

NUMBER: 02-001-13
GROUP: Front Suspension
DATE: March 06, 2013

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SUBJECT:

Noise From Front Of Vehicle Over Bumps Or When Turning

OVERVIEW:

This bulletin involves replacing the upper front strut bearing to correct the noise.

MODELS:

2012-2013 (JC) Journey

NOTE: This bulletin applies to vehicles built between December 01, 2011 (MDH 1201XX) and December 05, 2012 (MDH 1205XX).

SYMPTOM/CONDITION:

The customer may experience a noise from the front upper strut mount going over bumps or when turning.

DIAGNOSIS:

NOTE: The front strut should be diagnosed with Chassis Ears placed at the upper strut mount to diagnose a noisy strut bearing or to eliminate the good strut bearings as the cause of the noise.

1. Drive the vehicle to confirm the noise is in the upper mount area of the strut.
2. Is there noise coming from the left or right upper strut mount?
 - a. Yes >>> Perform the repair procedure on the noisy upper strut bearing.
 - b. No >>> This bulletin does not apply, further diagnosis required.

NOTE: Do not replace the shock unless the problem is not fixed by the strut bearing replacement.

PARTS REQUIRED:

Qty.	Part No.	Description
2 (AR)	05171093AC	Bearing - Front Suspension Strut

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. Replace the upper strut bearing. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 02- Front Suspension> STRUT, Suspension, Assembly> Disassembly/Assembly.

NOTE: Assemble the upper front mount strut bracket (**Fig. 1**) to the upper front strut bearing (**Fig. 2**) by aligning the stud heads on the strut bracket to the 3 notches on the strut bearing.

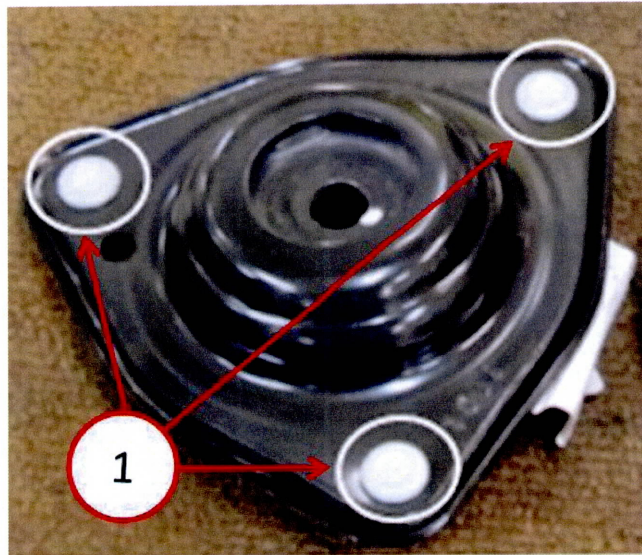


Fig. 1 Front upper Strut Bracket

1 - Stud Heads

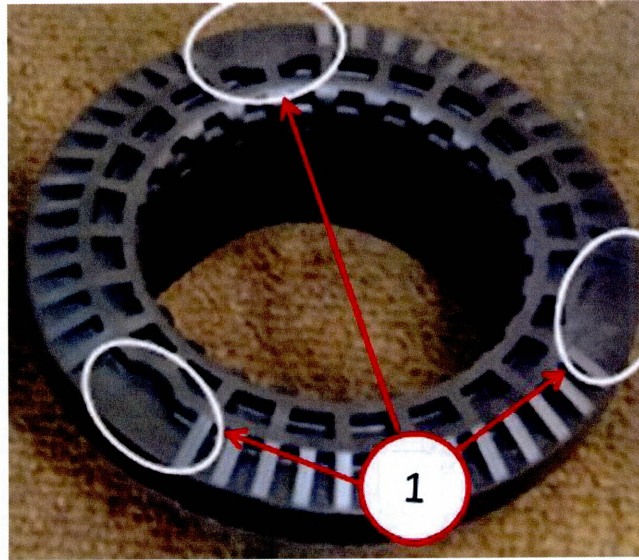


Fig. 2 Front Upper Strut Bearing

1 - Notches

3. Return vehicle to the customer.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
02-05-39-90	Mount/Bearing, Front Strut - Inspect (2-Skilled)	0.2 Hrs.
02-05-39-91	Mount/Bearing, Front Strut - Inspect And Replace One Side (2-Skilled)	1.0 Hrs.
02-05-39-92	Mount/Bearing, Front Strut - Inspect And Replace Both Sides (2- Skilled)	1.5 Hrs.

FAILURE CODE:

ZZ	Service Action
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