



NUMBER: 09-013-20 REV. A

GROUP: 09 - Engine

DATE: December 12, 2020

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This bulletin supersedes Technical Service Bulletin (TSB) 09-013-20, date of issue December 05, 2020, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include converting the TSB to an RRT, additional model years, build dates and LOP.

This Technical Service Bulletin has also been released as a Rapid Response Transmittal (RRT) 20-094, date of issue December 12, 2020. All applicable 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:

3.6L Pentastar Upgrade Spark Plug Internal Crack

OVERVIEW:

This bulletin involves replacing all six spark plugs.

MODELS:

2020 - **2021**	(RU)	Chrysler Pacifica
2020 - 2021	(WD)	Dodge Durango
2020 - 2021	(WK)	Jeep Grand Cherokee
2021	(JL)	Jeep Wrangler
2021	(JT)	Jeep Gladiator
2021	(DT)	RAM 1500 Pickup

NOTE: This bulletin applies to vehicles within the following markets/countries: North America, APAC, EMEA and LATAM.

NOTE: ****This bulletin applies to JT and JL vehicles built on or after September 02, 2020 (MDH 0902XX) and built on or before November 12, 2020 (MDH 1112XX) equipped with a 3.6L V6 24V VVT Engine (Sales Codes ERC or ERG).**

NOTE: This bulletin applies to WD and WK vehicles built on or after September 01, 2020 (MDH 0901XX) and built on or before October 20, 2020 (MDH 1020XX) equipped with a 3.6L V6 24V VVT Engine (Sales Codes ERC).

NOTE: This bulletin applies to RU vehicles built on or after August 28, 2020 (MDH 0828XX) and built on or before October 27, 2020 (MDH 1027XX) equipped with a 3.6L V6 24V VVT Engine (Sales Codes ERC or EH3).

NOTE: This bulletin applies to DT vehicles built on or after September 12, 2020 (MDH 0912XX) and built on or before September 19, 2020 (MDH 0919XX) equipped with a 3.6L V6 24V VVT Engine (Sales Codes ERC or ERG).******

SYMPTOM/CONDITION:

Customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation, a technician may find one or more of the following Diagnostic Trouble Codes (DTCs) have been set:

- P0301 - Cylinder 1 Misfire.
- P0302 - Cylinder 2 Misfire.
- P0303 - Cylinder 3 Misfire.
- P0304 - Cylinder 4 Misfire.
- P0305 - Cylinder 5 Misfire.
- P0306 - Cylinder 6 Misfire.

Customers may also comment on the following:

- Rough running engine.

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 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 RRT VIN list, perform the repair. If any vehicle not on the VIN list exhibits the symptom/condition or DTC, perform the repair.****

PARTS REQUIRED:

Qty.	Part No.	Description
6	SP225755AA	Spark Plugs

REPAIR PROCEDURE:

NOTE: Due to a known manufacturing issue with the original spark plugs, all six spark plugs must be replaced for this Repair Procedure if one DTC is found.

1. Replace all six spark plugs. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>08 - Electrical/8I - Ignition Control/Spark Plug/Removal/Installation.
2. Clear any DTCs that may have been set.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
08-17-02-9A	Six Spark Plugs – Replace (WD and WK Vehicles Only) (2 - Skilled)	1 - Engine Repair and Performance	**1.4 Hrs.**
08-17-02-9A	Six Spark Plugs – Replace (RU Vehicles Only) (2 - Skilled)	1 - Engine Repair and Performance	1.3 Hrs.
08-17-02-9A	Six Spark Plugs – Replace (JL, JT and DT Vehicles Only) (2 - Skilled)	1 - Engine Repair and Performance	2.0 Hrs.

FAILURE CODE:

ZZ	Service Action
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