

NUMBER: 02-006-14

GROUP: Front Suspension

DATE: September 26, 2014

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SUBJECT:

Front Suspension Clunk Noise While Making Left And Right Turns

OVERVIEW:

This bulletin involves replacing the front strut jounce bumpers.

MODELS:

2012 - 2015 (FF) 500

NOTE: This bulletin applies to vehicles built on or before August 5, 2014 (MDH 0805XX).

SYMPTOM/CONDITION:

Clunk noise coming from the front suspension. Noise may be more noticeable during cold temperatures below 40°F (4°C). Noise may be eliminated with warmer temperatures.

DIAGNOSIS:

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

PARTS REQUIRED:

Qty.	Part No.	Description
2	68073020AC	Front Jounce Bumper

REPAIR PROCEDURE:

NOTE: If possible, allow the vehicle to reach an ambient temperature of 40°F (4°C) or below before testing.

1. With the windows up and the radio off, drive the vehicle at 10-15 MPH (16-24 KPH) over an uneven road surface while making left and right turns and listening for the clunk noise.
2. Was a clunk noise verified coming from the front suspension?
 - a. YES>>> Continue with the Repair Procedure.
 - b. NO>>> This Bulletin does not apply. Further diagnosis is required.
3. Remove both front strut assemblies from the vehicle. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 02 - Front Suspension> Front> STRUT, Suspension, Assembly> Removal.

4. Disassemble the front strut assemblies. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 02 - Front Suspension> Front> STRUT, Suspension, Assembly> Disassembly.
5. Discard the old jounce bumpers (5) (Fig. 1).
6. Assemble the front strut assemblies with the **NEW** jounce bumpers (5) (Fig. 1). Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 02 - Front Suspension> Front> STRUT, Suspension, Assembly> Assembly.
7. Install the front strut assemblies. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 02 - Front Suspension> Front> STRUT, Suspension, Assembly> Installation.

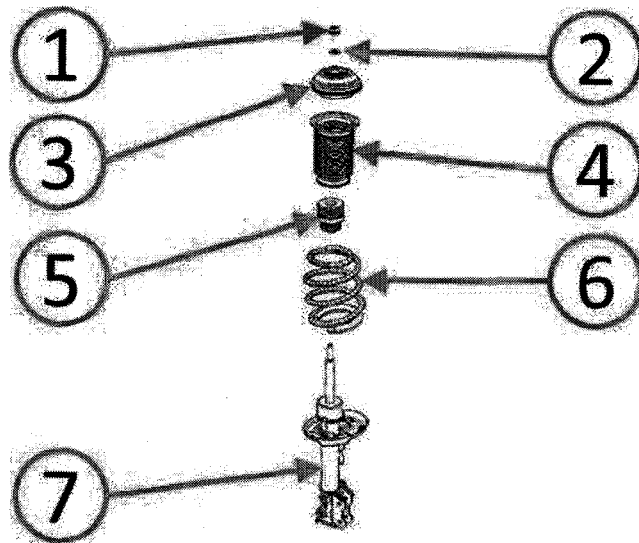


Fig. 1 Strut Assembly

- 1 - NUT, Hex, M12x1.25
- 2 - WASHER, Flat, M12
- 3 - MOUNT, Strut
- 4 - SHIELD, Shock Absorber Dust
- 5 - BUMPER, Jounce
- 6 - SPRING, Front Coil
- 7 - STRUT, Front Suspension

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
02-27-20-94	Test Drive Vehicle (2 - Skilled)	4 - Chassis Systems	0.2 Hrs.
02-27-20-95	Test Drive Vehicle And Replace Jounce Bumpers (2 - Skilled)	4 - Chassis Systems	1.6 Hrs.

FAILURE CODE:

ZZ	Service Action
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