



NUMBER: 17-009-14

GROUP: Rear Suspension

DATE: December 20, 2014

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-109. ALL APPLICABLE UN-SOLD RRT VIN's HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE UN-SOLD VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. FOR VEHICLES NOT INCLUDED IN THE RRT VIN LIST, APPLICATION OF THIS SERVICE BULLETIN TO SOLD UNITS IS BASED UPON THE CUSTOMER EXPERIENCING THE SYMPTOM/CONDITIONS. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.

SUBJECT:

Rear Shock Absorbers Diminished Damping Performance And/Or Weeping

OVERVIEW:

This bulletin involves replacing the rear shock absorbers.

MODELS:

2014 (LD) Dodge Charger

NOTE: This bulletin applies to Police Group (sales code AHB) vehicles built on or before May 31, 2014 (MDH 0531XX) equipped with 3.6L V6 24V VVT Engine (sales code ERB) or 5.7L V8 HEMI MDS VVT Engine (sales code EZH).

SYMPTOM/CONDITION:

Rear shock absorbers may have diminished damping performance and/or exhibit signs of weeping.

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
2	68230100AA	Shock Absorber Rear

REPAIR PROCEDURE:

1. Is vehicle unsold and VIN is listed in VIP or your RRT VIN list?
 - a. YES>>> Replace the rear shock absorbers. Proceed to Step #4.
 - b. NO>>> Continue with Step #2.

2. Inspect the rear shock absorbers for signs of diminished damping performance and/or weeping.
3. Did the rear shock absorbers show signs of diminished damping performance and/or weeping?
 - a. YES>>> Replace the rear shock absorbers. Continue with Step #4.
 - b. NO>>> This bulletin does not apply. Normal diagnosis of customer's concern should be performed.
4. Replace the rear shock absorbers. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 17 - Rear Suspension> SHOCK ABSORBER, Suspension> Removal/Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
02-15-15-9B	Inspect Rear Shock Absorbers (1 - Semi-Skilled)	4 - Chassis Systems	0.2 Hrs.
02-15-15-9C	Inspect And Replace Rear Shock Absorbers (1 - Semi-Skilled)	4 - Chassis Systems	0.5 Hrs.

FAILURE CODE:

ZZ	Service Action
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