



NUMBER: 17-007-14

GROUP: Rear Suspension

DATE: September 20, 2014

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SUBJECT:

Rattle And/Or Clunk Noise From Rear Of The Vehicle Equipped With Load Leveling Suspension

OVERVIEW:

This bulletin involves verifying and if necessary, replacing the right and left rear shock absorbers.

MODELS:

2011 - 2013 (WD) Durango

NOTE: This bulletin applies to vehicles built on or before September 29, 2012 (MDH 0929XX) equipped with Rear Load Leveling Suspension (sales code SES) plus Sport Suspension (sales code SDE).

SYMPTOM/CONDITION:

Rattle and/or clunk noise from the rear of the vehicle.

DIAGNOSIS:

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

PARTS REQUIRED:

Qty.	Part No.	Description
2	**68087613AH**	Absorber, Rear Shock (Sales Code SDE+SES) (Durango only)

REPAIR PROCEDURE:

1. Drive the vehicle between 10 mph (16 km/h) and 15 mph (24 km/h) over rough roads. Was a rattle and/or clunk noise exhibited?
 - a. Yes>>> Proceed to [Step #2](#).
 - b. No>>> Continue with further diagnosis, this bulletin does not apply.

2. Replace the right and left rear shock absorbers. Refer to the detailed procedures available in DealerCONNECT> TechCONNECT under: Service Info> 17 - Rear Suspension> Shock Absorber, Suspension> Removal / Installation.

NOTE: The left and right rear shock absorbers must be replaced at the same time. Failure to follow this process will result in an adverse condition.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
02-15-15-97	Road test vehicle only (1 - Semi-Skilled)	0.2 Hrs.
02-15-15-98	Road test vehicle and replace the right and left rear shock absorbers only (1 - Semi-Skilled)	1.1 Hrs.

FAILURE CODE:

ZZ	Service Action
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