



NUMBER: 17-002-13
GROUP: Rear Suspension
DATE: January 31, 2013

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SUBJECT:

Squeak And/Or Creak Noise Coming From Rear Of Vehicle

OVERVIEW:

This bulletin involves road testing the vehicle over rough roads and if necessary adding grease and, depending on build range, RTV to both rear jounce bumpers.

MODELS:

2011-2013	(WK)	Grand Cherokee
2011-2013	(WD)	Durango

NOTE: This bulletin applies to all vehicles except those equipped with load leveling shocks (Sales Code SES) built before October 25, 2012 (MDH1025XX).

SYMPTOM/CONDITION:

Squeak and/or creak sound coming from rear of vehicle when driving over rough roads.

DIAGNOSIS:

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

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	04883971	Sealant, RTV (Shop Supply) Will Service Approximately 20 Vehicles
1 (AR)	05019061AA	Grease, Nye (Shop Supply) Will Service Approximately 10 Vehicles

REPAIR PROCEDURE:

1. Road test the vehicle for 10 minutes over rough roads.
2. Was a squeak and/or clunk sound coming from the rear of the vehicle?
 - a. Yes>>> Proceed to [Step #3](#).
 - b. No>>> Further diagnosis required, this bulletin does not apply.

3. Raise the vehicle on a suitable hoist. Refer to the detailed procedures available in DealerCONNECT> TechCONNECT under: Service Info > 4 - Vehicle Quick Reference > Hoisting.
4. Remove the left and right rear wheel and tire assemblies.
5. Locate and remove the push pins from the inner wheel house and pull back the liner to fully access the rear strut assembly (Fig. 1).

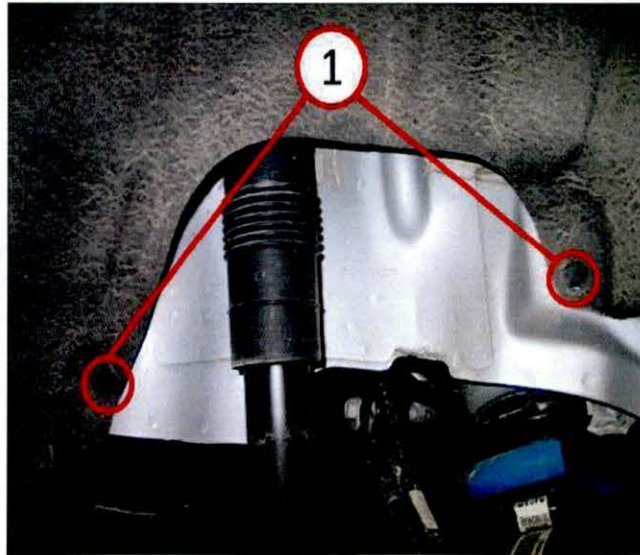


Fig. 1 Wheel House Liner

1 - Push Pins

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6. Pull the dust boot (1) downward from the top of the shock to expose the jounce bumper (2) (Fig. 2).

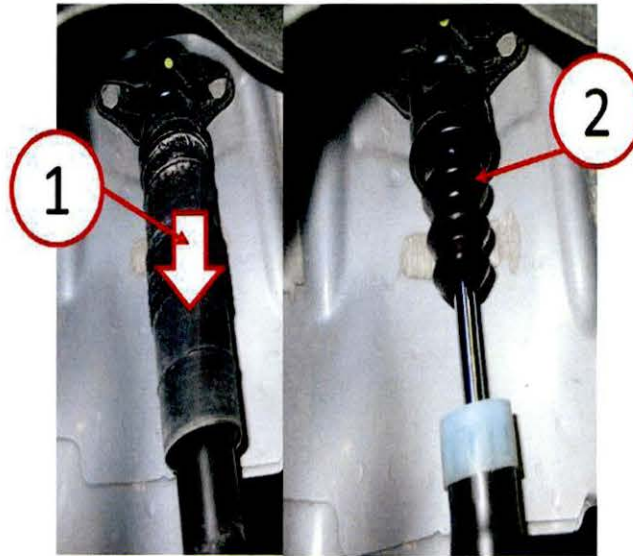


Fig. 2 Dust Boot Removal

- 1 - Pull Downward
- 2 - Jounce Bumper

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7. Was the vehicle built prior to March 17, 2011?
 - a. Yes >>> Proceed to [Step #8](#).
 - b. No >>> Proceed to [Step #13](#).
 8. Mark the upper shock mount (1) and jounce bumper (2) as shown (Fig. 3), to assist in proper alignment during re-assembly.
 9. Pull the jounce bumper (2) downward from the upper mount (1) (Fig. 3) to expose the upper surface of the jounce bumper and thoroughly clean it with isopropyl alcohol.

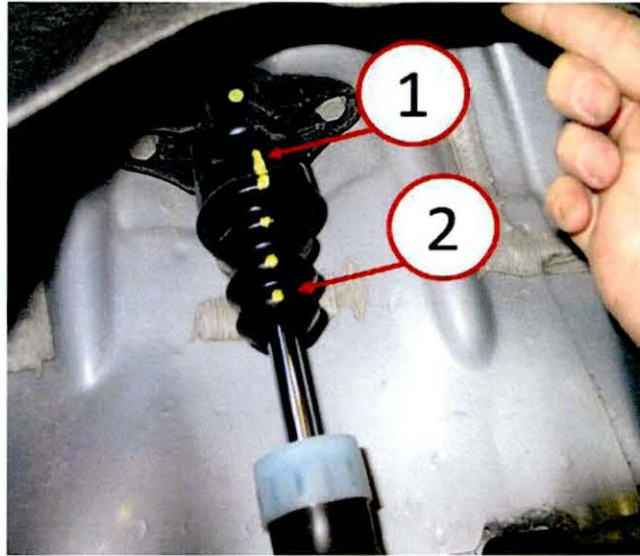


Fig. 3 Jounce Bumper Alignment

- 1 - Upper Shock Mount Alignment Indicator
- 2 - Jounce Bumper Alignment Indicator

10. Apply Nye Grease, P/N 05019061AA (2) to the upper end of the shock shaft (1) just below where it connects to the upper mount (Fig. 4).

NOTE: Shock was removed for visual purposes to show the upper end of the shaft just below where it connects to the upper mount. The shock does not need to be removed to complete the repair.

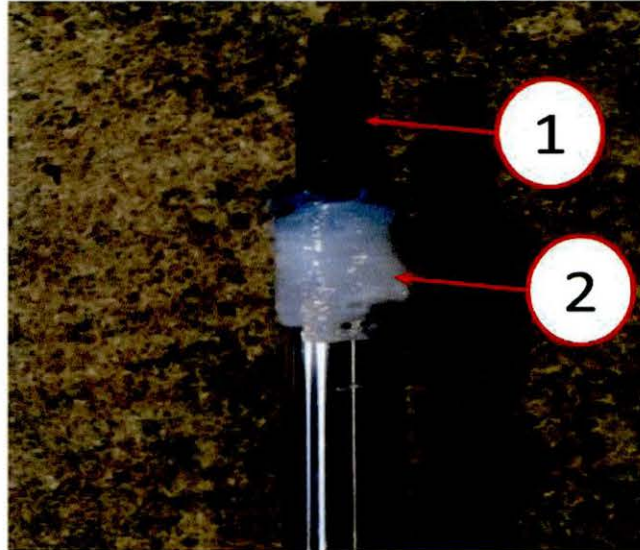


Fig. 4 Grease Upper Shock Shaft At Mount

1 - Upper Shock Shaft Mounting Threads (Secures Shock Shaft to Upper Mount)

2 - Nye Grease Application (Upper End of Shock Shaft)

11. Apply a dab of RTV P/N 04883971 to the locators (1) and apply Nye Grease, P/N 05019061AA to the perimeter (2) of the jounce bumper as shown in (Fig. 5).

NOTE: Jounce bumper was removed for visual purposes to show the upper locating nibs and does not need to be removed to perform the repair.

NOTE: Only apply the RTV on the locating nibs being careful not to contaminate the other surfaces with the RTV.

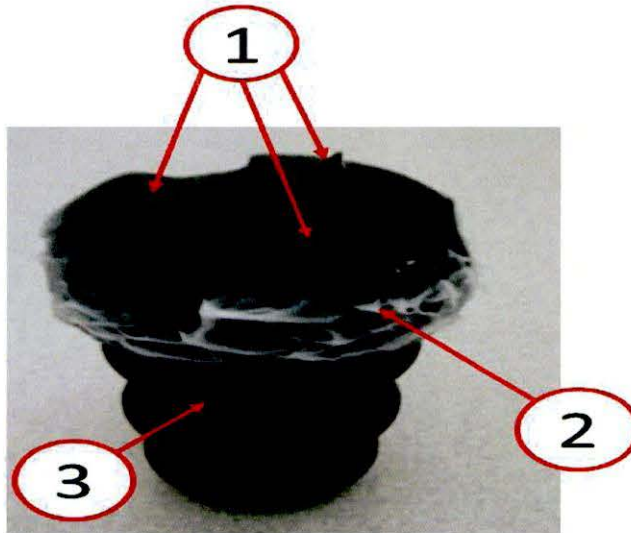


Fig. 5 RTV and Nye Grease

- 1 - RTV Application Area
- 2 - Nye Grease Application
- 3 - Jounce Bumper

12. Install the jounce bumper into the upper mount aligning the indicator marks of the upper shock mount and the jounce bumper (Fig. 6).

NOTE: Ensure jounce bumper is correctly oriented into upper mount cup. Jounce bumper cut outs must line-up with upper mount cup formations. Incorrect installation will cause noise and/or harsh ride.

WARNING: The vehicle may be taken off of the hoist in one hour and/or once the RTV has achieved initial cure . The RTV requires a 24 hour cure time, and the vehicle may not be driven until then but can be taken off the hoist to be stored over night.

13. Apply Nye Grease, P/N 05019061AA to the bottom/small end face of the jounce bumper (3), shock shaft (4) and top of the shock striker cap (5) (Fig. 6).

NOTE: When applying grease to the bottom of the jounce bumper, the grease should be squeezed as best as possible up between the jounce bumper and the shock shaft. The goal is to get lubrication between the jounce bumper and shock shaft without removing the shock or pulling the jounce bumper down out of the mount.

NOTE: Vehicles built after March 17,2011 have the jounce bumper fixed to the upper shock mount. Trying to pull the jounce bumper out of the mount can result in damage to the jounce bumper if built after this date.

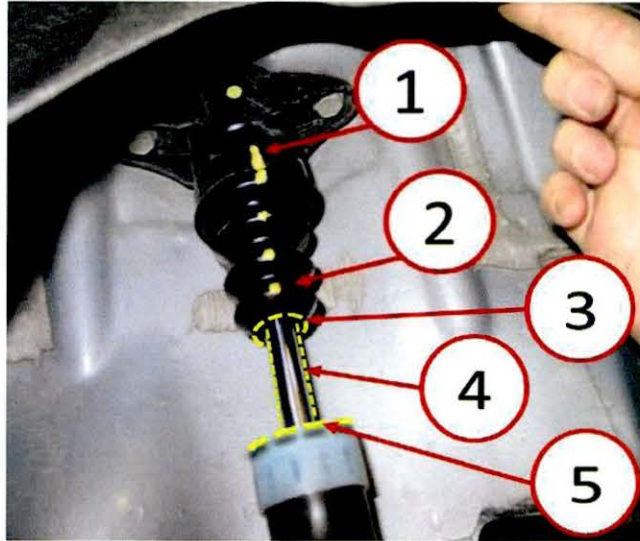


Fig. 6 Apply Nye Grease

- 1 - Upper Shock Mount
- 2 - Jounce Bumper
- 3 - Bottom of Jounce Bumper
- 4 - Shock Shaft (Visible Portion)
- 5 - Striker Cap (Top of Shock Body)

14. Install dust cover onto upper mount and jounce bumper assembly sliding upward as shown in (Fig. 7).

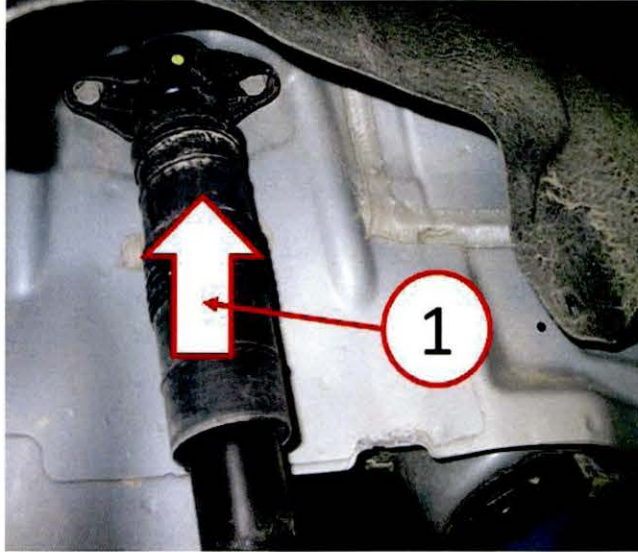


Fig. 7 Dust Boot

1 - Push Dust Boot Up

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15. Reposition inner wheel house and install the two push pins (1) (Fig. 1).
 16. Repeat the appropriate steps to the other side rear shock.
 17. Install the left and right rear wheels and tires. Refer to the detailed removal procedures available in DealerCONNECT> TechCONNECT under: Service Info > 22 - Wheels and Tires> Wheels> Standard Procedure> Wheel Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
02-30-04-91	Road test (1 - Semi Skilled)	0.2 Hrs.
02-30-04-92	Road test, inspect and modify the right and left rear jounce bumpers (1- Semi Skilled)	0.7 Hrs.

FAILURE CODE:

ZZ	Service Action
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