

Technical Service Bulletin (TSB)
Rear Damper Noise

REFERENCE:	TSB: 17-003-24 GROUP: 17 - Rear Suspension	Date:	October 29, 2024	REVISION:	—
VEHICLES AFFECTED:	2024 (B1) Jeep Renegade (Brazil) This bulletin applies to vehicles built on or after March 02, 2024 (MDH 0302XX) and on or before July 21, 2024 (MDH 0721XX).			MARKET APPLICABILITY:	
				<input type="checkbox"/> NA	<input type="checkbox"/> CH
				<input type="checkbox"/> EE	<input type="checkbox"/> IAP
				<input checked="" type="checkbox"/> SA	<input type="checkbox"/> MEA
CUSTOMER SYMPTOM:	Customers may experience the following: <ul style="list-style-type: none"> Noise from rear while driving. 				
CAUSE:	Rear Damper				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 24-150 date of issue October 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 replacing both rear dampers.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
02-15-15-91	Rear, Dampers - Inspect Both Sides (1 - Semi-Skilled)	17 - Rear Suspension	0.2 Hrs.
02-15-15-92	Rear, Dampers - Inspect And Replace One Side (1 - Semi-Skilled)	17 - Rear Suspension	1.1 Hrs.
02-15-15-93	Rear, Dampers - Inspect And Replace Both Sides (1 - Semi-Skilled)	17 - Rear Suspension	1.4 Hrs.
Failure Code	ZZ	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	7097324 - SA	Damper, Rear Suspension	Left Rear
1 (AR)	7097325 - SA	Damper, Rear Suspension	Right Rear

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RSU VIN list, perform the Repair Procedure. If any vehicle not on the VIN list exhibits the symptom listed above in the customer symptom section, perform the Repair Procedure.

REPAIR PROCEDURE:

1. Raise the vehicle. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: 04 - Vehicle Quick Reference / Hoisting / Standard Procedure.
2. Inspect the part number label(s) on the rear dampers [Fig. 1](#), [Fig. 2](#).



Fig. 1
Rear Damper Label



Fig. 2

Rear Damper Part Number

3. Is the part number on either of the dampers 30323?
 - YES>>> Proceed to [Step 4](#).
 - NO>>> This bulletin does not apply. Use Inspection LOP (17-27-01-XX). Perform further diagnosis.
4. Replace one or both rear dampers. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 4420A30 - Amortecedor da Suspensão Traseira (Um Lado) - Remoção/Recolocação. Alinhamento a Parte.
5. Perform all wheel alignment. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 4450A10 - Alinhamento das Rodas Dianteiras - Controle com Aparelhagem Óptica, Compreende Eventual Regulagem.

POLICY:

Reimbursable within the provisions of the warranty.

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