



NUMBER: 17-002-14
GROUP: Rear Suspension
DATE: July 01, 2014

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SUBJECT:
 Rear Shock Absorber Low Speed Rattle Chuckle Noise

OVERVIEW:
 This bulletin involves replacing both rear shock upper mounts.

MODELS:

2011-2014	WK	Grand Cherokee
2014	WD	Durango

NOTE: This bulletin applies to WK vehicles built on or before April 15, 2014 (MDH 0415XX) equipped with Normal Duty Suspension (sales code SDA) plus Rear Load Leveling Suspension (sales code SES) or Export Tuned Suspension (sales code SDM) plus Rear Load Leveling Suspension (sales code SES).

NOTE: This bulletin applies to WD vehicles built on or before Feb 12, 2014 (MDH 0212XX) equipped with ECO Suspension III (sales code SD2) plus Rear Load Leveling Suspension (sales code SES).

SYMPTOM/CONDITION:
 The rear shocks may produce a rattle chuckle noise while driving over bumps at low speed. The noise is more prevalent at higher shock temperatures.

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

PARTS REQUIRED:

Qty.	Part No.	Description
2	68252113AA	Bracket Kit - Shock Mounting

SPECIAL TOOLS/EQUIPMENT REQUIRED:

NPN	Lisle 20400 universal shock absorber tool or equivalent
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REPAIR PROCEDURE:

1. Test drive the vehicle over bumps at low speed while listening for a rattle chuckle noise coming from the rear shocks. If the noise is not immediately detected continue driving over bumps long enough to warm the rear shocks internal temperature. Was a rattle chuckle noise identified as coming from the rear shocks?
 - a. YES>>> Replace both rear shock mounts. Continue with the Repair Procedure [Step #2](#).
 - b. NO>>> This Bulletin does not apply. Further diagnosis is required.
2. Remove both rear shocks from the vehicle. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 17 - Rear Suspension> SHOCK ABSORBER, Suspension> Removal.

CAUTION: Do not use any type of pliers on the chrome machined surface of shock/strut rod to assist in the disassembly/assembly of shocks or struts. Use only tools designed to hold the shock/strut rod stationary when servicing shock or strut components.

CAUTION: Never use impact or high speed tools to remove the shock rod nut. Damage to the shock internal bearings can occur.

3. Use the 6 mm oval/double-D shock absorber shaft socket tool to hold the shock absorber shaft from turning, while using the 15 mm shock absorber nut socket tool to remove the shock upper mount nut (2) ([Fig. 1](#)).
4. Remove the washer (3) below the nut and remove the shock upper mount (4) ([Fig. 1](#)).

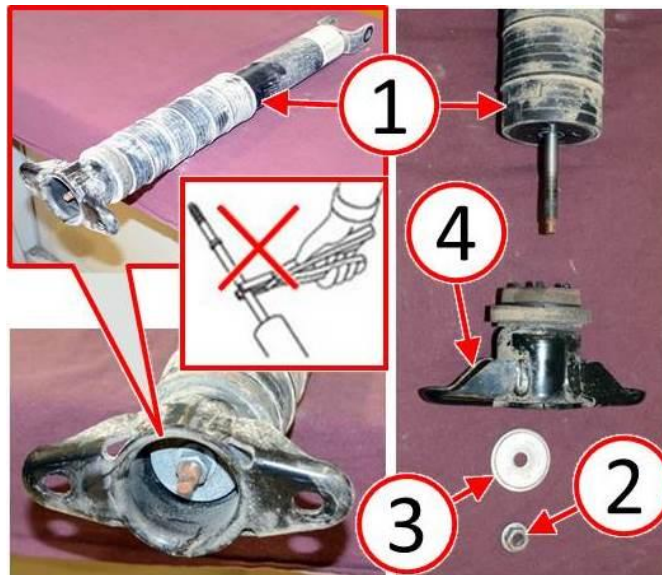


Fig. 1 Shock Upper Mount Disassembly

- 1 - Rear Shock Absorber
 - 2 - Nut
 - 3 - Washer
 - 4 - Upper Mount
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5. Assemble the NEW shock absorber upper mount components following the order shown in (Fig. 2).

NOTE: The upper bushing (4) MUST be assembled with the cupped end facing down toward the shock absorber lower bushing (2). The flat (NOT cupped) end of the upper bushing (4) MUST face up and contact the washer (5).

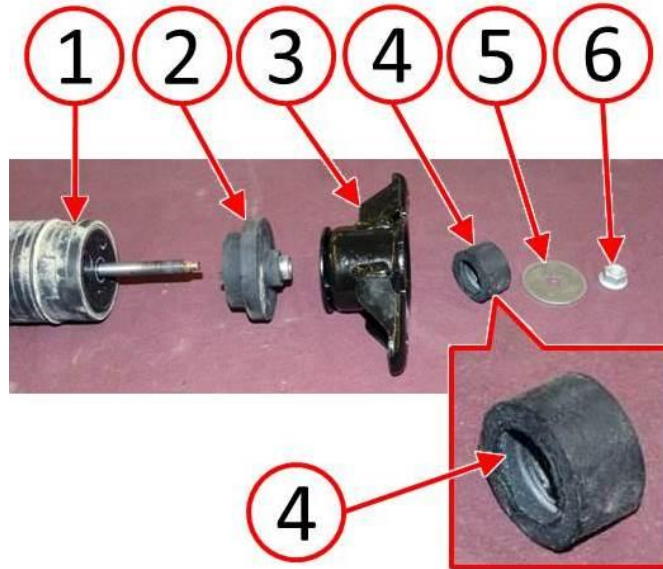


Fig. 2 Shock Upper Mount Assembly

- 1 - Rear Shock Absorber
- 2 - Lower Bushing
- 3 - Upper Mounting Bracket
- 4 - Upper Bushing
- 5 - Washer
- 6 - Nut

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6. Install the shock absorber upper mount assembly (1) onto the shock absorber shaft (2) (Fig. 3)

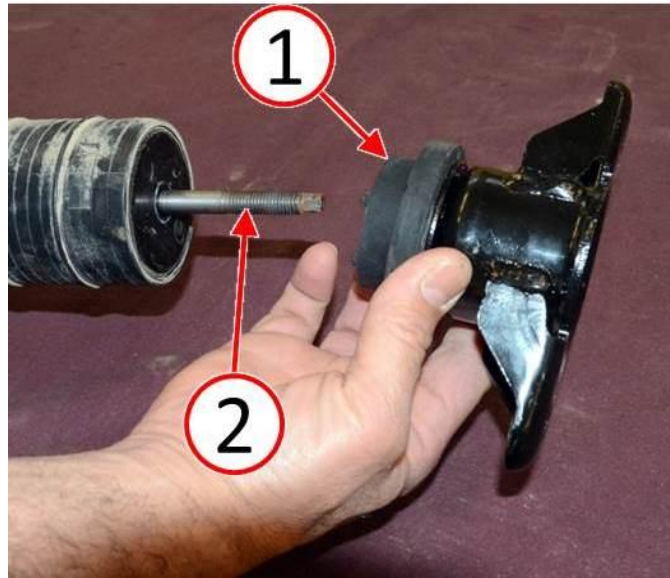


Fig. 3 Shock Upper Mount Installation

- 1 - Upper Mount Assembly
- 2 - shock Absorber Shaft

CAUTION: Do not use any type of pliers on the chrome machined surface of shock/strut rod to assist in the disassembly/assembly of shocks or struts. Use only tools designed to hold the shock/strut rod stationary when servicing shock or strut components.

CAUTION: Never use impact or high speed tools to remove the shock rod nut. Damage to the shock internal bearings can occur.

7. Install the washer (1) and nut (2) by hand onto the shock absorber shaft. (Fig. 4).
8. Use the 6 mm oval/double-D shock absorber shaft socket tool to hold the shock absorber shaft from turning, while using the 15 mm shock absorber nut socket tool to tighten the shock upper mount nut (2) to 28 N·m (20.7 ft. lbs.) (Fig. 4).

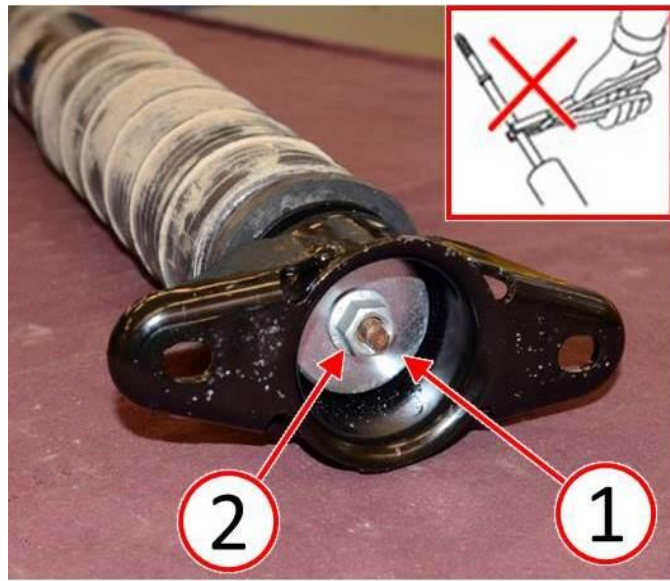


Fig. 4 Shock Upper Mount Fastening

- 1 - Washer
- 2 - Nut

9. Install both rear shocks to the vehicle. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 17 - Rear Suspension> SHOCK ABSORBER, Suspension> Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
02-15-18-91	Mount, Rear Shock Upper - Road Test (1 - Semi-Skilled)	4 - Chassis Systems	0.3 Hrs.
02-15-18-92	Mount, Rear Shock Upper - Road Test and Replace Both Sides (1 - Semi-Skilled)	4 - Chassis Systems	1.0 Hrs.

FAILURE CODE:

ZZ	Service Action
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