



NUMBER: 23-007-17 REV. C

GROUP: 23 - Body

DATE: July 13, 2017

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NOTE: This bulletin only applies to vehicles in the Canadian market and in salt belt states which include Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, Washington, D.C., West Virginia and Wisconsin.

THIS BULLETIN SUPERSEDES SERVICE BULLETIN 23-007-17 REV B, DATED MARCH 10, 2017, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS AND INCLUDE A PM SRT PART NUMBER AND REMOVAL OF SRT PART AVAILABILITY NOTES.**

SUBJECT:

Front and Rear Crossmember Corrosion (X69 Warranty Extension)

OVERVIEW:

This bulletin involves inspecting the front and rear crossmembers for perforation/rust through and if necessary, replacing the crossmember(s).

MODELS:

2008 - 2012	(PM)	Dodge Caliber
2008 - 2012	(MK)	Jeep Compass/Patriot

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

NOTE: This bulletin applies to vehicles built on or before January 24, 2012 (MDH 0124XX).

SYMPTOM/CONDITION:

Customers may describe a vibration at the steering wheel or may have been informed by a technician or state vehicle inspection that the front and/or rear crossmember is severely corroded.

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

DIAGNOSIS PROCEDURE:

1. Raise the vehicle on hoist. Refer to the detailed service procedures available in DealerConnect> TechCONNECT under: Service Info> 04 - Vehicle Quick Reference> Hoisting> Standard Procedure.

2. **NOTE: Any perforation/rust through of either suspension crossmember, regardless of hole size or area affected, will require crossmember replacement.**

Inspect the front and rear crossmembers for perforation/rust through (Fig. 1) . Was perforation/rust through found on either the front or rear crossmember(s)?

- a. YES >>> Continue to the Repair Procedure [Step 1](#).
- b. NO >>> Return the vehicle to the customer and advise the customer to return for yearly inspections until the vehicle reaches 10 years of age.

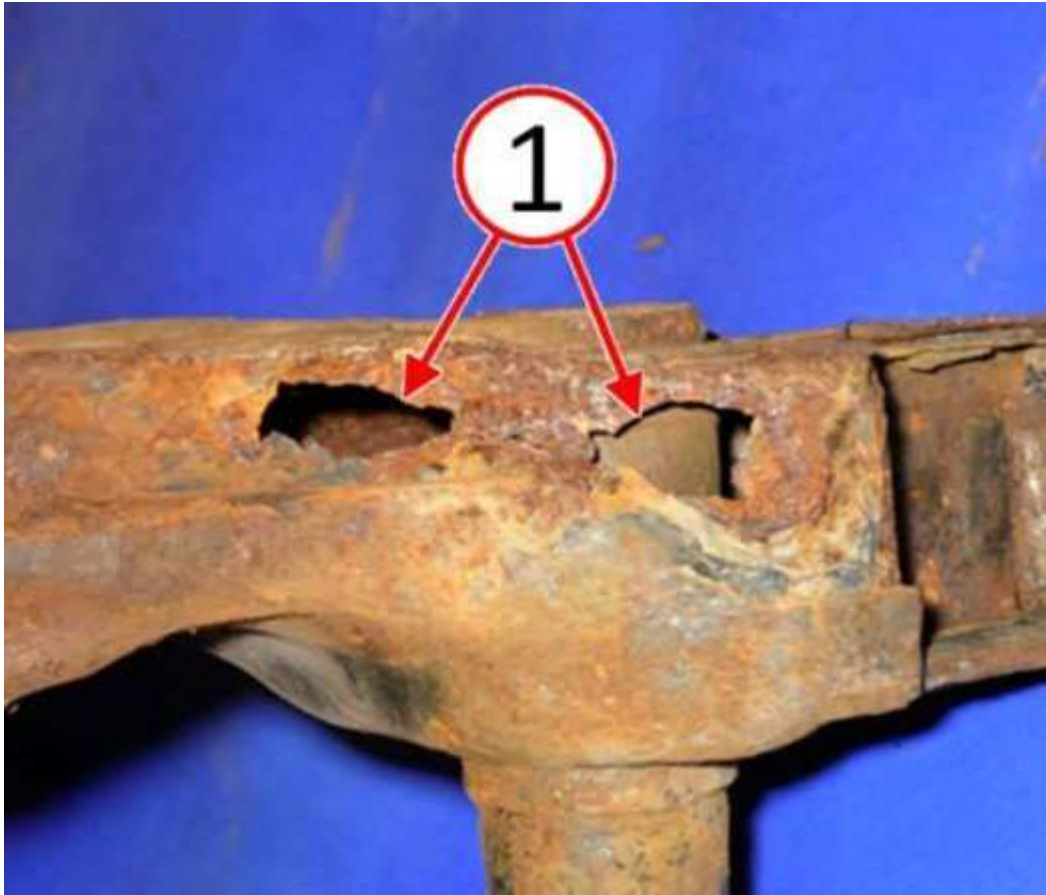


Fig. 1
Crossmember Needing Replacement

1 - Suspension Crossmember Perforation/Rust Through

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	CXA9X691AA	Crossmember Front (PM SRT Only)
1 (AR)	CBLTN361AA	Crossmember, Front (PM & MK) (FWD & 4WD)
1 (AR)	CBLTN363AB	Crossmember, Rear (PM & MK 4WD)
1 (AR)	CBLTN366AB	Crossmember, Rear (PM & MK FWD)
1 (AR)	CBLTN362AA	Bolt Kit, Front Crossmember
1 (AR)	CBLTN364AA	Bolt Kit, Rear Crossmember
1 (AR)	CBLTN365AA	Isolator, Rear Differential Mounting

OPTIONAL PARTS:

Qty.	Part No.	Description
3 (AR)	06505704AA	10 mm Rivnuts - For vehicles with a steel skid plate
3 (AR)	06104885AA	6 mm Rivnuts - For vehicles with a Plastic Aero Shield

NOTE: New crossmembers do NOT come with rivnuts.

REPAIR PROCEDURE:

1. Repair procedure involves replacing the front, rear or both crossmember(s):
 - a. Replace the front crossmember. Refer to the detailed service procedures available in DealerConnect> TechCONNECT under: Service Info> 13 - Frame and Bumpers> Frame> Crossmember, Front Suspension> Removal/Installation.
 - b. Adjust front toe only.
 - c. Replace the rear crossmember. Refer to the detailed service procedures available in DealerConnect> TechCONNECT under: Service Info> 13 - Frame and Bumpers> Frame> Crossmember, Rear Suspension> Removal/Installation.
 - d. Adjust rear toe only.

POLICY:

Warranty period for crossmember perforation/rust through is extended to 10 years.

Vehicles included in this Service Bulletin applies to U.S. Market (Sales Code YAA) and Canadian Market (Sales Code YAC). See Warranty Bulletins; U.S. D-17-05 and Canada SAB 2017-04 for details associated with the warranty extension.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
13-30-01-9B	Inspect Front and Rear Suspension Crossmembers (2 - Skilled)	4 - Chassis	0.2 Hrs.
13-30-01-9C	Inspect Front and Rear Suspension Crossmembers, Replace Front Suspension Crossmember (2 - Skilled)	4 - Chassis	2.6 Hrs.
13-30-01-9D	Inspect Front and Rear Suspension Crossmembers, Replace Rear Suspension Crossmember (2 - Skilled)	4 - Chassis	3.2 Hrs.
13-30-01-9E	Inspect and Replace Both Front and Rear Suspension Crossmembers (2 - Skilled)	4 - Chassis	4.9 Hrs.

NOTE: LOPs include time for adjusting front and rear toe.

RELATED - OPTIONAL EQUIPMENT:

Labor Operation No:	Description	Skill Category	Amount
13-30-01-9F	4WD Equipped (2 - Skilled)	4 - Chassis	0.7 Hrs.

FAILURE CODE:

ZZ	Service Action
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