

**NUMBER:** 02-002-14

**GROUP:** Front Suspension

**DATE:** April 10, 2014

*This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of Chrysler Group LLC.*

**SUBJECT:**

Lower Control Arm Cold Temperature Squeak/Creak Noise

**OVERVIEW:**

This bulletin involves applying Nye® lubricant to the front lower control arm rear bushing.

**MODELS:**

2011-2014	MK	Compass/Patriot
2011-2012	PM	Caliber

**NOTE: This bulletin applies to vehicles built on or after January 24, 2010 (MDH 0124XX) and on or before February 28, 2014 (MDH 0228XX).**

**SYMPTOM/CONDITION:**

Customer may describe a creak or squeak noise coming from the front suspension. 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.

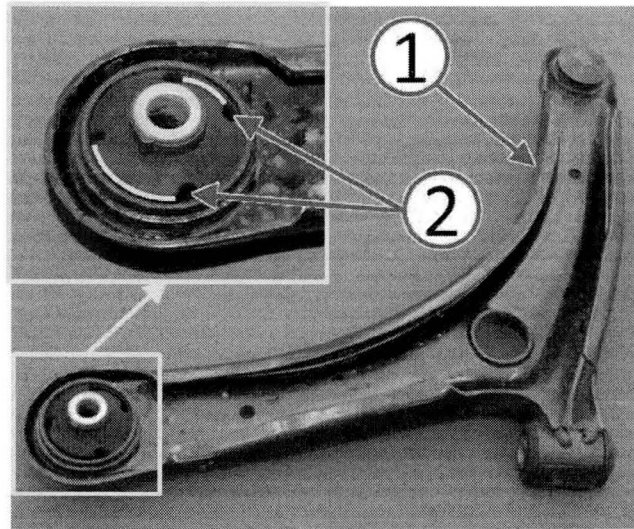
**PARTS REQUIRED:**

Qty.	Part No.	Description
1 (AR)	05019061AA	Nye® Synthetic Lubricant

**NOTE: Each tube of Nye® synthetic lubricant will service approximately 5 vehicles.**

**REPAIR PROCEDURE:**

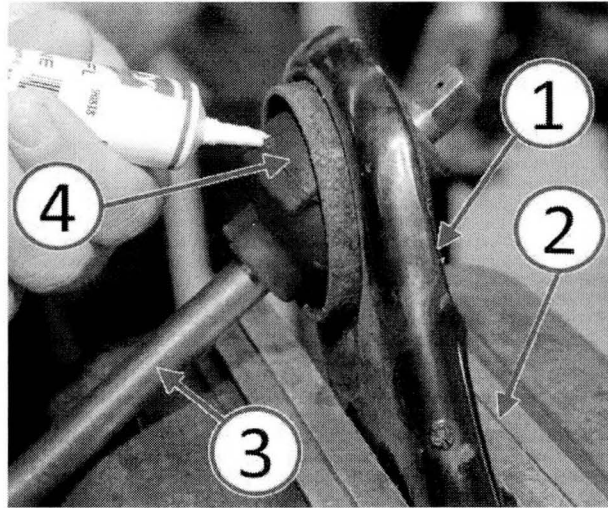
1. Lift the vehicle. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 04 - Vehicle Quick Reference> Hoisting> Standard Procedure> HOISTING.
2. Remove both front lower control arms (1) (Fig. 1). Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 02 - Front Suspension> Front> ARM, Lower Control> Removal.
3. Area of bushing squeak concern (2) is identified in (Fig. 1).



**Fig. 1 Lower Control Arm**

- 1 - Lower Control Arm
- 2 - Bushing Slots

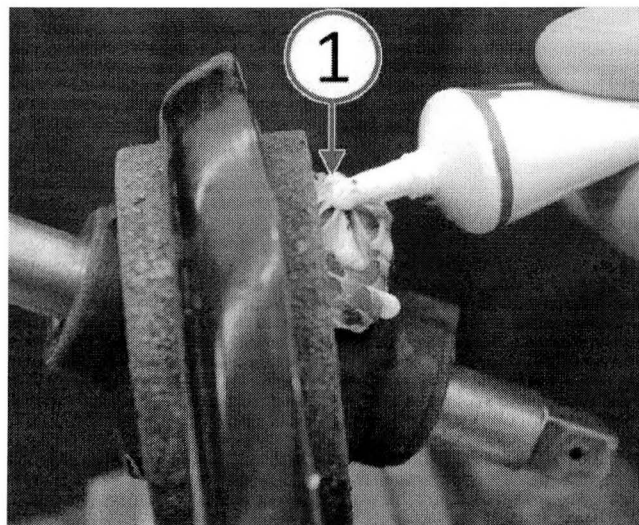
- 
4. Clamp the lower control arm (1) securely in a vise (2) with bushing accessible (Fig. 2).
  5. Using an appropriate tool (3), insert tool through the bushing sleeve, then rotate the bushing to expose the sides of the bushing (4) for Nye® lubricant application (Fig. 2).



**Fig. 2 Lower Control Arm Bushing**

- 1 - Lower Control Arm
- 2 - Vise
- 3 - Pry Tool
- 4 - Bushing Side Surface

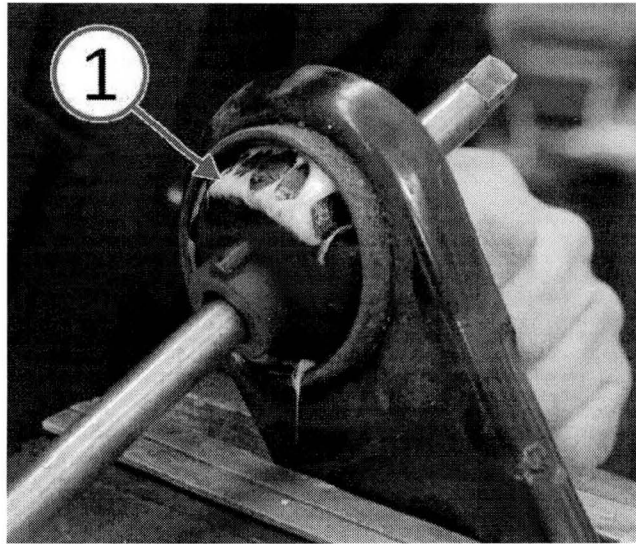
- 
6. Apply Nye® lubricant liberally to bushing sides where internal bushing contact is made (Fig. 3).



**Fig. 3 Nye Lubricant Application**

- 1 - Nye® Lubricant
-

7. Move the bushing through range of motion in order to distribute Nye® lubricant (Fig. 4).

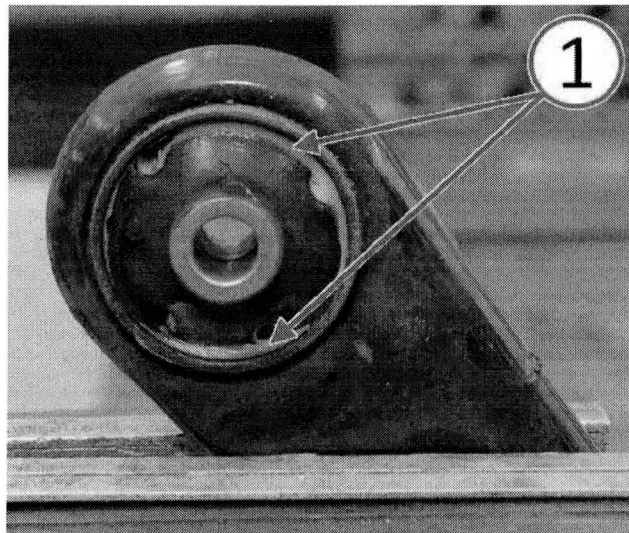


**Fig. 4 Distribute Nye Lubricant**

1 - Nye® Lubricant

---

8. Inspect that Nye® Lubricant is evenly distributed within the bushing slots (Fig. 5).



**Fig. 5 Nye Lubricant Distribution**

1 - Nye® Lubricant

---

9. Repeat the Nye® lubricant application process for both lower control arms.

- 10. Install both lower control arms. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 02 - Front Suspension> Front> ARM, Lower Control> Installation.
- 11. Align the front wheels. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 02 - Front Suspension> Wheel Alignment> Standard Procedure> WHEEL ALIGNMENT.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
02-10-05-98	Apply Nye® Lubricant To Front Control Arm Bushing, Front Wheel Alignment (2 - Skilled)	4 - Chassis Systems	1.9 Hrs.

**FAILURE CODE:**

ZZ	Service Action
----	----------------

**PART REIMBURSEMENT DETAIL:**

Part No:	Description
NPN	1/5 Of Nye® Synthetic Lubricant

**NOTE: This part number is for reimbursement only and will need to be claimed for 1/5 of Dealer Net of Part No. 05019061AA or it will be rejected.**