction Form for California Residents

This recall is subject to the **State of California Registration Renewal/Emissions Recall Enforcement Program**. Complete a Vehicle Emission Recall Proof of Correction Form (**Form No. 81-016-1053**) and **supply it to vehicle owners residing in the state of California** for proof that this recall has been performed when they renew the vehicle registration.

Process Steps to obtain the California Proof of Correction form:

- a. Access the “**DealerCONNECT**” website.
- b. Select the “**Service**” tab.
- c. Under the “**Publications**” heading, select the “**ePublishing**” link.
- d. Sign in using your **Dealer Code** and **Password**.
- e. Select the “**Proof of Correction form**”.

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 the following labor operation numbers and time allowances:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Replace EGR Valve	25-Z3-11-82	0.5 hours
Floor Plan Reimbursement	95-95-95-97	Calculate See Below

Floor Plan Reimbursement represents the vehicle’s average daily allowance (see table below) multiplied by the number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale to the date that the remedy was made available. Note: If the vehicle was received by your dealership (KZX date) AFTER the stop sale date, you will use the KZX date instead of the stop sale date. For this Recall, the stop sale was initiated on 05/05/2022 and the remedy was made available on 06/16/2022, therefore, the number of days cannot exceed 43 days.

Vehicle	Average Daily Allowance
2021 (WD) Dodge Durango	██████
2021 (WK) Jeep Grand Cherokee	██████
2021-2022 (WL) Jeep Grand Cherokee and Grand Cherokee L	██████

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

In addition, enter “MATL” in the Part Number section of your claim with the applicable Material Allowance where appropriate.

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

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

Z31/NHTSA 22V-284

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your authorized Chrysler / Dodge / Jeep® / RAM / Dealership.
- 2. Call the FCA Recall Assistance Center at 1-800-853-1403.** An agent can confirm part availability and help schedule an appointment
- 3. Visit recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App.**

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall Z31.

IMPORTANT SAFETY RECALL

EGR Valve

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain [2021 (WD) Dodge Durango, 2021 (WK) Jeep Grand Cherokee, 2022 (WL) Jeep Grand Cherokee and 2021-2022 (WL) Jeep Grand Cherokee L] vehicles.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

WHY DOES MY VEHICLE NEED REPAIRS?

The Exhaust Gas Recirculation (EGR) valve on your vehicle ^[1] may stick in the open position. **A stuck EGR valve may result in an unexpected loss of motive power, which increases the risk of a vehicle crash without prior warning.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will replace the EGR valve. The estimated repair time is 30 minutes. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR,
CALL YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

CALIFORNIA RESIDENTS

The State of California requires the completion of emission recall repairs prior to vehicle registration renewal. Your dealer will provide you with a Vehicle Emission Recall Proof of Correction Form after the Safety Recall service is performed. Be sure to save this form since the California Department of Motor Vehicles may require that you supply it as proof that the Safety Recall has been performed.

In order to ensure your full protection under the emissions warranty provisions, it is recommended that you have your (vehicle or engine) serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your (vehicle or engine).

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online. ^[3] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
FCA US LLC



Mr. Mrs. Customer
1234 Main Street
Hometown, MI 48371

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to safercar.gov.

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.