

REFERENCE:	TSB: 02-002-24 REV. A GROUP: 02 - Front Suspension	Date:	June 29, 2024	REVISION:	02-002-24
VEHICLES AFFECTED:	2023 (WL) Grand Cherokee / Grand Cherokee L This bulletin applies to vehicles built on or after October 21, 2022 (MDH 1021XX) and on or before March 29, 2023 (MDH 0329XX) .			MARKET APPLICABILITY:	
				<input type="checkbox"/> NA <input type="checkbox"/> SA <input type="checkbox"/> EE	<input checked="" type="checkbox"/> MEA <input type="checkbox"/> IAP <input type="checkbox"/> CH
CUSTOMER SYMPTOM:	Customers may experience the following: <ul style="list-style-type: none"> • Noise (metallic rattle) coming from the front end while driving over bumps. 				
CAUSE:	Excessive lash in lower control arm ball joint socket.				

This bulletin supersedes Technical Service Bulletin (TSB) 02-002-24, date of issue February 15, 2024, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include an updated Spare Parts table.

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 24-030, date of issue February 15, 2024. All applicable RSU VINs have been loaded. To verify this RSU 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. This RSU will expire 18 months after the date of issue.

REPAIR SUMMARY:

This bulletin involves replacing both tension links (lower control arms).

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
02-10-05-9E	Arm, Lower Control - Replace Both Sides (1 - Semi-Skilled)	4 - Chassis	0.9 Hrs.
Failure Code	ZZ	Service Action	

RELATED LOPS:

Labor Operation No:	Labor Description	Skill Category	Labor Time
02-10-05-62	Air Suspension Equipped (1 - Semi-Skilled)	4 - Chassis	0.3 Hrs.
02-00-01-52	Wheel Alignment Both Front and Rear (1 - Semi-Skilled)	4 - Chassis	1.5 Hrs.

SPARE PARTS:

Qty	Part No.	Description	Notes
1	68508856AA	Arm, Lower Control - Front	Right
1	68508857AA	Arm, Lower Control - Front	Left
2	06509298AA	Nut, Hex Flange M22 x 1.50	Halfshaft Hub and Bearing
2	68481168AA **OR 06513016AA**	Nut, Hex Lock - M14 x 1.5	**Alternate part number can also be used**

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits any of the symptom listed above in the customer symptom section, perform the Repair Procedure. **This RSU only applies to vehicles on the RSU VIN list.**

REPAIR PROCEDURE:

1. Replace both tension links. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>02 - Front Suspension / Front / Link, Tension / Removal and Installation.

POLICY:

Reimbursable within the provisions of the warranty.

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