

NUMBER: 17-001-16

GROUP: Rear Suspension

DATE: June 01, 2016

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SUBJECT:

Rear Shock Noise

OVERVIEW:

This bulletin involves replacing both rear shock jounce bumpers.

MODELS:

2015 - 2016 (LD) Dodge Charger

NOTE: This bulletin applies to vehicles within the following markets/countries:
NAFTA (Mexico only).

NOTE: This bulletin applies to vehicles built on or before April 26, 2016 (MDH 0426XX) equipped with Road / Track Performance Group (Sales Code AWT).

SYMPTOM/CONDITION:

Some customers may experience a noise in the rear of the vehicle when going over bumps.

DIAGNOSIS:

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

PARTS REQUIRED:

Qty.	Part No.	Description
2	04895302AB	Bumper, Jounce

REPAIR PROCEDURE:

1. Raise and support the vehicle. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 04 - Vehicle Quick Reference> Hoisting - Standard Procedure.
2. Remove the rear shock absorber assembly. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>17 - Rear Suspension/Shock Absorber, Suspension/Removal>Non SRT.
3. Disassemble the rear shock assembly then remove and discard the old jounce bumper and install the new jounce bumper ([Fig. 1](#)). Reassemble the shock absorber in reverse order. Tighten Shock Rod to Shock Mount Nut to 24 N·m (18 ft.lbs).

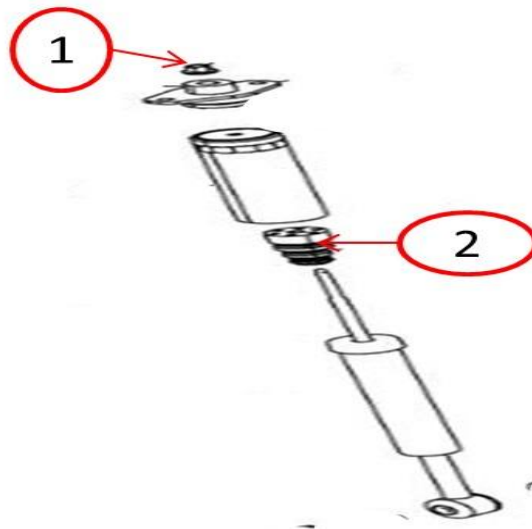


Fig. 1 Rear Shock Assembly

1 - Upper Shock Nut

2 - Jounce Bumper

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4. Install the rear shock absorber assembly. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>17 - Rear Suspension/Shock Absorber, Suspension/Installation>Non SRT.
 5. Repeat procedure for the other side.
 6. Lower the vehicle. Repair is complete.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
02-15-15-9D	Jounce Bumper - Rear Both Sides (2 - Semi-Skilled)	4 - Chassis Systems	0.7 Hrs.

FAILURE CODE:

ZZ	Service Action
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