

**Technical Service Bulletin (TSB)**  
**Incorrect Upper Control Arm**

<b>REFERENCE:</b>	<b>TSB:</b> 02-009-24 <b>GROUP:</b> 02 - Front Suspension	<b>Date:</b>	August 29, 2024	<b>REVISION:</b>	—
<b>VEHICLES AFFECTED:</b>	2024 (WL) Jeep Grand Cherokee / Grand Cherokee L This bulletin applies to vehicles built on and after March 25, 2024 (MDH 0325XX) and on and before July 26, 2024 (MDH 0726XX).		<b>MARKET APPLICABILITY:</b>		
			<input checked="" type="checkbox"/> NA	<input type="checkbox"/> CH	
			<input type="checkbox"/> EE	<input type="checkbox"/> IAP	
			<input type="checkbox"/> SA	<input type="checkbox"/> MEA	
<b>CUSTOMER SYMPTOM:</b>	<p><b>Customers may experience the following:</b></p> <ul style="list-style-type: none"> <li>Vehicle pulls to the left.</li> </ul> <p><b>NOTE:</b> Incorrect control arm installed on the left side.</p>				
<b>CAUSE:</b>	Incorrect control arm installed				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 24-121, date of issue August 29, 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.

**REPAIR SUMMARY:**

This bulletin involves inspecting and possibly replacing the left upper control arm.

**CLAIMS DATA:**

Labor Operation No:	Labor Description	Skill Category	Labor Time
02-10-55-96	Control Arm, Upper Left - Inspect (2 - Semi Skilled)	2 - Front Suspension	0.2 Hrs.
02-10-55-97	Control Arm, Upper Left - Inspect and Replace (2 - Semi Skilled)	2 - Front Suspension	0.8 Hrs.
Failure Code	ZZ	Service Action	

**RELATED LOPS:**

Labor Operation No:	Labor Description	Skill Category	Labor Time
02-10-55-61	Air Suspension Equipped (2 - Semi Skilled)	2 - Front Suspension	0.4 Hrs.

**SPARE PARTS:**

Qty	Part No.	Description	Notes
1 (AR)	68375789AC	Arm	Upper Control - Front
1 (AR)	06510027AA	Bolt	Hex Flange Head - M10 X 1.25X76

**DIAGNOSIS:**

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

**REPAIR PROCEDURE:**

- Is the vehicle on the RSU VIN list?
  - YES>>> Proceed to [Step 2](#).
  - NO>>> This bulletin does not apply.
- Using a hand held light and mirror, check the label on the underside of the LH (driver's side) upper control arm [Fig 1](#).



**Fig. 1**  
Left Side Upper Control Arm

- If there is an orange label with the correct part number [Fig. 2](#), no further action is necessary. Inspection is complete. Use Inspection LOP (02-10-55-96) to close this active RSU.



**Fig. 2**  
Orange Label

4. If there is a blue label showing [Fig. 3](#), the control arm is incorrect and must be replaced with the correct part for LH side (68375789AC). Proceed to [Step 8](#).



**Fig. 3**  
Blue Label

5. If there is no label present, use the mirror and light to inspect the top side of the control arm for the "LH" stamp.
6. If there is an LH present [Fig. 4](#), no further action is necessary. Inspection is complete. Use Inspection LOP (02-10-55-96) to close this active RSU.



**Fig. 4**  
Left Hand Control Arm Marking

7. If there is an RH present [Fig. 5](#), the control arm is incorrect and must be replaced with the correct part for LH side (68375789AC). Proceed to [Step 8](#).



**Fig. 5**

Right Hand Control Arm Marking

8. Replace incorrect upper control arm. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info> 02 - Front Suspension / Front / Arm, Upper Control / Removal and Installation. Proceed to [Step 9](#).
9. Perform Alignment. Refer to the detailed service procedures listed in DealerCONNECT Service Library under: 02 - Front Suspension / Wheel Alignment / Standard Procedure.

#### **POLICY:**

Reimbursable within the provisions of the warranty.

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