



**NUMBER:** 03-002-18

**GROUP:** 03 - Differential and Driveline

**DATE:** September 12, 2018

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**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 18-094. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN's HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.**

**SUBJECT:**

Front Differential Bolt Not Torqued To Cradle

**OVERVIEW:**

This bulletin involves tightening the front differential mounting bolt to specification.

**MODELS:**

2018	(WD)	Dodge Durango
2018	(WK)	Jeep Grand Cherokee

**NOTE:** This bulletin applies to vehicles within the following markets/countries: NAFTA, EMEA, LATAM and APAC.

**NOTE:** This bulletin applies to vehicles built on or after July 23, 2018 (MDH 0723XX) and on or before July 25, 2018 (MDH 0725XX) equipped with Four Wheel Drive (4WD)/(4X4) (Sales Code 514).

**SYMPTOM/CONDITION:**

The customer may comment on one or more of the following:

- A grinding noise coming from the front of the vehicle, which mostly could be heard while in 4WD mode.
- 4WD is not fully engaging.

**DIAGNOSIS:**

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair procedure. **This RRT only applies to vehicles on the RRT VIN List.**

**PARTS REQUIRED:**

Qty.	Part No.	Description
1 (AR)	06511930AA	Bolt

**REPAIR PROCEDURE:**

1. Remove the front skid plate. Refer to the detailed service procedures available in DealerConnect> TechCONNECT under: Service Info>13 - Frame and Bumpers / Under Body Protection / Plate, Skid, Front Suspension/Removal.
2. Is the front differential mounting bolt to cradle missing (Fig. 1) ?
  - YES>>> Install a new bolt and tighten to 118 N·m (87 ft. lbs.). Proceed to [Step 4](#).
  - NO>>> Proceed to [Step 3](#).



**Fig. 1**  
**Mounting Bolt**

3. Tighten the front differential mounting bolt to 118 N·m (87 ft. lbs.).
4. Install the front skid plate. Refer to the detailed service procedures available in DealerConnect> TechCONNECT under: Service Info>13 - Frame and Bumpers / Under Body Protection / Plate, Skid, Front Suspension/Installation.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
02-12-01-91	Mounting Bolt, Front Differential - Tighten and/or Replace (2 - Skilled)	3 - Driveline	0.2 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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