



NUMBER: 02-002-13

GROUP: Front Suspension

DATE: April 04, 2013

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SUBJECT:

Cold Weather Noise From Front End Over Bumps

OVERVIEW:

This bulletin involves replacing both left and right front jounce bumpers.

MODELS:

2012- 2013 (FF) Fiat 500

NOTE: This bulletin applies to vehicles built prior to March 7, 2013 (MDH 0307XX).

SYMPTOM/CONDITION:

The customer may experience a noise from the front of the vehicle while going over bumps which may be more noticeable in colder temperatures.

DIAGNOSIS:

If the customer describes the symptom, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
2	68073020AB	Bumper, Jounce - Front

REPAIR PROCEDURE:

1. Remove and disassemble the left and right front strut assemblies. Refer to the detailed removal procedures available in DealerConnect>TechCONNECT> under: Service Info> 02 - Front Suspension> Front> STRUT, Suspension, Assembly> Removal/Disassembly.
2. Replace both left and right front jounce bumpers (4) ([Fig. 1](#)).

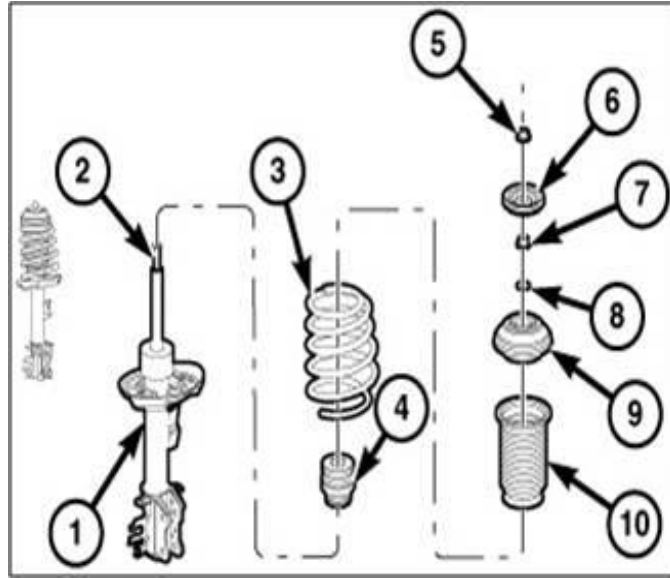


Fig. 1 Strut Disassembly

- 1 - Strut Damper Assembly
- 2 - Strut Damper Shaft
- 3 - Coil Spring
- 4 - Jounce Bumper
- 5-10 - Upper Mount/Retainer and Dust Boot Assembly

3. Reassemble and install the left and right front strut assemblies. Refer to the detailed removal procedures available in DealerConnect>TechCONNECT> under: Service Info> 02 - Front Suspension> Front> STRUT, Suspension, Assembly> Assembly/Installation.

NOTE: Verify wheel alignment is within specifications. (Refer to 02 - Front Suspension/Wheel Alignment - Standard Procedure/Specifications).

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
02-27-20-93	Replace Both Front Jounce Bumpers (2 - Skilled)	1.4 Hrs.

FAILURE CODE:

ZZ	Service Action
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