



**NUMBER:** 02-003-22 REV. A

**GROUP:** 02 - Front Suspension

**DATE:** March 24, 2022

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**This bulletin supersedes Technical Service Bulletin (TSB) 02-003-22, date of issue March 11, 2022, which should be removed from your files. All revisions are highlighted with **\*\*asterisks\*\*** and include updated part numbers.**

**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)	68518575AB	Shock Absorber Kit - Suspension Front
2 (AR)	68518228AG	Shock Absorber Kit - Suspension - Rear**
2 (AR)	68563778AA	Bumper, Jounce - Front

**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:**

<b>Labor Operation No:</b>	<b>Description</b>	<b>Skill Category</b>	<b>Amount</b>
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
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