



NUMBER: 02-007-14

GROUP: Front Suspension

DATE: November 14, 2014

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SUBJECT:

Front End Clunk Noise When Coming To A Stop - Police Vehicles Only

OVERVIEW:

This bulletin involves replacing the left side or the right side or both side tension struts.

MODELS:

2011 - 2014 (LD) Dodge Charger

NOTE: This bulletin applies to Police Group (sales code AHB) vehicles equipped with Heavy Duty Suspension (sales code SDB) and Rear Wheel Drive (RWD) (sales code 5ZV) built on or before November 10, 2014 (MDH 1110XX).

SYMPTOM/CONDITION:

Police vehicles with heavy duty suspension and rear wheel drive may experience a front end clunk noise, coming from the tension strut bushing(s), while coming to a stop.

DIAGNOSIS:

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

PARTS REQUIRED:

Severe Duty Usage

Qty.	Part No.	Description
1 (AR)	68234847AA	Strut Kit, Tension (Kit includes 2 tension struts and fasteners)

Normal Duty Usage

Qty.	Part No.	Description
1 (AR)	05168652AC	Strut, Tension RH
1 (AR)	05168653AC	Strut, Tension LH
(AR)	06508238AA	Bolt - M14 (Tension Strut to Engine Cradle)
(AR)	06507838AA	Nut - M14 (Tension Strut to Engine Cradle)
(AR)	06502502	Nut - M14 (Ball Joint Stud to Knuckle)

REPAIR PROCEDURE:

1. Visually inspect both right and left tension strut hydrobushings for cracks, hydrobushing fluid may be present (Fig. 1). Were crack(s) and/or hydrobushing fluid visible?
 - a. YES>>> Proceed to [Step #2](#).
 - b. NO>>> This Bulletin does not apply. Further diagnosis is required.

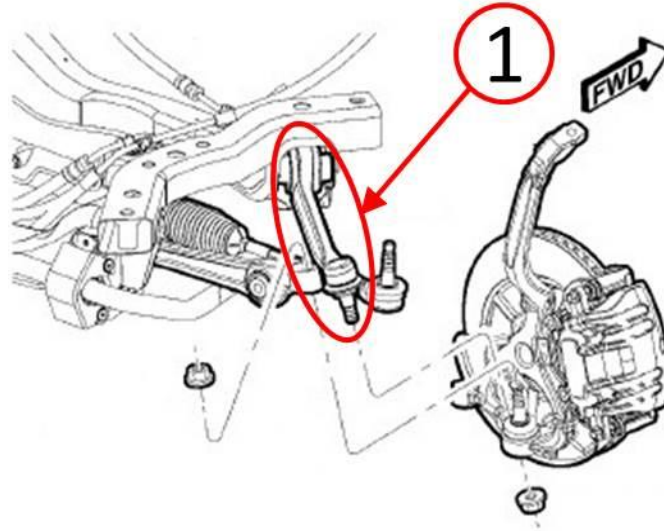


Fig. 1 Tension Strut Replacement

1 - Tension Strut

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2. Has the vehicle experienced early mileage or multiple tension strut hydrobushing failures?
 - a. YES>>> Vehicles subjected to severe duty usage conditions may benefit from using the severe duty usage tension strut kit. Proceed to **“Repair Using Severe Duty Usage Kit.”**
 - b. NO>>> Vehicles operated in normal duty usage conditions should be repaired using the normal duty usage tension strut components. Proceed to **“Repair Using Normal Duty Usage Components.”**

REPAIR USING SEVERE DUTY USAGE KIT:

CAUTION: The tension strut bushing bolts must be tightened to specification while the suspension is loaded with the vehicle weight resting on its wheels at curb height. If the bolts are tightened while the suspension is unloaded and hanging down, premature failure of the tension strut bushing will occur.

Replace both the left and right side tension struts using the tension strut kit listed in the **Parts Required** under **Severe Duty Usage** table. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 02 - Front Suspension> Front> STRUT, Tension, RWD> Removal/Installation.

NOTE: Performing front toe adjustment is part of the tension strut replacement procedure.

REPAIR USING NORMAL DUTY USAGE COMPONENTS:

CAUTION: The tension strut bushing bolts must be tightened to specification while the suspension is loaded with the vehicle weight resting on its wheels at curb height. If the bolts are tightened while the suspension is unloaded and hanging down, premature failure of the tension strut bushing will occur.

Replace either the left and/or right side tension struts as required using the tension strut components listed in the **Parts Required** under **Normal Duty Usage** table. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 02 - Front Suspension> Front> STRUT, Tension, RWD> Removal/Installation.

NOTE: Performing front toe adjustment is part of the tension strut replacement procedure.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
02-10-25-94	Inspect Both Left And Right Side Tension Struts (2 - Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
02-10-25-95	Inspect And Replace One Tension Strut (2 - Skilled)	6 - Electrical and Body Systems	0.9 Hrs.
02-10-25-96	Inspect And Replace Both Left And Right Side Tension Struts (2 - Skilled)	6 - Electrical and Body Systems	1.1 Hrs.

FAILURE CODE:

ZZ	Service Action
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