

NUMBER: 23-024-13

GROUP: Body

DATE: July 11, 2013

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SUBJECT:

Rattle, Ticking, Or Creak At Console/Shifter Area

OVERVIEW:

This bulletin involves inspecting and if necessary adjusting left side instrument panel support bracket near center console.

MODELS:

2013 (JK) Wrangler

NOTE: This bulletin applies to vehicles built on or after February 15, 2013 (MDH 0215XX) and on or before February 24, 2013 (MDH 0225XX).

SYMPTOM/CONDITION:

Rattle, Ticking, Or Creak Type Noise Heard From Instrument Panel And/Or Center Console/Shifter Area While Driving Vehicle.

DIAGNOSIS:

1. Test drive vehicle to identify customer complaint matches bulletin symptom/condition.
2. Pull back floor tunnel carpet (1) near lower instrument panel on left side to expose instrument panel support bracket (2) (Fig. 1).

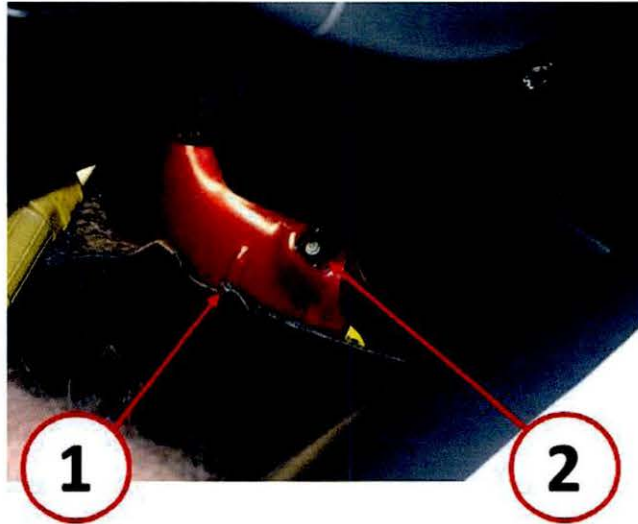


Fig. 1 Remove Carpet

- 1 - Floor Tunnel Carpet
 - 2 - Instrument Panel Bracket
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3. Inspect for contact between instrument panel magnesium bracket and floor pan (Fig. 2).

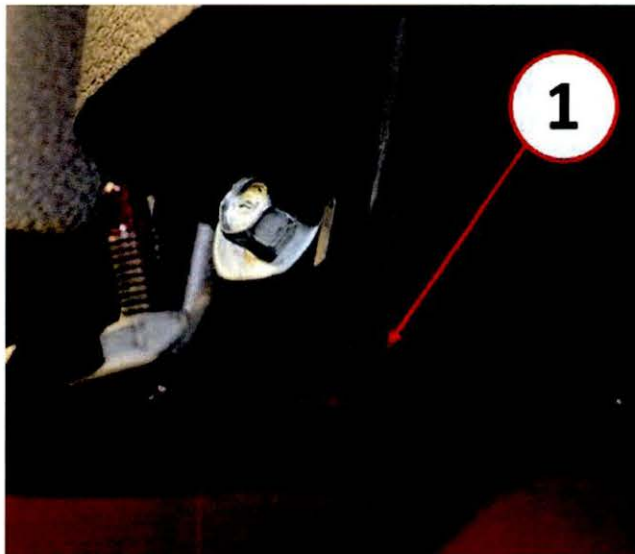


Fig. 2 Bracket Touching

- 1 - Bracket to Floor Pan Contact
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4. If instrument panel magnesium bracket appears to be contacting floor pan, than proceed with repair. If instrument panel magnesium bracket was found to be tight, secure, and not contacting floor pan, than reinstall carpet and continue with further diagnosis.

REPAIR PROCEDURE:

1. Loosen both instrument panel bracket fasteners to allow for movement of the instrument panel magnesium bracket (Fig. 3).

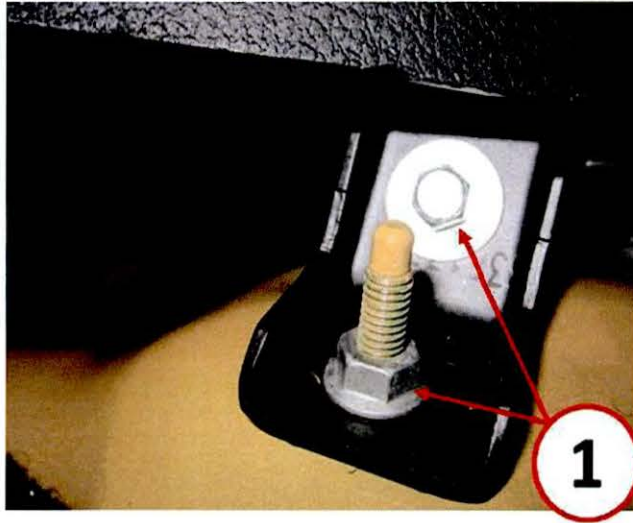


Fig. 3 Loosen Fasteners

1 - Instrument Panel Fasteners

2. Pry up on instrument panel magnesium bracket to ensure clearance between the magnesium bracket and floor pan (Fig. 4).

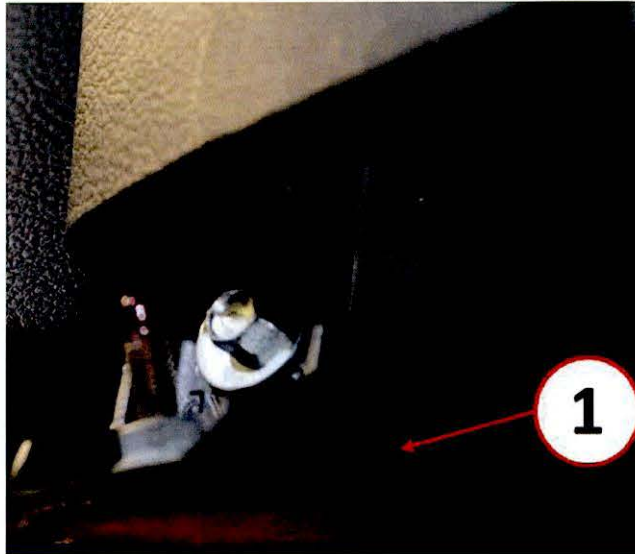


Fig. 4 Adjust Height

1 - Bracket to Floor Pan Clearance

NOTE: A minimum of 2-3mm of clearance is needed between bracket and floor pan.

3. Tighten bolt (1) to magnesium bracket to 14 +/- 2 N-m and tighten nut (2) to floor pan to 8 +/- 2N-m (Fig. 5).

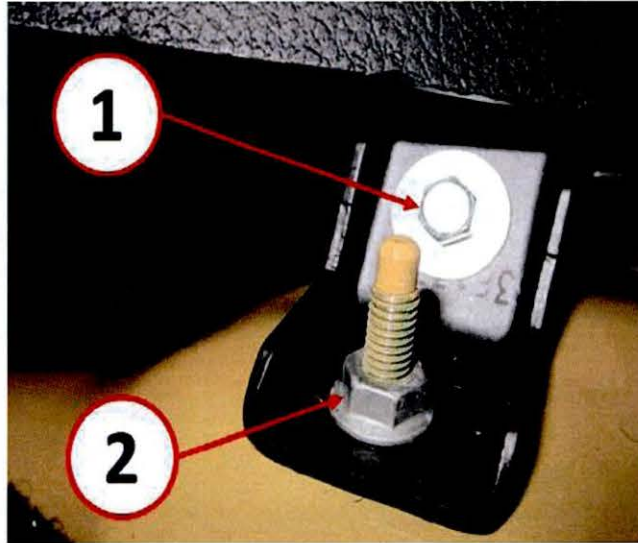


Fig. 5 Tighten Fasteners

- 1 - Magnesium Bracket Bolt
- 2 - Floor Pan Nut

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4. Using feeler gauge (1) and/or equivalent, verify that clearance (2) of 2-3mm between the magnesium bracket and the floor pan has been maintained (Fig. 6).

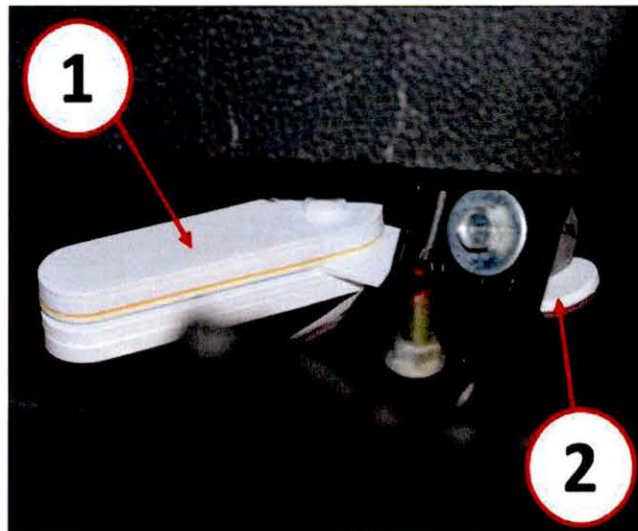


Fig. 6 Check Distance

- 1 - Feeler Gauge
- 2 - Clearance Measurement

5. Reinstall carpet as received (Fig. 7).

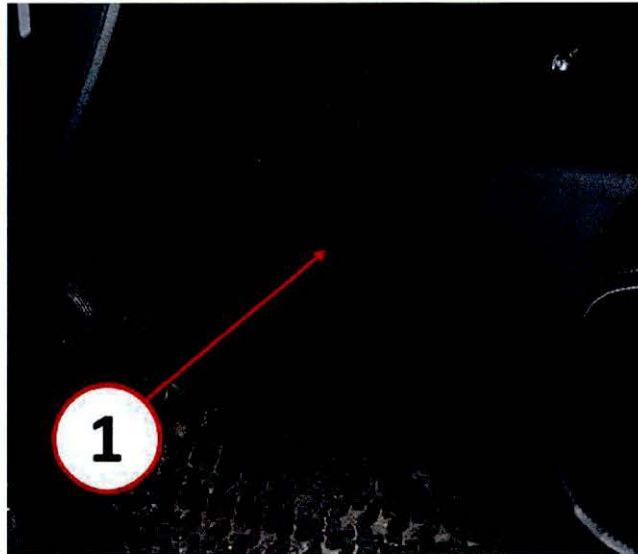


Fig. 7 Install Carpet

1 - Floor Tunnel Carpet

6. Test drive vehicle to verify that repair was successful and customer complaint is resolved.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-11-17-90	Inspect Left Side Instrument Panel Support Bracket (2 - Skilled)	6- Electrical And Body Systems	0.2 Hrs.
23-11-17-91	Inspect And Adjust Left Side Instrument Panel Support Bracket(2 - Skilled)	6- Electrical And Body Systems	0.3 Hrs.

FAILURE CODE:

ZZ	Service Action
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