



**NUMBER:** 23-028-16

**GROUP:** Body

**DATE:** June 11, 2016

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***SUBJECT:***

Rattle/Squeak From Rear Seat Armrest

***OVERVIEW:***

This bulletin involves inspecting the rear seat cushion frame for metal to metal contact, resulting in rattle noise.

***MODELS:***

2014 - 2016 (KL) Jeep Cherokee

**NOTE: This bulletin applies to vehicles within the following markets/countries:  
NAFTA.**

**NOTE: This bulletin applies to vehicles built on or before April 27, 2016 (MDH  
0427XX).**

***SYMPTOM/CONDITION:***

The customer may describe a rattle from the 60% portion of the rear seat. Metal to metal contact may be heard in either area.

**DIAGNOSIS:**

1. If the customer describes symptom/condition, verify by driving the vehicle over roads of varying quality and surface types. A noise/rattle may be heard from the upper area of arm rest/seat back and/or the lower portion of the seat bottom cushion.
2. Where is the noise/rattle coming from (Fig. 1)?
  - a. If the noise is coming from both areas of the seat, proceed to [Step #1](#) of Repair Procedure A and continue through [Step #1](#) of Repair Procedure B.
  - b. If the noise is coming from the lower portion of the seat, proceed to [Step #1](#) of Repair Procedure A.
  - c. If noise is heard from the top area of rear seat, start at [Step #1](#) of Repair Procedure B.



**Fig. 1 Seat Noise Areas**

- 1 - Top Area Of Rear Seat
- 2 - Lower Portion Of The Seat

**PARTS REQUIRED:**

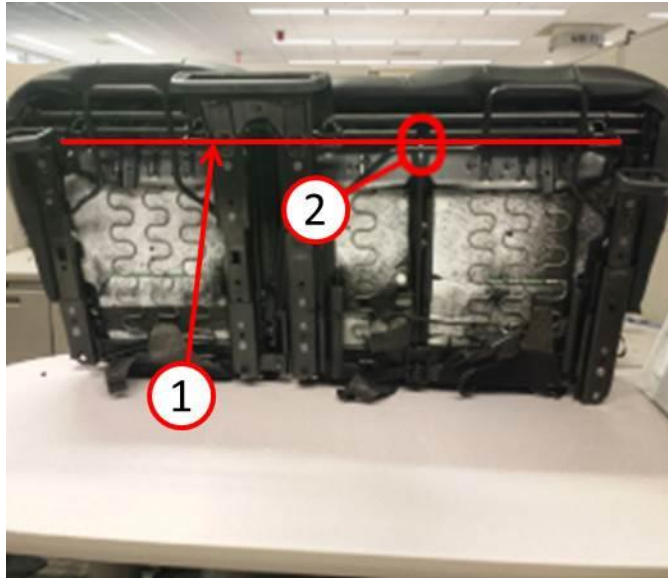
Qty.	Part No.	Description
1 (AR)	68230057AA	Flock Tape minimum order 4 strips per package
1 (AR)	05019055AA	Flock Tape minimum order 24 strips per package
1 (AR)	05019054AA	UHMW - Anti-Squeak Tape minimum order 24 strips per package

**NOTE: Each strip of flock tape will service approximately 4 vehicles.**

**NOTE: Each strip of anti-squeak tape will service approximately 6 vehicles.**

**REPAIR PROCEDURE A:**

1. Pull down on the kneel tube near the area shown in (Fig. 2) and wedge a piece of folded paper between kneel tube and center rail notch (Fig. 3). Drive vehicle over bumpy or uneven road surfaces and listen for the noise.



**Fig. 2 Kneel Tube And Contact Area**

- 1 - Line Indicates Position Of Kneel Tube
  - 2 - Intersection Of Kneel Tube And Center Rail Notch
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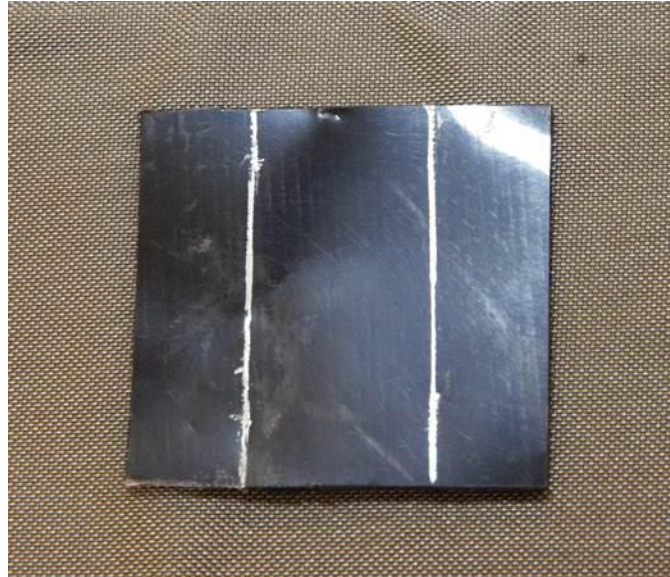


**Fig. 3 Kneel Tube Contact Area**

- 1 - Kneel Tube
- 2 - Center Rail Notch

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2. Does the rattle noise stop?
- a. YES>>> Remove paper wedge and continue with [Step #3](#) of Repair Procedure A.
  - b. NO>>> This Bulletin does not apply. Remove paper wedge, normal diagnosis should be performed. If noise was heard in top area of rear seat start at [Step #1](#) of Repair Procedure B.

3. Cut flock tape to the proper width of 4 cm (1.5 in.). Divide into thirds and remove the adhesive backing from both sides, leaving the center intact. The backing over the center of the tape will assist in positioning of the tape around the kneel tube.(Fig. 4).



**Fig. 4 Tape Dimensions**

1 - Cut Tape To Dimensions

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4. Locate the kneel tube to center rail notch connection shown in (Fig. 5). Move the seat forward if necessary.

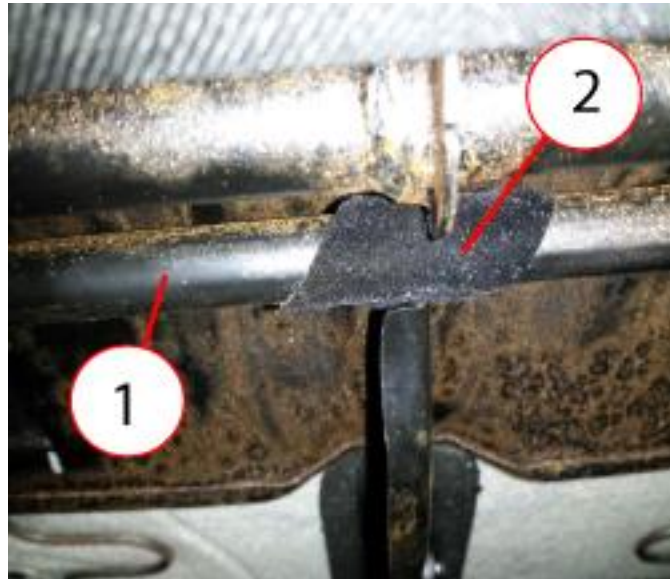


**Fig. 5 Kneel Tube Contact Area**

1 - Contact Point Of Center Rail And Kneel Tube

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5. Clean the area with isopropyl alcohol or equivalent to remove any grease, oil, etc. from the kneel tube surface.
6. Wedge the tape around the kneel tube ([Fig. 6](#)).



**Fig. 6 Flock Tape Installed**

1 - Kneel Tube

2 - Flock Tape

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**REPAIR PROCEDURE B:**

1. If a rattle is heard and can be silenced by wedging an object approximately 2.5 cm (1 in) in width between the upper right side of the armrest and the seat back ([Fig. 7](#)), proceed to [Step #3](#) of Repair Procedure B.

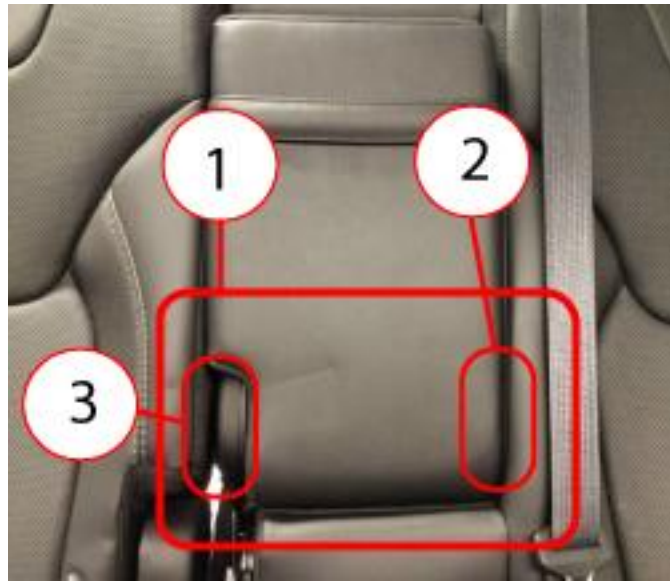


**Fig. 7 Shim Placement**

1 - Area Where Wedging Object Should Be Placed

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2. With wedge installed, pound on seat back to simulate effect of rough or inconsistent roads.
3. Does the rattle noise stop?
  - a. YES>>> Remove wedge and continue with [Step #4](#) of Repair Procedure B.
  - b. NO>>> This Bulletin does not apply. Remove wedge, normal diagnosis should be performed.
4. Fold down the 40% portion of the rear seat to access the armrest side shield.



***Fig. 8 Rear Armrest Front***

- 1 - Area Where Noise Can Be Heard
- 2 - Area Where Tape Will Be Placed
- 3 - Side Shield Location

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5. Fold down the 40% portion of the rear seat to access the armrest side shield.



- Using a trim/panel tool, remove the armrest side shield (Fig. 9).



**Fig. 9 Side Shield**

- 1 - 40% Portion Of The Rear Seat (Folded Down)
  - 2 - Side Shield Cover
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- Once the side shield is removed, detach the white clip (Fig. 10).



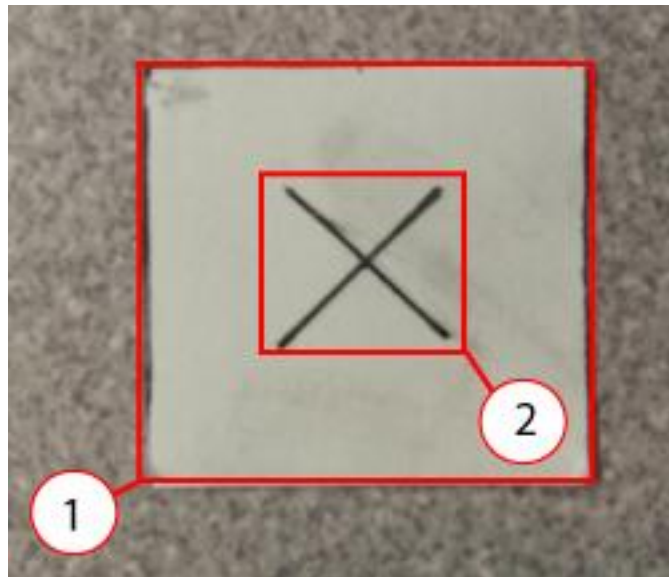
**Fig. 10 White Clip**

8. Remove the armrest from the seat.
9. Locate the cloth and foam flap on the right side of the armrest cutout. Lift flap out of the way ([Fig. 11](#)), to expose the metal pivot bracket.



**Fig. 11 Tape Application**

10. Cut the anti-squeak tape in a 2.5 cm (1 in.) square. Notice the 'X' in the center of the ([Fig. 12](#)), tape. Slice/cut along the lines of the "X" creating four flaps. This is intended to create a pass-through point for the armrest rod when the tape is applied to the armrest pivot bracket.



**Fig. 12 Final Cut dimensions**

- 1 - Outside Dimensions Of 2.5 cm X 2.5 cm (1 inch X 1 inch)
  - 2 - Inside Dimensions Of 1.25 cm X 1.25 cm (1/2 inch X 1/2 inch)
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11. Clean the pivot bracket with isopropyl alcohol or equivalent, to remove any grease, oil, etc. from its surface. Then place tape over the hole (Fig. 13), within the specified bracket.



***Fig. 13 Tape Placement***

**NOTE: Take care in placing the 'X' cut into the tape directly over the bracket hole.**

12. Reassemble the armrest, and cycle it a few times.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

<b>Labor Operation No:</b>	<b>Description</b>	<b>Skill Category</b>	<b>Amount</b>
23-19-18-92	Road Test Vehicle to Identify Rattle/Tick Noise (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-19-18-93	Road Test Vehicle and Install Flock Tape to Kneel Tube (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.4 Hrs.
23-19-18-94	Road Test Vehicle and Install Anti-Squeak Tape to Arm Rest Pivot (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.4 Hrs.
23-19-18-95	Road Test Vehicle, Install Flock Tape to Kneel Tube and Anti-Squeak Tape to Arm Rest Pivot (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.6 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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**PARTS REIMBURSEMENT DETAIL:**

<b>Part No.</b>	<b>Description</b>
NPN	1/4 of Flock Tape
NPN	1/6 UHMW - Anti-Squeak Tape

**NOTE:** This part number is for reimbursement only and will need to be claimed for 1/4 of Dealer Net of Part No. 68230057AA (min. order of 4) or 05019055AA (min. order of 24) or it will be rejected.

**NOTE:** This part number is for reimbursement only and will need to be claimed for 1/6 of Dealer Net of Part No. 05019054AA (min. order of 24) or it will be rejected.