



NUMBER: 02-002-14

GROUP: Front Suspension

DATE: April 12, 2014

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SUBJECT:

Lower Control Arm Cold Temperature Squeak/Creak Noise

OVERVIEW:

This bulletin involves applying Nye® lubricant to the front lower control arm rear bushing.

MODELS:

2011-2014	MK	Compass/Patriot
2011-2012	PM	Caliber

NOTE: This bulletin applies to vehicles built on or after January 24, 2010 (MDH 0124XX) and on or before February 28, 2014 (MDH 0228XX).

SYMPTOM/CONDITION:

Customer may describe a creak or squeak noise coming from the front suspension. Noise is typically more noticeable during cold temperatures below 4°C (40°F), noise may go away when temperature warms up.

DIAGNOSIS:

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

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	05019061AA	Nye® Synthetic Lubricant

NOTE: Each tube of Nye® synthetic lubricant will service approximately 5 vehicles.

REPAIR PROCEDURE:

1. Lift the vehicle. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 04 - Vehicle Quick Reference> Hoisting> Standard Procedure> HOISTING.
2. Remove both front lower control arms (1) ([Fig. 1](#)). Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 02 - Front Suspension> Front> ARM, Lower Control> Removal.
3. Area of bushing squeak concern (2) is identified in ([Fig. 1](#)).

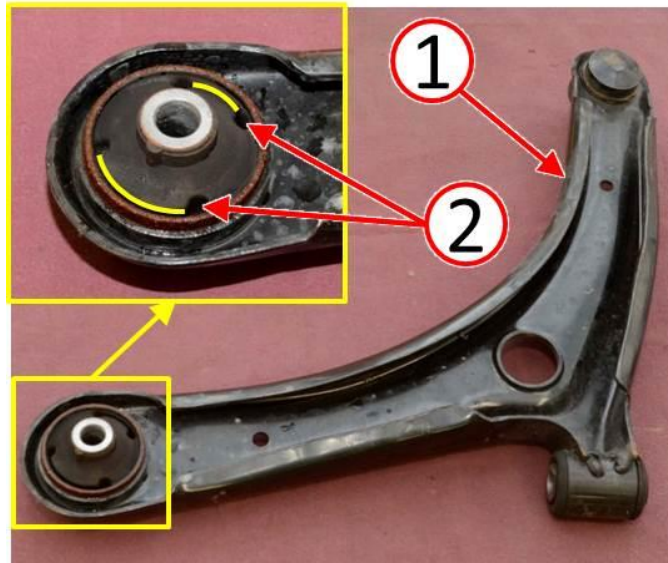


Fig. 1 Lower Control Arm

1 - Lower Control Arm

2 - Bushing Slots

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4. Clamp the lower control arm (1) securely in a vise (2) with bushing accessible ([Fig. 2](#)).
 5. Using an appropriate tool (3), insert tool through the bushing sleeve, then rotate the bushing to expose the sides of the bushing (4) for Nye® lubricant application ([Fig. 2](#)).

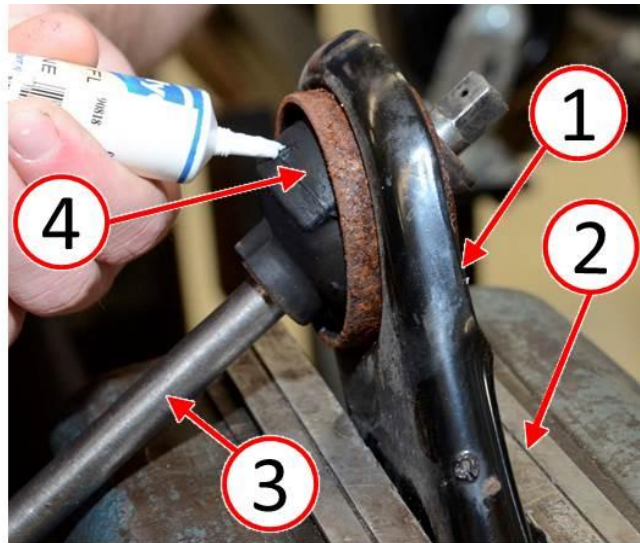


Fig. 2 Lower Control Arm Bushing

- 1 - Lower Control Arm
- 2 - Vise
- 3 - Pry Tool
- 4 - Bushing Side Surface

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6. Apply Nye® lubricant liberally to bushing sides where internal bushing contact is made (Fig. 3).

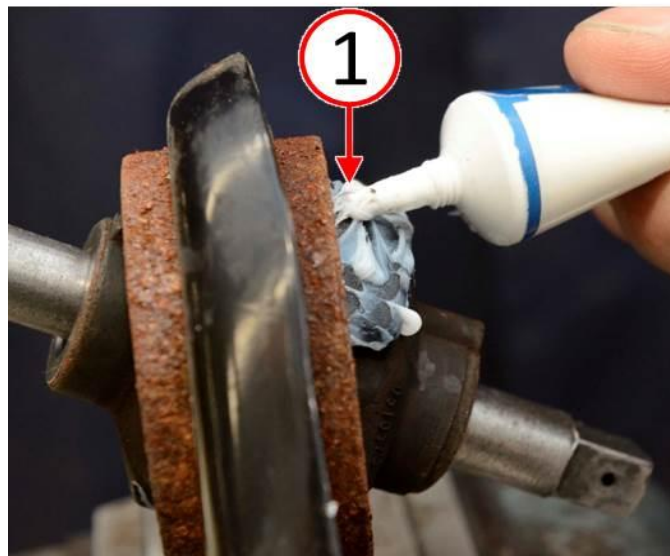


Fig. 3 Nye Lubricant Application

- 1 - Nye® Lubricant
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7. Move the bushing through range of motion in order to distribute Nye® lubricant ([Fig. 4](#)).

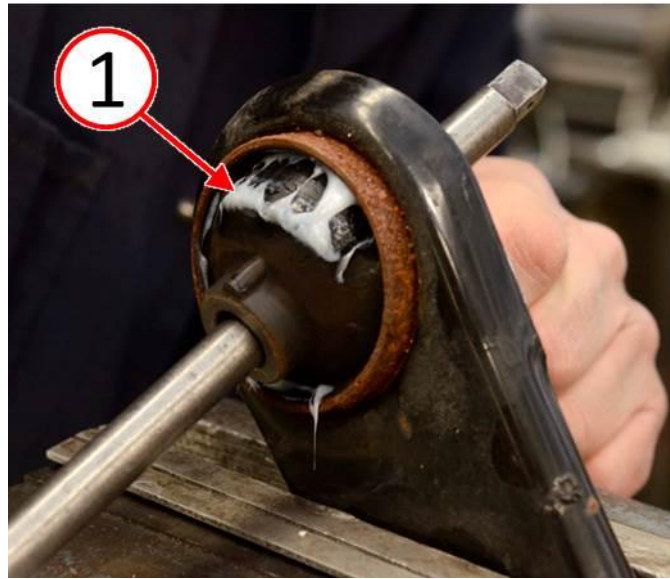


Fig. 4 Distribute Nye Lubricant

1 - Nye® Lubricant

8. Inspect that Nye® Lubricant is evenly distributed within the bushing slots ([Fig. 5](#)).

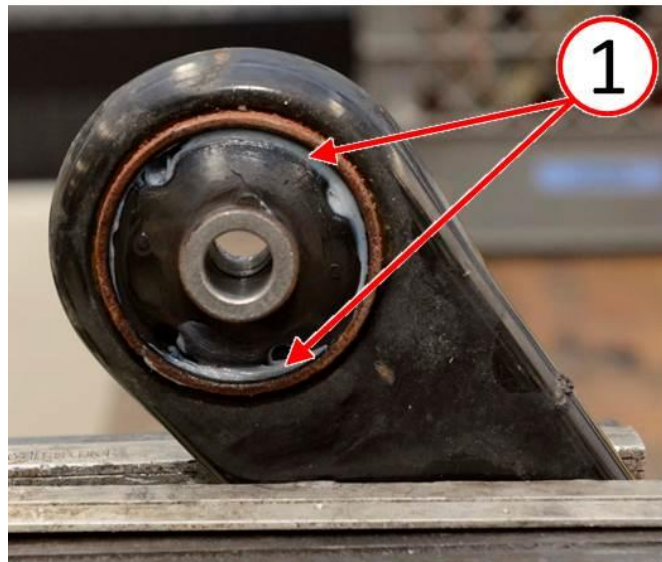


Fig. 5 Nye Lubricant Distribution

1 - Nye® Lubricant

9. Repeat the Nye® lubricant application process for both lower control arms.

10. Install both lower control arms. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 02 - Front Suspension> Front> ARM, Lower Control> Installation.
11. Align the front wheels. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 02 - Front Suspension> Wheel Alignment> Standard Procedure> WHEEL ALIGNMENT.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
02-10-05-98	Apply Nye® Lubricant To Front Control Arm Bushing, Front Wheel Alignment (2 - Skilled)	4 - Chassis Systems	1.9 Hrs.

FAILURE CODE:

ZZ	Service Action
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PART REIMBURSEMENT DETAIL:

Part No:	Description
NPN	1/5 Of Nye® Synthetic Lubricant

NOTE: This part number is for reimbursement only and will need to be claimed for 1/5 of Dealer Net of Part No. 05019061AA or it will be rejected.