



NUMBER: 03-002-15

GROUP: Differential & Driveline

DATE: June 06, 2015

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SUBJECT:

Drone Noise At Steady State Engine RPM

OVERVIEW:

This bulletin involves replacing the rear axle right and left half shafts.

MODELS:

2014 - 2015 (KL) Jeep Cherokee

NOTE: This bulletin applies to vehicles built on or before August 30, 2014 (MDH 0830XX) equipped with Jeep Active Drive I (sales code DK2).

SYMPTOM/CONDITION:

The customer may describe a drone noise at steady state engine rpm. The drone noise may sound similar to a louder than normal engine/exhaust noise. Noise may be heard in any transmission gear and at any vehicle speed around the specified engine rpm, however the noise is most noticeable in higher gears at a steady cruising speed. The rear drive module must be engaged in order for the rear axle shafts to produce the noise.

- 2.4L engines; noise typically occurs around 2200 engine rpm.
- 3.2L engines; noise typically occurs around 1400 engine rpm.

DIAGNOSIS:

If the customer describes the symptom/condition listed above, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1	68257064AA	SHAFT, Axle Half, Left
1	68257065AA	SHAFT, Axle Half, Right

REPAIR PROCEDURE:

1. Test drive the vehicle with the rear drive module engaged and at the specified engine rpm listed in the Symptom/Condition statement. Does the noise match the symptom described in the Symptom/Condition statement?
 - a. YES>>> The noise matches the Symptom/Condition statement. Continue to [Step #2.](#)

- b. NO>>> The noise does not match the Symptom/Condition statement. This bulletin does not apply. Normal diagnostics should be performed.
2. Replace the right and left rear half shafts. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 03 - Differential and Driveline> Half Shaft, Rear> Removal/Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
03-20-03-90	Test Drive Only (2 - Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
03-20-03-91	Replace the Left and Right rear half shafts (Includes Test Drive) (2 - Skilled)	6 - Electrical and Body Systems	2.6 Hrs.

FAILURE CODE:

ZZ	Service Action
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