SAC **Springfield Auto Care** EXAMPLE SHOP
service@springfield-auto-care.example

TECHNICIAN WORKSHEET · 3.0L ECODIESEL V6
RA-FCAED-123456-20261027

2016 Jeep Grand Cherokee · Grand Cherokee Limited 3.0 EcoDiesel 4x4 · 4WD

1C4RJFBM9GC123456

ODOMETER IN: 104,000 | DOOR-JAMB BUILD (MM/YY): | RO #: | TECHNICIAN / DATE:

A · RECALLS AND CAMPAIGNS TO VERIFY (DEALER PRINTOUT OR NHTSA.GOV)

20V-699 · EGR cooler may crack (2014–2019 Grand Cherokee 3.0L diesel)	☐ Open ☐ Done ☐ N/A
22V-406 · High-pressure fuel pump may fail (2014–2020 Grand Cherokee, 2014–2019 Ram 1500)	☐ Open ☐ Done ☐ N/A
20V-475 · Crankshaft tone wheel may delaminate (2014–2018 Ram 1500, 2014–2016 Grand Cherokee)	☐ Open ☐ Done ☐ N/A
23V-411 · Crankshaft tone wheel may delaminate (2014–2019 Ram 1500, 2014–2020 Grand Cherokee)	☐ Open ☐ Done ☐ N/A
18V-332 · Cruise control · cannot be switched off	☐ Open ☐ Done ☐ N/A
16V-168 · Brakes · left front caliper material	☐ Open ☐ Done ☐ N/A

19V-757 (EGR cooler may crack (2014–2019 Ram 1500 3.0L diesel)): not listed by NHTSA for MY2016. Confirm on the dealer printout.

22V-767 (High-pressure fuel pump may fail (2020–2022 Wrangler, Ram 1500, 2021–2022 Gladiator)): not listed by NHTSA for MY2016. Confirm on the dealer printout.

23V-263 (High-pressure fuel pump may fail (2021–2023 Wrangler, Gladiator, 2022–2023 Ram 1500)): not listed by NHTSA for MY2016. Confirm on the dealer printout.

B · INSPECTION POINTS, IN PLAN ORDER

1. EGR cooler cracking (coolant into the intake)

Check now · Past the range (20,000–88,000 mi, the middle half of 21 owner reports)

Check the VIN for 19V-757 / 20V-699 — ☐ OK ☐ Watch ☐ Fix

Coolant level over a week — ☐ OK ☐ Watch ☐ Fix

Recall: done / open

Parts (WK2): Ask your parts supplier for the OE part number for this VIN.

2. High-pressure fuel pump failure (stall)

Check now · Inside the range (51,000–149,000 mi, the middle half of 62 owner reports)

Check the VIN for the fuel pump recalls — ☐ OK ☐ Watch ☐ Fix

Scan for fuel rail pressure codes — ☐ OK ☐ Watch ☐ Fix

Recall: done / open

Scan for: P0087, P0088

Parts (WK2): Ask your parts supplier for the OE part number for this VIN.

3. Crankshaft tone wheel loss of signal (stall)

Check now · Any mileage (2014–2019 Ram 1500 and 2014–2020 Grand Cherokee 3.0L diesel)

Check the VIN for 20V-475 / 23V-411 / X95 — ☐ OK ☐ Watch ☐ Fix

Scan for P0335 / P0016 — ☐ OK ☐ Watch ☐ Fix

Scan for: P0335, P0016

Parts (WK2): Ask your parts supplier for the OE part number for this VIN.

4. Oil leak at the oil cooler / filter housing

Watch · Any mileage (3.0L diesel)

Look for oil around the oil cooler/filter housing — ☐ OK ☐ Watch ☐ Fix

Leak: dry / damp / wet

Parts (WK2): Ask your parts supplier for the OE part number for this VIN.

FACTORY MAINTENANCE DUE BY 134,000 MI (ASK FOR RECORDS)

Engine coolant · every 150,000 mi or 10 years · due by age: 10-year limit passed (check records) · From $179 — ☐ Done (records) ☐ Due ☐ Quoted

C · ALSO REPORTED FOR THE 3.0L ECODIESEL V6, QUICK CHECKS

- **Stalling / loss of power** (405 complaints): The most common complaint. FCA links stalls to the fuel pump and tone wheel recalls; other reports are DEF or electrical faults.
- **Emissions / DEF** (183 complaints): Emissions parts faults; FCA ran emissions recalls on 2014–2016 engines but we could not read the coverage terms.
- **Engine knock / bearing failure** (62 complaints): Owners report bottom-end failures; we found no FCA bulletin or recall for this, so it is not a weak point here.

WHAT TO SAY AT THE COUNTER (ADVISOR)

1. EGR cooler cracking (coolant into the intake)
FCA recalled these trucks because the EGR cooler can crack and let hot coolant vapor into the EGR system, where it can burn in the intake manifold. At 104,000 mi your car is past the usual range, so if the original part is still fitted it is worth checking. A recall or warranty extension may pay for it: we check the VIN.
Ask: have you noticed coolant level dropping with no visible leak, or white smoke?

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2. High-pressure fuel pump failure (stall)
FCA recalled every model year of this engine because the high-pressure fuel pump can fail. At 104,000 mi your car is in the mileage range where owners report it. A recall or warranty extension may pay for it: we check the VIN.
Ask: have you noticed sudden stall or loss of power, or hard starting?

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3. Crankshaft tone wheel loss of signal (stall)
The crankshaft position sensor tone wheel can delaminate. Owners report it at all mileages, so it is worth a look at every visit. A recall or warranty extension may pay for it: we check the VIN.
Ask: have you noticed check-engine light, or stall or no-start?

Adjust after the inspection. The report is not a diagnosis or a guarantee, so say what the technician found, not what the report predicts.

NOTES FOR THE ADVISOR

Record findings here (OK / Watch / Fix and measurements); the advisor adjusts the quote before the handout is printed or sent.