



**NUMBER:** 23-009-20

**GROUP:** 23 - Body

**DATE:** February 13, 2020

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**This Service Bulletin is also being released as Rapid Response Transmittal (RRT) 20-010, dated February 13, 2020. All applicable Un-Sold RRT VINs have been loaded. To verify 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:***

Loud Scraping or Clunking Noise From the Front Suspension

***OVERVIEW:***

This bulletin involves inspecting and possibly replacing one front coil spring.

***MODELS:***

2020 (JT) Jeep Gladiator

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

**NOTE:** This bulletin applies to vehicles built on or after September 27, 2019 (MDH 0927XX) and on or before October 12, 2019 (MDH 1012XX) equipped with Front Right Springs (Sales Code ZNC) or Front Left Springs (Sales Code ZAC).

***SYMPTOM/CONDITION:***

Customers may experience the following:

- A loud scraping, bump or clunking noise from the front suspension when going over bumps.

***DIAGNOSIS:***

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

**NOTE:** All coil springs should be checked to see that the spring is fully seated into position before checking the spring clearance.

- Using a 5 mm Allen wrench as a gauge, inspect the **Left for (Sales Code ZAC) or Right for (Sales Code ZNC)** front inner coil spring bows between the fourth and fifth coil from the bottom and at curb height.

Insert the Allen wrench between the bow and the jounce cup inside the coil spring (Fig. 1) . **The Allen wrench should be able to pass completely around the coil spring bow without touching the jounce cup (Fig. 2) .**

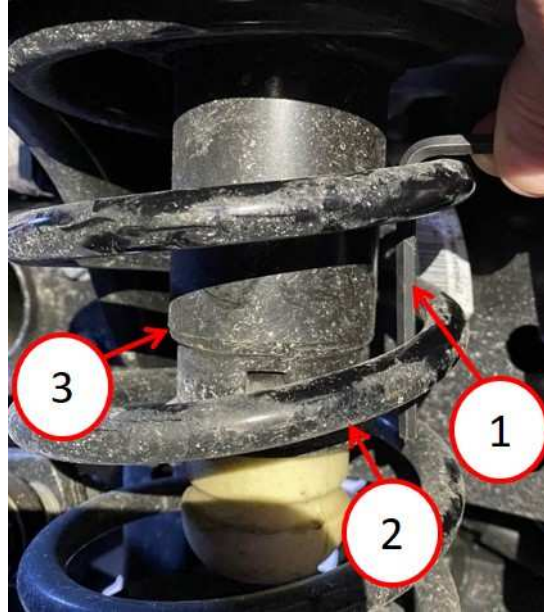


Fig. 1

**Checking Clearance Between The Spring Bow And Jounce Cup**

- 1 - 5 mm Allen Wrench
- 2 - Coil Spring
- 3 - Jounce Cup

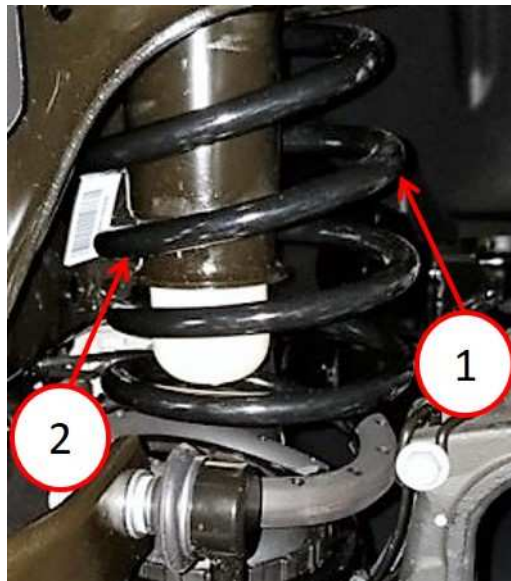


Fig. 2

**Defective Coil Spring**

- 1 - Badly Bowed Coil Spring
- 2 - Coil Spring Touching Or Too Close To Jounce Cup

2. Is the clearance between the spring bow and jounce cup less than 5 mm (0.5 cm)?
- YES>>> Replace the coil spring. Proceed to [Step 1](#) of the Repair Procedure.
  - NO>>> This bulletin has been completed, use LOP (02-27-01-9C) to close the active RRT.

**PARTS REQUIRED:**

Qty.	Part No.	Description
1 (AR)	68341325AB	Front Coil Spring ( <b>Both Sales Codes ZAC and ZNC</b> )

**REPAIR PROCEDURE:**

**NOTE:**

- Both front coil springs do not need to be replaced for this Repair Procedure. Only replace the Left for (Sales Code ZAC) or the Right for (Sales Code ZNC) front inner coil spring with the symptom/condition above.
  - When replacing a coil spring, check that the upper isolator is properly seated in the frame spring seat. Also confirm the spring is properly seated in the lower isolator to ensure a complete repair.
1. Replace the coil spring. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info>02 - Front Suspension/Front/Spring, Front Coil/Removal and Installation.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
02-27-01-9C	Inspect Front Coil Spring (Left or Right) (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
02-27-01-9D	Inspect and Replace Front Coil Spring (Left or Right) (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.6 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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