



**NUMBER:** 02-005-19

**GROUP:** 02 - Front Suspension

**DATE:** August 28, 2019

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**This service bulletin is also being released as Rapid Response Transmittal (RRT) 19-064, dated August 28, 2019. All applicable sold and un-sold RRT VINs have been loaded. To verify that this RRT service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty.**

**SUBJECT:**

Knock or Clunk Type Noise In Front Left Suspension

**OVERVIEW:**

This bulletin involves inspecting and possibly replacing the spring in the left front strut assembly.

**MODELS:**

2019 (KL) Jeep Cherokee

**NOTE:** This bulletin applies to vehicles within the following markets/countries: North America and EMEA.

**NOTE:** This bulletin applies to vehicles built on or after June 19, 2019 (MDH 0619XX) and on or before June 20, 2019 (MDH 0620XX) equipped with Spring - Left Front (Sales Code ZDE).

**SYMPTOM/CONDITION:**

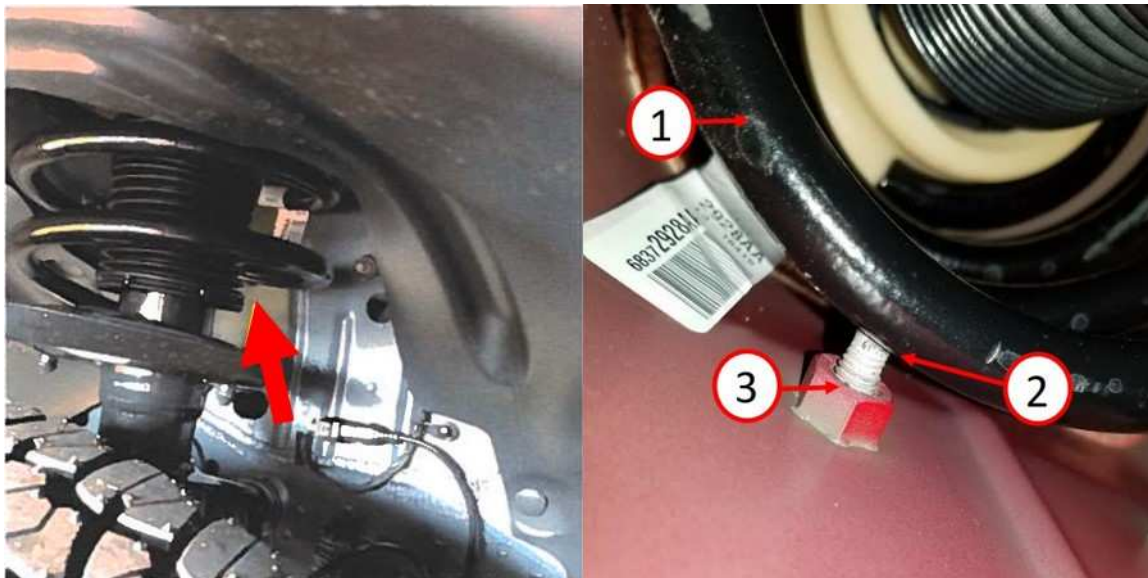
Knocking type noise coming from the front left side of the vehicle.

**DIAGNOSIS:**

If a customer's VIN is listed in VIP or your RRT VIN list, perform the Inspection/Diagnosis. **This RRT only applies to vehicles on the RRT VIN list.**

1. Measure the clearance between left front spring and bolt (Fig. 1) .

**NOTE: The inspection portion of this procedure is performed with the vehicle on the ground under its own weight.**



**Fig. 1**  
**Bolt Location**

- 1 - Spring  
2 - Area To Perform Measurement  
3 - Bolt (Located on inner wheel well)

2. Is the bolt to spring clearance less than 9mm?

- YES>>> Proceed to [Step 1](#) of the Repair Procedure.
- NO>>> Vehicle has the proper spring clearance. This bulletin has been completed, use inspect LOP (02-27-01-9A) to close the active RRT.

**PARTS REQUIRED:**

Qty.	Part No.	Description
1	68372928AA	Left Front Strut Spring (Sales Code ZDE)
1	06510103AA	Nut, Strut to Knuckle
1	06509954AA	Bolt, Strut to Knuckle
1	06507676AA	Nut, Lower Ball Joint
1	06509898AA	Nut, Hub
2	06510023AA	Bolt, Caliper Adapter
2	05168088AA	Retainer, Front Suspension

**REPAIR PROCEDURE:**

1. Remove the Left Front Strut Assembly. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info 02 - Front Suspension / Front / Strut, Suspension, Assembly / Removal.
2. Disassemble the strut assembly and remove the spring. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info 02 - Front Suspension / Front / Strut, Suspension, Assembly / Disassembly.
3. Replace the original spring with the new spring and assemble strut assembly. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info 02 - Front Suspension / Front / Strut, Suspension, Assembly / Assembly.
4. Install the strut assembly. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info 02 - Front Suspension / Front / Strut, Suspension, Assembly / Installation.
5. Verify if the toe alignment is within specs after the strut/spring is reinstalled. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info 02 - Front Suspension / Wheel Alignment / Standard Procedure / Toe.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
02-27-01-9A	Spring, Coil Left Front - Inspect (1 - Semi-Skilled)	4 - Chassis Systems	0.2 Hrs.
02-27-01-9B	Spring, Coil Left Front - Inspect and Replace (1 - Semi-Skilled)	4 - Chassis Systems	1.7 Hrs.

**NOTE:** Per the warranty administration manual, you are required to document before and after alignment specifications.

**FAILURE CODE:**

ZZ	Service Action
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