



NUMBER: 17-003-13

GROUP: Rear Suspension

DATE: February 08, 2013

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 17-003-11, DATED NOVEMBER 22, 2011, WHICH SHOULD BE REMOVED FROM YOUR FILES. THIS IS A COMPLETE REVISION AND NO ASTERISKS HAVE BEEN USED TO HIGHLIGHT REVISIONS.

SUBJECT:

Noise From Rear Of Vehicle Over Uneven Surfaces At Low Speed

OVERVIEW:

This bulletin involves diagnosing a noise at the rear of the vehicle and if necessary, replacing the right and left rear shocks.

MODELS:

2011 - 2013 (RT) Caravan/Town and Country

NOTE: This bulletin applies to vehicles built before August 04, 2012 (MDH 0804XX).

SYMPTOM/CONDITION:

The customer may experience a noise from the rear of the vehicle while driving over uneven surfaces at low speed.

DIAGNOSIS:

If the customer describes the symptom, drive the vehicle over uneven parking lot surfaces with HVAC blower and radio turned off.

1. Was rear suspension noise duplicated?
 - a. Yes >>> Proceed to the Repair Procedure.
 - b. No >>> This bulletin does not apply, further diagnosis required.

PARTS REQUIRED:

Qty.	Part No.	Description
2 (AR)	68144549AC	Shock Absorber (Sales Code SDC - Touring Suspension)
2 (AR)	68138247AC	Shock Absorber (Sales Code SDD - Performance or SDH - Commercial Suspension)

NOTE: Refer to the vehicle's suspension sales code to determine which of the two shock part numbers listed above will be needed to complete the repair. Only one shock part number listed above will be needed for each repair based on suspension configuration.

REPAIR PROCEDURE:

1. Is the vehicle suspension sales code SDC or SDD/SDH for this vehicle?
 - a. SDC >>> Use p/n 68144549AC and continue to [Step #2](#).
 - b. SDD/SDH >>> Use p/n 68138247AC and continue to [Step #2](#).
2. Replace both rear shock absorbers based on the correct part designated by sales code listed above. Refer to the detailed removal procedures available in DealerCONNECT> TechCONNECT under: Service Info > 17 - Rear Suspension > SHOCK ABSORBER, Suspension, Assembly > Removal/Installation.
3. Drive the vehicle over uneven surfaces at low speed to ensure noise has been eliminated.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
02-15-15-94	Inspect Only (1 - Semi Skilled)	0.2 Hrs.
02-15-15-95	Inspect and Replace Both Rear Shock Absorbers (1 - Semi Skilled)	0.6 Hrs.

FAILURE CODE:

ZZ	Service Action
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