

NUMBER: 05-002-13 REV. A

GROUP: Brakes

DATE: September 25, 2013

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SUBJECT:

Front Brake Judder And/Or Vibration

OVERVIEW:

This bulletin involves installing new right and left front lower control arms, brake linings and resurfacing or replacing both front brake rotors.

MODELS:

2011-2012 (RT) Caravan / Town & Country

NOTE: This bulletin applies to vehicles equipped with brake sales code BRE and/or BRG built before March 30, 2012.

SYMPTOM/CONDITION:

Brake pedal pulsation, steering wheel shake and/or floor pan vibration when braking.

DIAGNOSIS:

If the symptom/condition is experienced proceed to the repair procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	68093323AB	Pad Kit, Front Disk Brake
2 (AR)	04779783AB	Rotor, Brake, Front
1 (AR)	04766910AK	Arm, Lower Control, Front, Right
1 (AR)	04766911AK	Arm, Lower Control, Front, Left
2 (AR)	68191991AA	Snubber

SPECIAL TOOLS/EQUIPMENT REQUIRED:

1	PSE Approved On-Car Brake Lathe (Hunter or Pro-Cut)
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REPAIR PROCEDURE:

1. Raise the vehicle on a suitable hoist. Refer to the detailed service procedures available in DealerCONNECT > TechCONNECT under: Service Info > 04- Vehicle Quick Reference > Hoisting > Standard Procedure > Hoisting.
2. Do you have an approved PSE on-car brake lathe?
 - a. Yes>>> Proceed to [Step #5](#).
 - b. No>>> Proceed to [Step #3](#).
3. Remove and replace the front brake rotors. Refer to the detailed removal/installation procedures available in DealerCONNECT > TechCONNECT under: Service Info > 05- Brakes > Brakes, Base > Hydraulic/Mechanical > ROTOR, Brake > Removal/Installation > Front .
4. Remove and replace the right and left front brake pads. Refer to the detailed removal/installation procedures available in DealerCONNECT > TechCONNECT under: Service Info > 05- Brakes > Brakes, Base > Hydraulic/Mechanical > Pads, Brake, Front > Removal/Installation. Then proceed to [Step #7](#).
5. Using a PSE approved on-vehicle brake lathe, lightly resurface both front rotors.

NOTE: Follow all resurfacing directions and procedures associated with the equipment used.

6. Remove and replace the right and left front brake pads. Refer to the detailed removal/installation procedures available in DealerCONNECT > TechCONNECT under: Service Info> 05- Brakes > Brakes, Base > Hydraulic/Mechanical > Pads, Brake, Front > Removal.
7. Inspect the bushing on the right and left lower control arm as show in ([Fig. 1](#)).Did the bushing have 8 slots as shown in call out 2 as compared to 3 in call out 1?
 - a. Yes >>> Proceed to [Step #9](#).
 - b. No >>> Proceed to [Step #8](#).

NOTE: Remove the lower control arm mounting bolt and reposition the control arm using a pry bar to inspect the control arm bushing through the lower control arm rear mounting hole as show in ([Fig. 2](#)).

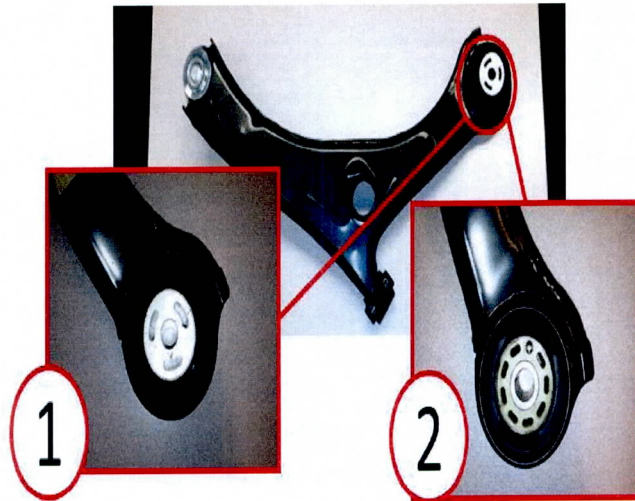


Fig. 1 Front Lower Control Arm

- 1 - Replace Previous Control Arm Bushing (Metal Substrate Inner)
 - 2 - Retain Current Control Arm Bushing (Plastic Substrate Inner)
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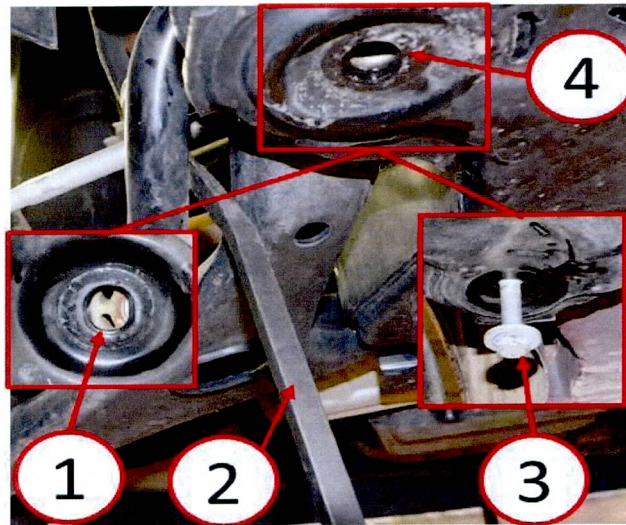


Fig. 2 Front Lower Control Arm Bushing

- 1 - Control Arm Bushing
 - 2 - Pry Bar
 - 3 - Mounting Bolt
 - 4 - Lower Control Arm Rear Mounting Hole
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8. Remove and replace the right and left lower control arm. Refer to the detailed removal/installation procedures available in DealerCONNECT > TechCONNECT under: Service Info > 02- Front Suspension > ARM, Lower Control > Removal/Installation.
9. With the rear mounting bolt for the lower control arm still removed, position a pry bar between the crossmember and the body to lower the upper crossmember mount for snubber installation(**Fig. 3**). Prior to installing the snubbers, fold them inside out and trim the excess inner rib with a razor blade as shown in (**Fig. 4**). Return the snubbers to their original state and insert between the vehicle body and the left and right upper crossmember mount.

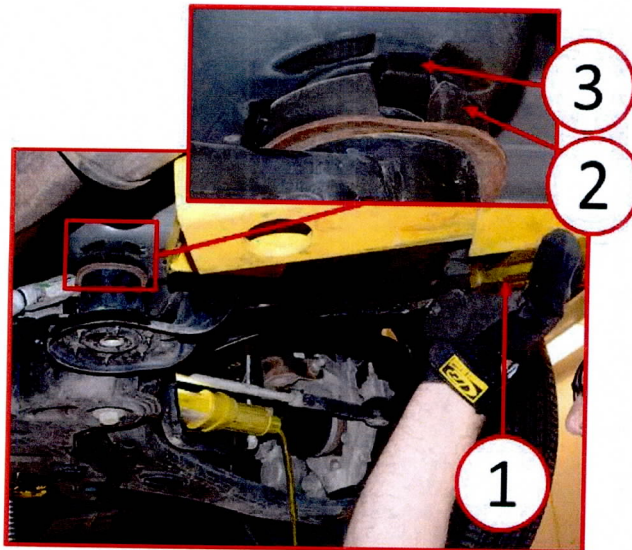


Fig. 3 Snubber Installation

- 1 - Pry Bar
 - 2 - Crossmember Mount
 - 3 - Snubber
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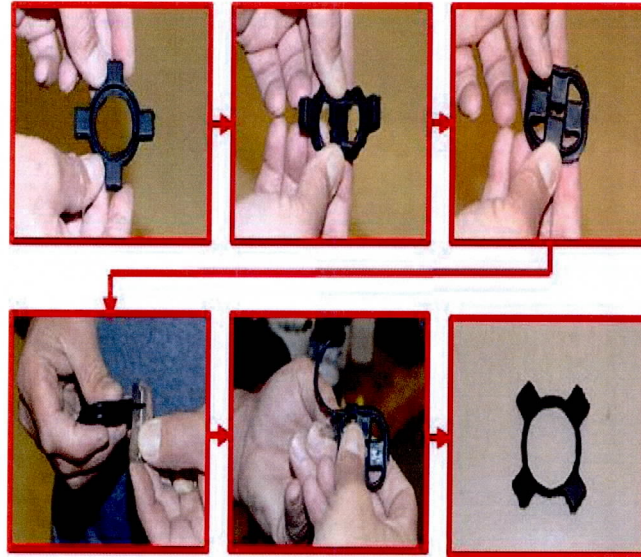


Fig. 4 Trim Snubber

10. With the pry bar removed, install the right and left lower control arm rear mounting bolts and torque to 115Nm (114 ft. lbs.).
11. Road test the vehicle for 5 miles.
12. Did any brake pedal pulsation, steering wheel shake and/or floor pan vibration exhibit.
 - a. Yes >>> Continue further diagnosis.
 - b. No >>> Return the vehicle to the customer.
13. Return the vehicle to the customer.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
05-21-10-9G	Replace Front Brake Pads And Rotors, And Replace Lower Control Arms Both Sides, Install Snubbers (2- Skilled)	4 - Chassis	3.1 Hrs.
05-21-11-96	Replace Front Brake Pads And Resurface Front Brake Rotors, And Replace Lower Control Arms Both Sides, Install Snubbers (2- Skilled)	4 - Chassis	3.8 Hrs.
05-21-10-9F	Replace Front Brake Pads And Rotors, Install Snubbers (1- Semi-Skilled)	4 - Chassis	0.6 Hrs.
05-21-11-95	Replace Front Brake Pads And Resurface Front Brake Rotors,	4 - Chassis	1.3 Hrs.

	Install Snubbers (1-Semi-Skilled)		
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FAILURE CODE:

ZZ	Service Action
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