



NUMBER: 17-006-14

GROUP: Rear Suspension

DATE: August 20, 2014

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SUBJECT:

Noisy And/Or Weeping Rear Shock Absorber

OVERVIEW:

This bulletin involves inspecting the rear shock absorber dust covers to determine if they are plastic or metal, and if the dust covers are plastic, replace the rear shock absorbers.

MODELS:

2014

D2

3500 Pickup

NOTE: This bulletin applies to vehicles built on or after January 3, 2014 (MDH 0103XX) and on or before April 04, 2014 (MDH 0404XX) equipped with 6.4L V8 Mid Duty Hemi MDS Engine (sales code ESA) and without Auto Level Rear Air Suspension (sales code SEB).

SYMPTOM/CONDITION:

Rear shock absorbers may be noisy and/or weeping due to the incorrect shock absorbers being installed on the vehicle.

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
2	68245394AA	Shock Absorber Kit - Suspension Rear

REPAIR PROCEDURE:

1. Inspect the rear shock absorber dust covers to determine if they are plastic or metal, refer to (Fig. 1).
 - a. Plastic >>> Continue with [Step #2](#).
 - b. Metal >>> This Bulletin does not apply. Further diagnosis is required.



Fig. 1 Inspect Shock Absorber Dust Cover

1 - Shock Absorber Dust Cover

2. Replace the rear shock absorbers. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 17 - Rear Suspension> SHOCK ABSORBER, Suspension> Removal/Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
02-15-15-99	Inspect Rear Shock Absorber Dust Cover (1 - Semi-Skilled)	4 - Chassis Systems	0.2 Hrs.
02-15-15-9A	Inspect And Replace Rear Shock Absorbers (1 - Semi-Skilled)	4 - Chassis Systems	0.5 Hrs.

FAILURE CODE:

ZZ	Service Action
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