



NUMBER: 17-005-13
GROUP: Rear Suspension
DATE: April 03, 2013

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SUBJECT:
 Rattle And/Or Clunk Noise From Rear Of The Vehicle Equipped With Load Leveling Suspension

OVERVIEW:
 This bulletin involves verifying and if necessary replacing the right and left rear shock absorbers.

MODELS:

2011-2013	WK	Grand Cherokee
2011-2013	WD	Durango

NOTE: This bulletin applied to vehicles equipped with Rear Load Leveling Suspension (sales code SES) and could be combined with Normal Duty Suspension (sales code SDA) or Sport Suspension (sales code SDE) or Export Tuned Suspension (sales code SDM) built before September 29, 2012 (MDH0929XX).

SYMPTOM/CONDITION:
 Rattle and/or clunk noise from the rear of the vehicle equipped with load leveling suspension.

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

PARTS REQUIRED:

Qty.	Part No.	Description
2 (AR)	68087613AG	Absorber, Rear Shock (Sales Code SDE +SES) (Durango only)
2 (AR)	68069843AG	Absorber, Right Rear Shock (Sales Code SDA+SES) (Durango only)
2 (AR)	68069680AC	Absorber, Right Rear Shock (Sales Code SDA or SDM + SES) (Grand Cherokee Only)

REPAIR PROCEDURE:

1. Drive the vehicle between 10 mph (16 km/h) and 15 mph (24 km/h) over rough roads. Was a rattle and/or clunk noise exhibited?
 - a. Yes>>> Proceed to [Step #2](#).
 - b. No>>> Continue further diagnosis, this bulletin does not apply.
2. Remove and replace the right and left rear shock absorber relative to the vehicles sales code(s). Refer to the detail procedures available in Refer to the detailed procedures available in DealerCONNECT> TechCONNECT under: Service Info> 17 - Rear Suspension> Shock Absorber, Suspension> Removal / Installation.

NOTE: The left and right rear shock absorbers must be replaced at the same time. Failure to follow this process will result in an adverse condition.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
02-15-15-97	Road test vehicle only (1 - Semi-Skilled)	0.2 Hrs.
02-15-15-98	Road test vehicle and replace the right and left rear shock absorbers only (1 - Semi-Skilled).	1.1 Hrs.

FAILURE CODE:

ZZ	Service Action
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