SERVICE BULLETIN

NUMBER: 23-022-12 REV. A

GROUP: Body

DATE: November 21, 2012

THIS BULLETIN SUPERSEDES SERVICE BULLETIN 23-022-12, DATED AUGUST 29, 2012, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS AND INCLUDE ADDITIONS TO MODEL APPLICABILITY.**

SUBJECT:
Knocking Sound From Instrument Panel Area Near The A-Pillar

OVERVIEW:
This bulletin involves adjusting the driver side hood hinge and if necessary replacing the hinge pivot bolt.

MODELS:

2011 - 2012	(WD)	Durango
**2011 - 2012	(WK)	Grand Cherokee**

NOTE: **This Bulletin applies to vehicles built prior to July 2, 2012 (MDH0702XX).**

SYMPTOM/CONDITION:
The customer may experience a knocking sound from the instrument panel area near the A-pillar.

DIAGNOSIS:
An audible buzz, squeak, or rattle (BSR) or knocking sound may appear to be coming from the instrument panel (I/P) area at or near the front leading edge of the A-pillar. The noise may actually be caused by an improperly adjusted hood hinge. The hood hinge can be checked in the closed position by grasping the hood near the rear corners at the hinge and lifting up and down. If excessive motion and/or a knocking sound is produced or the customer describes the symptom, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	06510735AA	Bolt, Hood Hinge Pivot

1. Open the hood and secure it in the upright position.
2. Loosen both nuts of the left hood hinge at the hood.

NOTE: Do not remove the hood hinge nuts as they only need to be loosened to allow the hood hinge to move.

3. Allow the hood half of the hinge to move freely and find it's equilibrium.
4. Retighten the hood hinge and verify hood to fender fits are within specification. If not, continue fitting until the fit is within tolerance.

NOTE: Torque the hood hinge attaching nuts to 16ft/lbs(22nm).

5. Road test the vehicle to ensure the repair eliminated the concern.
6. Was an audible buzz, squeak, or rattle (BSR) or knocking sound heard?
   a. Yes >>> Proceed to Step #7.
   b. No >>> Return the vehicle to the customer.
7. Open the hood and remove the driver side upper fender closeout panel (Fig. 1).

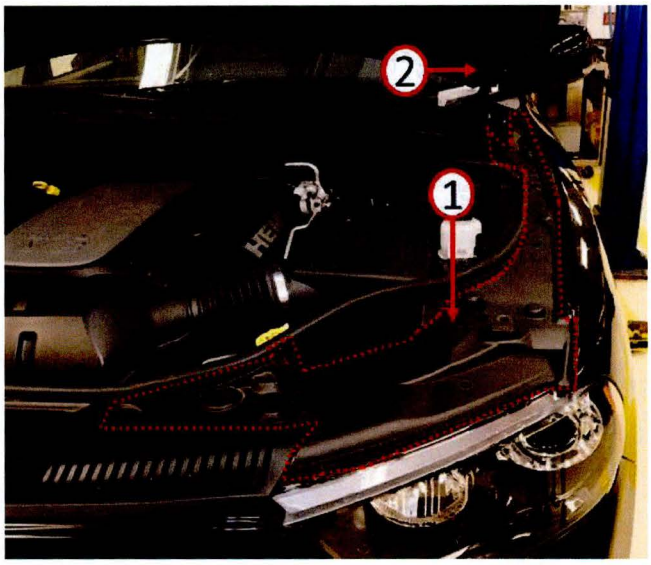

Fig. 1 Remove Fender Closeout

1 - Upper Fender Closeout Panel

2 - Hood Hinge (Driver Side)

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8. Pull back the corner of the cowl to fender closeout (Fig. 2).

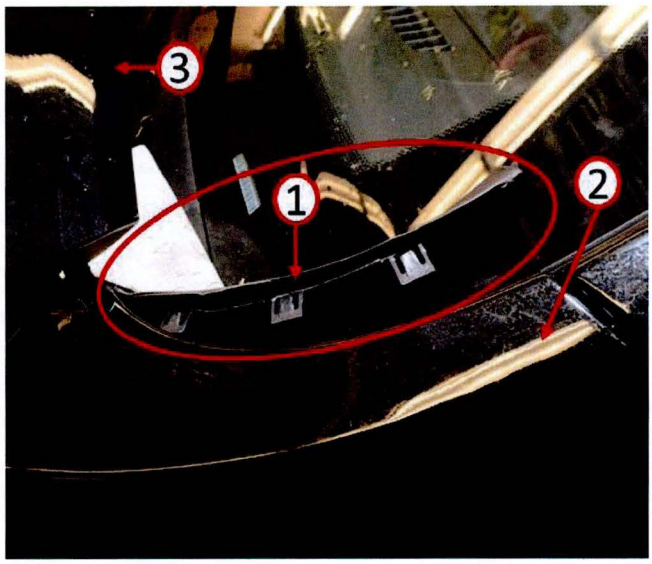

Fig. 2 Remove Cowl Corner To Fender Seal

1 - Cowl To Fender Closeout/Seal (Lower Right Corner of Windshield)

2 - Driver Side Fender

3 - Rear Corner of Hood

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9. Remove and replace the driver side hood hinge pivot bolt (Fig. 3).

NOTE: The front fender does not need to be removed in order to replace the hood hinge pivot bolt which can be accessed through the hood hinge pivot bolt access area (2) shown in (Fig. 3).

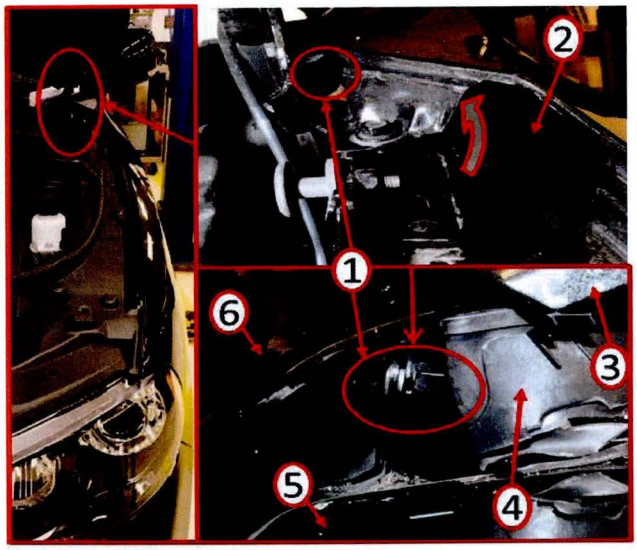

Fig. 3 Hood Hinge Pivot Bolt Removal

1 - Hood Hinge Pivot Bolt (Driver Side Hood Hinge)
2 - Hood Pivot Bolt Access (Rear of Upper Fender/Front View)
3 - Hood (Rear Corner)
4 - Cowl Corner to Fender Seal
5 - Windshield (Lower Right Corner)
6 - Fender (Rear Corner/Windshield View)

NOTE: Torque the new hood hinge pivot bolt to 13ft/lbs(17nm).

10. Reinstall the corner cowl to fender closeout (Fig. 2) and upper fender close out panel (Fig. 1).

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
23-40-50-91	Adjust Driver Side Hood Hinge (Skill Level = C, Training Level = 2)	0.2 Hrs.
23-40-50-92	Adjust Driver Side Hood Hinge and Replace Hood Hinge Pivot Bolt (Skill Level = C, Training Level = 2)	0.4 Hrs.

FAILURE CODE:

ZZ	Service Action