

**NUMBER:** 17-003-14  
**GROUP:** Rear Suspension  
**DATE:** August 15, 2014

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**SUBJECT:**  
Rear End Creak Noise While Going Over Bumps

**OVERVIEW:**  
This bulletin involves verifying the customer's symptom/condition and if necessary, replacing the rear suspension springs.

**MODELS:**  
2014 (JS) 200 (Convertible Only)

**NOTE:** This bulletin applies to vehicles built on or after August 13, 2013 (MDH 0813XX) and on or before September 30, 2013 (MDH 0930XX) equipped with a Power Retractable Hard Top (Sales Codes VR0).

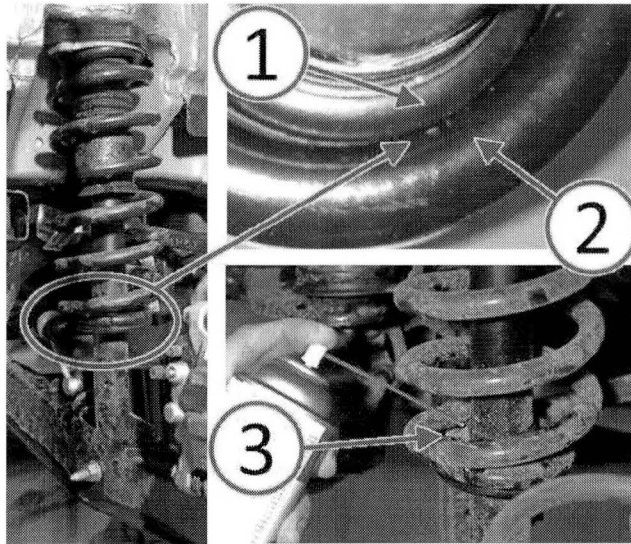
**SYMPTOM/CONDITION:**  
Squeak or creak noise coming from the rear of the vehicle, while going over bumps at low speeds between 5 - 20 MPH.

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

**PARTS REQUIRED:**

Qty.	Part No.	Description
2	05272774AH	SPRING, Rear Coil

- REPAIR PROCEDURE:**
1. Inspect the lower spring seat isolator for the source of squeak or creak noise caused by contact between the suspension spring (2) and the spring seat isolator (1) as shown in (Fig. 1).
  2. For diagnostic purposes, jounce the vehicle to produce the squeak or creak noise and test if the noise can be temporarily silenced by the application of silicone spray lube to the lower spring isolator (3) (Fig. 1).



**Fig. 1 Noise Diagnosis**

- 1 - Spring Seat Isolator
- 2 - Rear Suspension Spring
- 3 - Silicone Spray Application

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3. Is contact between the rear suspension spring and the lower spring seat isolator the source of the noise?
    - a. Yes>>> Proceed to Step #4.
    - b. No>>> Continue further diagnosis, this bulletin does not apply.
  4. Remove the storage compartment panel. Refer to the detailed procedures available in DealerCONNECT> TechCONNECT under: Service Info> 23 - Body> Interior> PANEL, Storage Compartment> Removal.
  5. Remove the trunk trim panels Refer to the detailed procedures available in DealerCONNECT> TechCONNECT under: Service Info> 23 - Body> Interior> PANEL, Trunk Trim> Removal.

**NOTE: Be sure to review all warnings and cautions before proceeding, refer to the detailed information available in DealerCONNECT> TechCONNECT under: Service Info> 17 - Rear Suspension> Warning**

6. Remove the left and right rear shock absorbers. Refer to the detailed procedures available in DealerCONNECT> TechCONNECT under: Service Info> 17 - Rear Suspension> SHOCK ABSORBER, Suspension, Coil-Over> Removal.
7. Replace both the left and right rear springs. Refer to the detailed procedures available in DealerCONNECT> TechCONNECT under: Service Info> 17 - Rear Suspension> SHOCK ABSORBER, Suspension, Coil-Over> Disassembly/Assembly.
8. Install the left and right rear shock absorbers. Refer to the detailed procedures available in DealerCONNECT> TechCONNECT under: Service Info> 17 - Rear Suspension> SHOCK ABSORBER, Suspension, Coil-Over> Installation.

- 9. Install the trunk trim panels Refer to the detailed procedures available in DealerCONNECT> TechCONNECT under: Service Info> 23 - Body> Interior> PANEL, Trunk Trim> Installation.
- 10. Install the storage compartment panel. Refer to the detailed procedures available in DealerCONNECT> TechCONNECT under: Service Info> 23 - Body> Interior> PANEL, Storage Compartment> Installation.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
02-30-01-98	Diagnose Noise Source (1 - Semi-Skilled)	4 - Chassis Systems	0.2 Hrs.
02-30-01-99	Diagnose And Replace Rear Suspension Springs (1 - Semi-Skilled)	4 - Chassis Systems	1.1 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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