SERVICE BULLETIN

SUBJECT:
Clunking or Popping Noise While Going Over Bumps

OVERVIEW:
This bulletin involves inspecting the front strut mounts and strut stems for damage and replacing if needed.

MODELS:

2016	(RT)	Chrysler Town & Country
2016 - 2017	(RT)	Dodge Caravan
2017	(RU)	Chrysler Pacifica

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

NOTE: This bulletin applies to RT vehicles built on or after March 01, 2016 (MDH 0301XX) and on or before December 13, 2016 (MDH 1213XX).

NOTE: This bulletin applies to RU vehicles built on or before December 13, 2016 (MDH 1213XX).

SYMPTOM/CONDITION:
Customers may experience a clunking or popping type noise while traveling over bumps or uneven road surfaces at slow speeds.

DIAGNOSIS:

1. Open the hood and inspect the left and right upper strut mounts:
   - For **RT vehicles** remove wiper arms and cowl grille from cowl plenum. Refer to the detailed service procedures available in DealerCONNECT>TechCONNECT under: Service Info>23 - Body/Exterior/Cover, Cowl Panel - Removal.
   - For **RU vehicles** remove the cowl panel and rubber strut mount caps. Refer to the detailed service procedures available in DealerCONNECT>TechCONNECT under: Service Info>23 - Body/Exterior/Cover, Cowl Panel/Removal.

2. Inspect the top of the mounts for a shiny metallic surface. Can a shiny metallic surface be seen on either upper strut mount (Fig. 1) ?

    a. YES >>> Proceed to the Step 3.

    b. NO >>> This bulletin does not apply. Further diagnosis should be performed.

Fig. 1
Upper Mount Cap Removed Showing Shiny Surface - Replace Mount

3. Remove and disassemble the strut assembly:

    - For **RT vehicles** refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>02 - Front Suspension/Front/Strut, Suspension, Assembly/Removal.

    - For **RU vehicles** refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>02 - Front Suspension/Front/Strut, Suspension, Assembly/Removal. For disassembly, refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>02 - Front Suspension/Front/ Strut, Suspension, Assembly/Disassembly.

4. Inspect the upper strut mount(s) for damage. Was damage found on the upper mount (Fig. 2) or (Fig. 3) ?
    a. YES >>> Proceed to Step 5.
    b. NO >>> This bulletin does not apply. Further diagnosis should be performed.

Fig. 2
Top Mount Hole Is Oval Shape Damage

Fig. 3
Rubber Coating On Mount Damaged

5. Inspect strut stem(s) for damage. Was damage found on the strut stem(s) (Fig. 4) ?
    a. YES >>> Continue to the Repair Procedure Step 3.
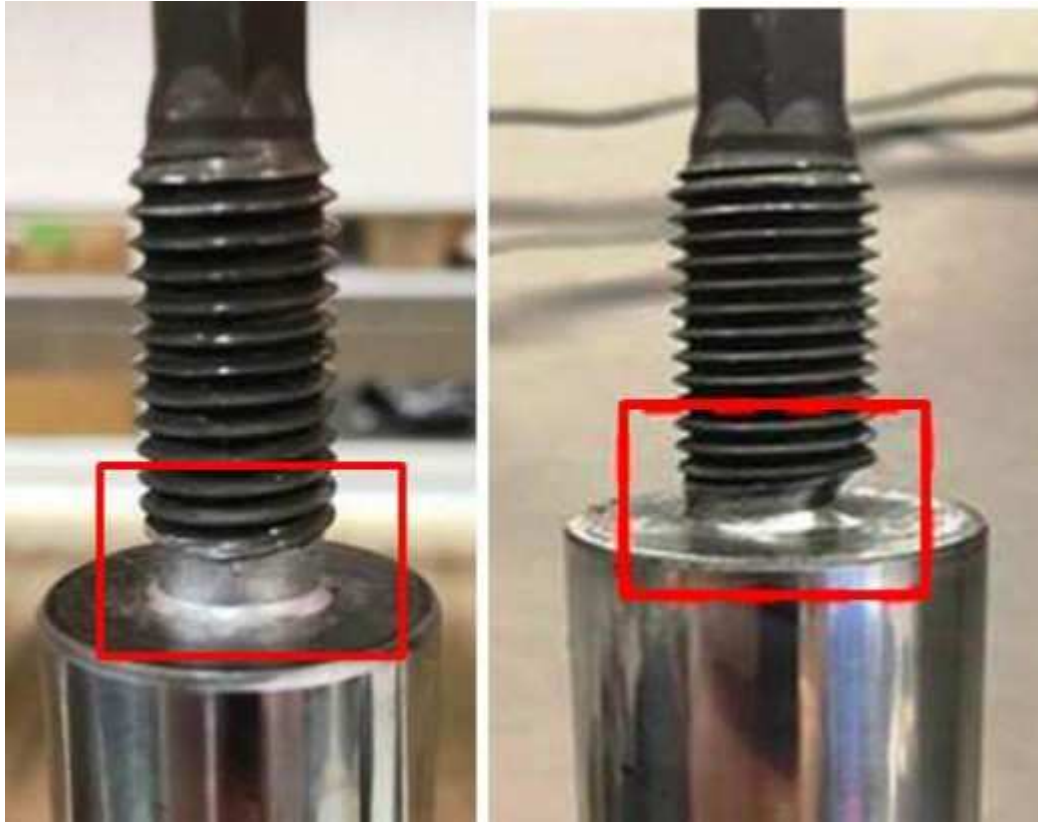   b. NO >>> Continue to the Repair Procedure Step 1.

Fig. 4
Strut Stem Damage - Replace Strut

Fig. 5
No Damage To Strut – Do Not Replace Strut

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	04721547AC	Front Strut Upper Mount
1 (AR)	06508274AA	Upper Mount to Strut Rod Nut

OPTIONAL AS NEEDED PARTS:

Qty.	Part No.	Description
1 (AR)	68248727AD	Strut Assembly, Left - (TWP, TMK, TYK, TYG with SDA or SDC)
1 (AR)	68248729AD	Strut Assembly, Left - (TV1, TMH, TWZ with SDC and SDM)
1 (AR)	68248735AF	Strut Assembly, Left - (TMK, TWP, TCC with SDB)
1 (AR)	68294077AE	Strut Assembly, Left - (TV1, TMH, TWZ with SDB)
1 (AR)	68248726AD	Strut Assembly, Right - (TWP, TMK, TYK, TYG with SDA and SDC)
1 (AR)	68248728AD	Strut Assembly, Right - (TV1, TMH, TWZ with SDC and SDM)
1 (AR)	68248734AF	Strut Assembly, Right - (TMK, TWP, TCC with SDB)
1 (AR)	68294076AE	Strut Assembly, Right - (TV1, TMH, TWZ with SDB)

REPAIR PROCEDURE:

1. Replace one or both upper strut mounts, fasteners and re-assemble one or both struts.

2. Install the strut assemblies:

   - For **RT vehicles** refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>02 - Front Suspension/Front/Strut, Suspension, Assembly/Installation. This bulletin has been completed.
   - For **RU vehicles** refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>02 - Front Suspension/Front/Strut, Suspension, Assembly/Installation. This bulletin has been completed.

NOTE: When submitting a warranty claim, take a picture of strut damage, print to PDF and attach to warranty claim.

3. Replace one or both strut assemblies and mounts:

   - For **RT vehicles** refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>02 - Front Suspension/Front/Strut, Suspension, Assembly/Installation. This bulletin has been completed.
   - For **RU vehicles** refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>02 - Front Suspension/Front/Strut, Suspension, Assembly/Installation. This bulletin has been completed.

POLICY:

Reimbursable within the provisions of the warranty.

NOTE: When submitting a warranty claim, be sure to submit the picture of strut damage, print to PDF and attach to warranty claim.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
02-15-12-90	Mount, Upper Strut - Replace Front (One Side); Includes Setting Front Toe (1 - Semi-Skilled)	6 - Electrical and Body Systems	1.2 Hrs. **(2016 - 2017 RT)** 1.4 Hrs. **(2017 RU)**
02-15-12-91	Mount, Upper Strut - Replace Front (Both Sides); Includes Setting Front Toe (1 - Semi-Skilled)	6 - Electrical and Body Systems	1.7 Hrs. **(2016 - 2017 RT)** 2.0 Hrs. **(2017 RU)**

RELATED LOP:

Labor Operation No:	Description	Skill Category	Amount
02-15-12-50	Strut - Replace Front (One or Both Sides) (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.1 Hrs. (2016 - 2017 RT and 2017 RU)

FAILURE CODE:

ZZ	Service Action