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

TECHNICIAN WORKSHEET · 2.4L TIGERSHARK FOUR
RA-FCATS-123456-20261027

2015 Jeep Cherokee · Cherokee Latitude 2.4 FWD · FWD

1C4PJLCB9FW123456

ODOMETER IN	DOOR-JAMB BUILD (MM/YY)	RO #	TECHNICIAN / DATE
98,000			

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

23V-338 · Power liftgate · control module short	☐ Open ☐ Done ☐ N/A
18V-332 · Cruise control · cannot be switched off	☐ Open ☐ Done ☐ N/A
16V-529 · Transmission · 9-speed sensor wiring	☐ Open ☐ Done ☐ N/A
15V-826 · Power liftgate · control module water leak	☐ Open ☐ Done ☐ N/A
15V-676 · A/C hose · touches exhaust manifold	☐ Open ☐ Done ☐ N/A
15V-393 · Power liftgate · control module water leak	☐ Open ☐ Done ☐ N/A
15V-041 · Air bags · unintended side air bag deployment	☐ Open ☐ Done ☐ N/A

B · INSPECTION POINTS, IN PLAN ORDER

1. Oil consumption (low oil, stalling)

Check now · Long past the range (5,000–35,000 mi, the middle half of 206 owner reports)

Long past the reported range: already repaired? Check the records and the part itself first	☐ OK ☐ Watch ☐ Fix
Check the VIN for W20 / W84 / XB1 / XS1	☐ OK ☐ Watch ☐ Fix
Oil-consumption test over 1,500 miles	☐ OK ☐ Watch ☐ Fix
Check for external leaks first	☐ OK ☐ Watch ☐ Fix

Oil level at inspection: full / low

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

2. Nine-speed automatic transmission (948TE)

Check now · Past the range (10,000–54,000 mi, the middle half of 311 owner reports)

Road test all gears	☐ OK ☐ Watch ☐ Fix
Scan the TCM for codes	☐ OK ☐ Watch ☐ Fix

Shifts: smooth / harsh / slipping

Scan for: P0700, P0730

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

3. Ignition coil boot misfire

Watch · Past the range (32,000–53,000 mi, the middle half of 17 owner reports)

Inspect coil boots for tracking	☐ OK ☐ Watch ☐ Fix
Misfire counters	☐ OK ☐ Watch ☐ Fix

Scan for: P0300, P0301, P0302, P0303, P0304

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

FACTORY MAINTENANCE DUE BY 128,000 MI (ASK FOR RECORDS)

Spark plugs · every 100,000 mi · at 100,000 mi · $249	☐ Done (records) ☐ Due ☐ Quoted
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 2.4L TIGERSHARK FOUR, QUICK CHECKS

- **Electrical / battery** (5001 complaints): Battery and stop-start electrical faults; not engine-internal.
- **Stalling / loss of power** (3211 complaints): Many reports; FCA links some stalls to low oil (W20) and the oil pump recalls 17V-670 / 18V-131; others are transmission or electrical.

WHAT TO SAY AT THE COUNTER (ADVISOR)

1. Oil consumption (low oil, stalling)

FCA found these engines can use more oil than usual, especially in stop-and-go driving, from part variances combined with the engine software. At 98,000 mi it may already have been fixed, so we check the records and the part first. A recall or warranty extension may pay for it: we check the VIN.

Ask: have you noticed adding oil between changes, or oil pressure light between changes?

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2. Nine-speed automatic transmission (948TE)

The nine-speed automatic paired with this engine draws the most complaints on these cars. At 98,000 mi your car is past the usual range, so if the original part is still fitted it is worth checking.

Ask: have you noticed harsh or delayed shifts, or slipping or no-move?

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.

Reference only. Follow Jeep repair procedures and your shop's judgment.