



NUMBER: 02-003-22

GROUP: 02 - Front Suspension

DATE: March 11, 2022

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.

SUBJECT:

3.0L Diesel Harsh Ride

OVERVIEW:

This bulletin involves replacing both the front and rear shocks and front jounce bumpers.

MODELS:

2021 (JT) Jeep Gladiator

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

NOTE: This bulletin applies to the following vehicles built on or before February 14, 2022 (MDH 0214XX) equipped with a 3.0L V6 Turbo Diesel Engine W/ESS (Sales Code EXJ) and Customer Preferred Package - Rubicon (Sales Code 26R).

SYMPTOM/CONDITION:

Customers may comment on one or more of the following:

- A harsh ride when hitting pot holes.
- A loud noise in the front suspension when hitting pot holes.

NOTE: This condition would not be noticed during normal, smooth road, driving conditions.

PARTS REQUIRED:

Qty.	Part No.	Description
2 (AR)	68341387AF	Absorber, Suspension - Front
2 (AR)	68341421AG	Absorber, Suspension - Rear
2 (AR)	06512467AA	Bolt - Front Upper Shock Mount
2 (AR)	68563778AA	Bumper, Jounce - Front
4 (AR)	06512810AA	Screw - Front Lower Shock Mount/ Rear Upper And Lower Shock Mount
2 (AR)	06104718AA	Nut - Front Lower Shock Mount
4 (AR)	06104719AA	Nut - Rear Upper And Lower Shock Mount

DIAGNOSIS:

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

REPAIR PROCEDURE:

1. Replace the front jounce bumpers. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>02 - Front Suspension / Front / Bumper, Jounce / Removal and Installation.
2. Replace the front shock absorbers and bolts. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>02 - Front Suspension / Front / Shock Absorber, Suspension / Removal and Installation.
3. Replace the rear shock absorbers and bolts. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>17 - Rear Suspension / Shock Absorber, Suspension / Removal and Installation.
4. Lower the vehicle.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
02-15-01-93	Replace Front and Rear Shock Absorbers and Front Jounce Bumpers (1 - Semi-Skilled)	6 - Electrical and Body Systems	1.3 Hrs.

FAILURE CODE:

ZZ	Service Action
----	----------------