



**NUMBER:** 16-002-13

**GROUP:** Prop Shaft / U-joint

**DATE:** July 30, 2013

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**SUBJECT:**

Rattle and/or Growl Noise on Hard Acceleration

**OVERVIEW:**

This bulletin involves verifying the noise on acceleration and replacing the propeller shaft if necessary.

**MODELS:**

2014 WK Grand Cherokee

**NOTE: This bulletin applies to two wheel drive vehicles equipped with the 5.7L engine (Sales Code EZH) built before March 16, 2013 (MDH 0316XX).**

**SYMPTOM/CONDITION:**

During a hard acceleration, the propeller shaft center bearing balance sleeve may contact the center CV joint can causing a growling and/or rattle noise.

**DIAGNOSIS:**

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition, perform the Repair Procedure.

**PARTS REQUIRED:**

Qty.	Part No.	Description
AR (1)	52123811AB	Propeller Shaft Assembly

**REPAIR PROCEDURE:**

1. Drive the vehicle in a safe location that will allow the vehicle to be accelerated aggressively.

2. From a stop, accelerate the vehicle in a forward direction with a medium to heavy acceleration. Do not allow the tires to break loose. The vehicle should not go into a ESC mode nor should the tires lose traction. Listen for a grinding, rattling, and/or growling noise coming from the underbody middle of the vehicle.
3. Repeat three times.
4. Was a grinding, rattling, and/or growling noise coming from the underbody middle of the vehicle?
  - a. YES>>>Proceed to the next step.
  - b. NO>>>This vehicle does not have contact between the propeller shaft center bearing balance sleeve and center CV joint can.
5. Replace the propeller shaft assembly (p/n 52123811AB). Refer to DealerCONNECT>TechCONNECT>Service Info>03 - Differential and Driveline>Propeller Shaft>SHAFT, Drive, Rear>Removal/Installation for additional information.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
16-30-01-92	Propeller Shaft, Rear - Verify Noise	3 - Driveline	0.2 Hrs.
16-30-01-93	Propeller Shaft, Rear - Verify Noise and Replace	3 - Driveline	1.6 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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