



STAR ONLINE PUBLICATION



Case Number: S2602000003

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Symptom/Vehicle Issue: Clunk, Creaking, Squeaking, Knocking Noise From Front Suspension Over Bumps And Or Rough Road Conditions.

Models Affected: 2021-2026 Jeep Grand Cherokee (WL)

Discussion: As part of standard diagnostics for a suspension noise complaint, loosening and torquing all suspension link fasteners should be performed prior to component replacement. Loosening and tightening of the arm/link fasteners require to be done at curb height. A drive on hoist should be used. This will ensure the bushings are in the proper orientation and not bound up. Bushings torqued with the suspension hanging can cause customer complaints of handling concerns and noises. Best practice is to perform a visual and hand inspection of the steering and suspension at the same time the vehicle is hoisted looking for damage, loose/failed components. Once the suspension components are confirmed properly torqued and components have been visually and hand inspected, perform a test drive to see if the concern is still present.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous case details that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.