



## STAR ONLINE PUBLICATION



**Case Number:** S2102000004 Rev. C

**Release Date:** April 2026

**Symptom/Vehicle Issue:** WL Front Control Arm Bushing - Handling Link Has Loose Rubber Appearance

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

**Customer Complaint/Technician Observation:** During a vehicle inspection or other repair work it may be noticed the front control arm handling link bushing may have what appears to be rubber separating or coming off the bushing. No issues with vehicle handling or operating the vehicle with this condition.

**Discussion:** The outer bushing sleeve has a rubber layer as part of the manufacturing process and is not an “active” part of the bushing. If the rubber from this outer surface has separated it does not require repair or control arm replacement. The condition does not affect the bushing operation or vehicle handling. See the image below.

**NOTE>>> If there are noise or handling complaints this Star Online does not apply to the condition. Continue with normal diagnosis steps.**

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 cases known 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 or eCONTACT ticket if no solution is found**



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Front Control Arm Bushing.  
Condition present is deemed normal. No repair necessary.

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