SERVICE BULLETIN

NUMBER: 02-001-14 REV. A

GROUP: Front Suspension

DATE: April 10, 2014

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 02-001-14, DATED MARCH 15, 2014, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS AND INCLUDE REMOVAL OF THE CONDITION, **WHEN THE VEHICLE IS STATIONARY** FROM SYMPTOMS/CONDITIONS.**

SUBJECT:
Cold Temperature Squeak/Creak Noise While Turning The Steering Wheel

OVERVIEW:
This bulletin involves applying Nye® lubricant to the front strut mounts.

MODELS:

2014	KL	Cherokee

NOTE: This bulletin applies to vehicles built on or before January 18, 2014 (MDH 0118XX).

SYMPTOM/CONDITION:
Customer may describe a creak or squeak noise while turning the steering wheel. 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 8 vehicles.

REPAIR PROCEDURE:
1. Lift the vehicle on a hoist that allows the front suspension to fully extend (front wheels unsupported) to allow for access clearance between top of tire and upper fender opening. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 04 - Vehicle Quick Reference> Hoisting> Standard Procedure> HOISTING.

2. Pull down the jounce bumper to expose the strut mount bushing (Fig. 1).

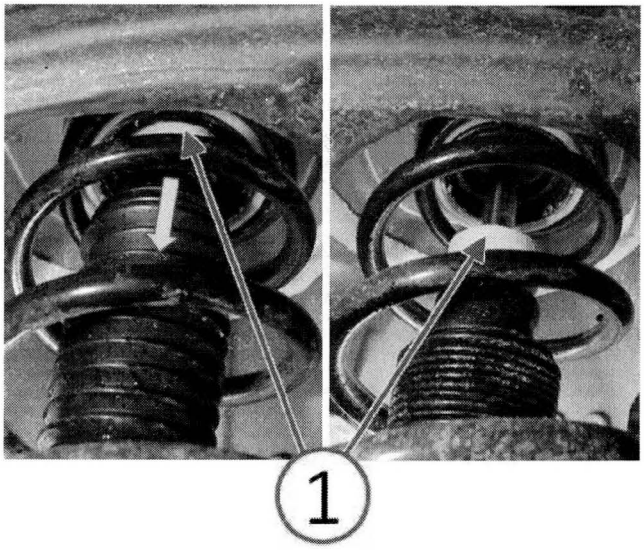

Fig. 1 Lower Jounce Bumper

1 - Jounce Bumper

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3. Clean any dirt or debris from the strut mount bushing.
4. Use a brush (1) to apply Nye® lubricant to five locations (2) spaced evenly around the strut mount bushing (Fig. 2).

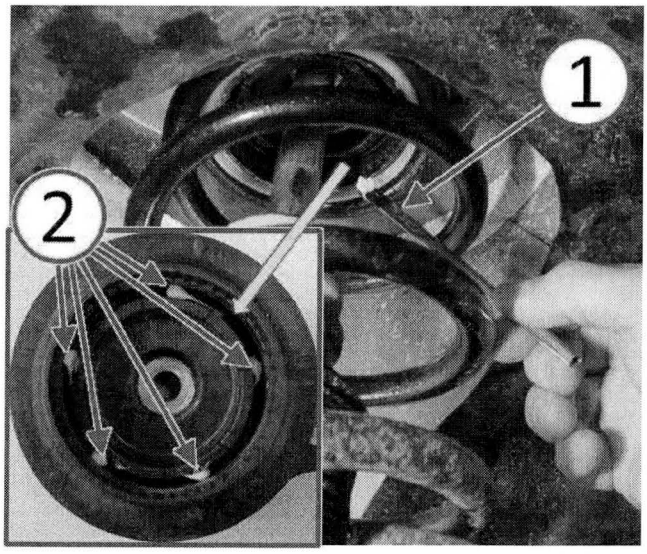

Fig. 2 Apply Nye Lubricant

1 - Brush

2 - Nye® Lubricant

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5. Use the brush to spread the Nye® lubricant around 360° inside of the strut mount bushing (Fig. 3).

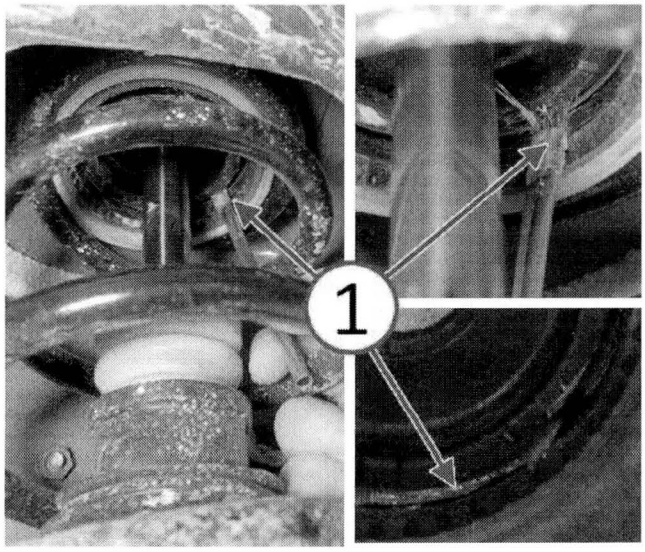

Fig. 3 Distribute Nye Lubricant

1 - Nye® Lubricant Distribution

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6. Push the jounce bumper back up to the strut mount bushing (Fig. 4).

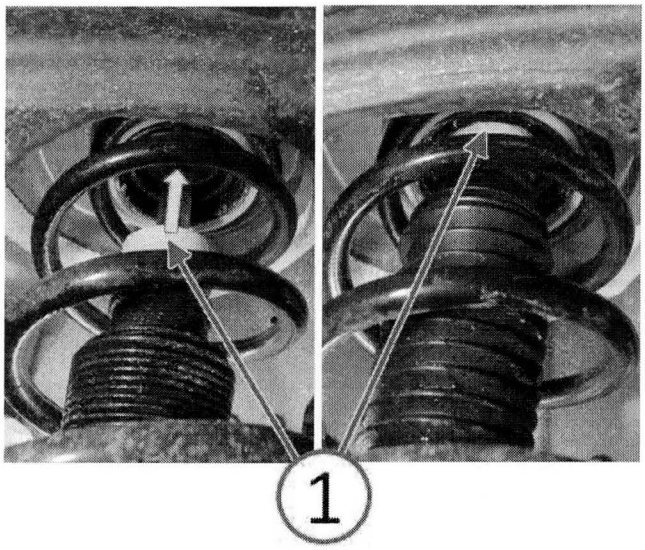

Fig. 4 Raise Jounce Bumper

1 - Jounce Bumper

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7. Repeat the Nye® lubricant application process for the other side of the vehicle.

8. Turn the front wheels left to right, lock to lock, 10 times to distribute the Nye® lubricant.
9. Lower the vehicle.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
02-05-39-93	Apply Nye® Lubricant To Left And Right Front Strut Mounts (0 - Low-Skilled)	4 - Chassis Systems	0.4 Hrs.

FAILURE CODE:

ZZ	Service Action

PART REIMBURSEMENT DETAIL:

Part No:	Description
NPN	1/8 Of Nye® Synthetic Lubricant

NOTE: This part number is for reimbursement only and will need to be claimed for 1/8 of Dealer Net of Part No. 05019061AA or it will be rejected.