



**NUMBER:** 17-001-11

**GROUP:** Rear Suspension

**DATE:** April 30, 2011

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**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL #10-065. ALL APPLICABLE SOLD AND UN-SOLD VIN's HAVE BEEN LOADED. TO VERIFY THAT THIS 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:***

Rear Shock Buzz / Squeak / Rattle

***OVERVIEW:***

This bulletin involves replacing **both** rear upper shock mounts.

***MODELS:***

2011                      (WK)                      Grand Cherokee

**NOTE: This Bulletin applies to vehicles with standard rear suspension. DOES NOT APPLY TO MODELS WITH REAR LOAD LEVELING SHOCKS (Sales Code SES).**

***SYMPTOM/CONDITION:***

Customers may experience a rattle sound from the rear of the vehicle while driving.

***DISCUSSION:***

A number of vehicles were built with rear upper shock mounts that rattle when the vehicle is driven. The population of vehicles involved in this Service Bulletin will require both right and left upper mounts be replaced.

**NOTE: Perform a VIP or VIN search before attempting repair to be sure the vehicle your working on is involved with this Service Action.**

**PARTS REQUIRED:**

Qty.	Part No.	Description
2	68029590AD	Shock Mount, Upper (non load leveling)

**SPECIAL TOOLS/EQUIPMENT REQUIRED:**

9894	Socket, Strut Shaft
9362	Wrench, Strut Nut

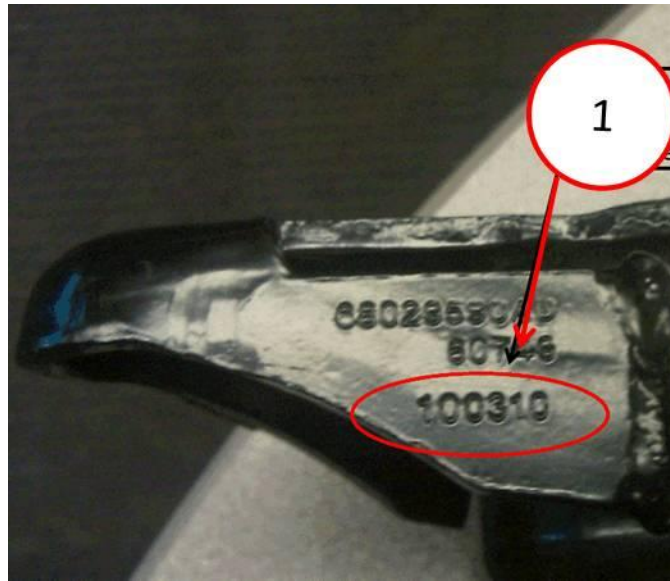
**NOTE:** Part stock should have yellow paint marks ([Fig. 1](#)) and/or include a September or later build date code ([Fig. 2](#)).



**Fig. 1 Yellow Paint Mark**

1 - Yellow Paint Mark

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**Fig. 2 Date Code**

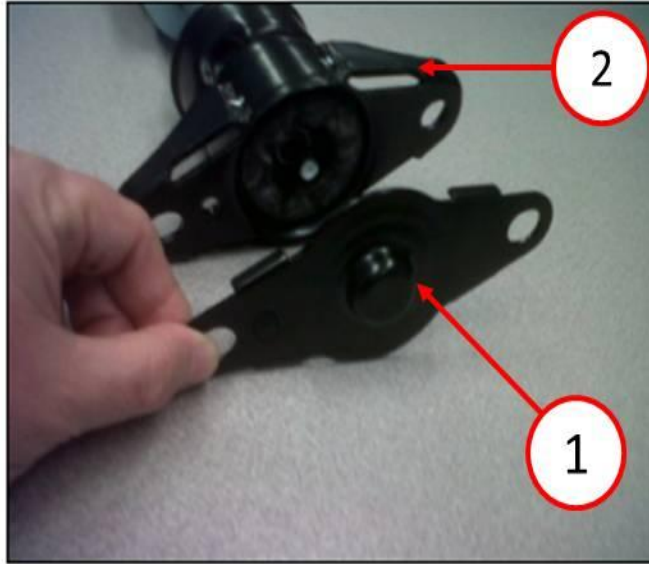
1 - Date Code — Example (100310 / 10 = 2010 / 03 = March / 10 = Day)

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**REPAIR PROCEDURE:**

1. Raise the vehicle on a suitable hoist. Refer to the detailed removal procedures available in DealerCONNECT> TechCONNECT under: Service Info > 4 - Vehicle Quick Reference > Hoisting.
2. Remove **both** rear upper shock mounts. Refer to the detailed removal procedures available in DealerCONNECT> TechCONNECT under: Service Info > 17 - Rear Suspension > SHOCK ABSORBER, Suspension, Assembly > Removal.

3. Remove the protective cap from the upper shock mount (Fig. 3).

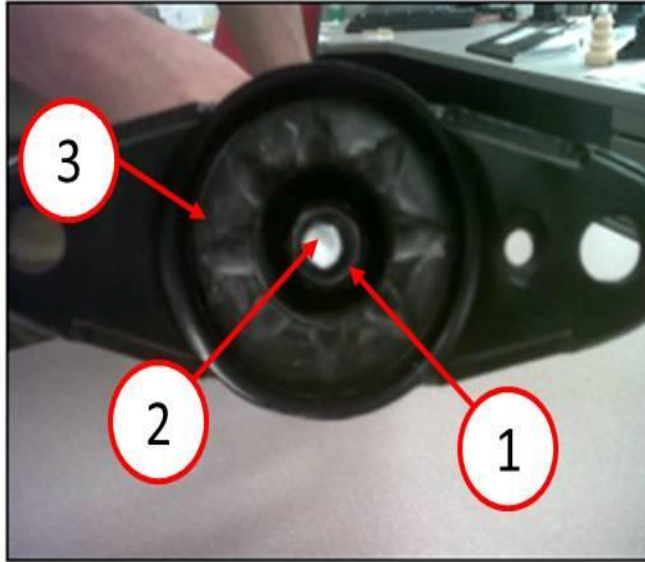


**Fig. 3 Protective Cap**

- 1 - Protective Cap
  - 2 - Upper Shock Mount
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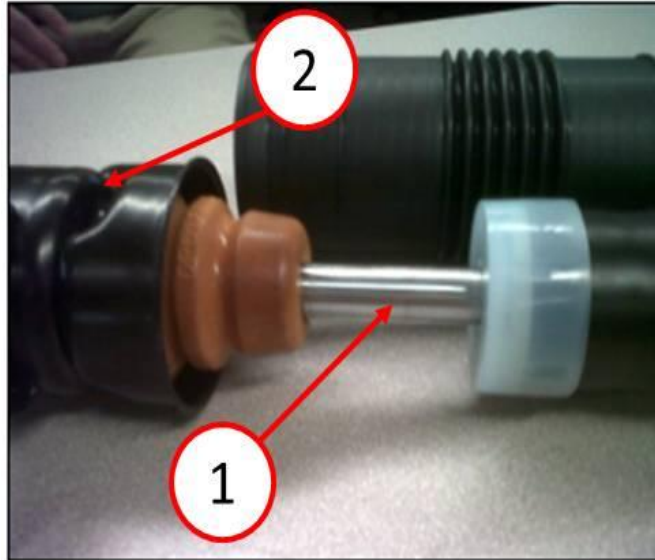
- Using Miller Tool 9894 and 9362 hold the top of the shock rod and remove the strut nut from the upper mount (Fig. 4).

**NOTE: Do not use any tools on the shock rod assembly other than what is specified in Step #4 (Fig. 5). Pursuing any other methods could damage the shock rod and result in shock leaks.**



***Fig. 4 Shock Rod Removal***

- 1 - Strut Nut
  - 2 - Shock Rod
  - 3 - Urethane Isolator
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**Fig. 5 Shock Rod**

- 1 - Shock Rod
- 2 - Upper Shock Mount

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5. Slide down the dust boot.
  6. Remove the jounce bumper from the upper shock mount.
  7. Discard the old upper shock mount and install the jounce bumper into the new mount p/n 68029590AD.

**NOTE: Make sure the replacement mounts meet the requirements described in (Fig. 1) and (Fig. 2) above.**

**NOTE: Ensure jounce bumper is correctly oriented into upper mount cup. Jounce bumper cutouts must align with upper mount cup formations. Incorrect installation will cause a squeaking noise.**

8. Reinstall the dust boot on the upper shock mount.
9. Reassemble the rear shock assemblies and secure the shock rod with Miller Tool 9894 and fasten the upper shock nut with Miller Tool 9362 (Fig. 4).
10. Reinstall the protective cap (Fig. 3).
11. Install the rear shock assemblies. Refer to the detailed removal procedures available in DealerCONNECT > TechCONNECT under: Service Info > 17 - Rear Suspension > SHOCK ABSORBER, Suspension, Assembly > Installation.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

<b>Labor Operation No:</b>	<b>Description</b>	<b>Amount</b>
02-15-15-92	Replace Both Mounts - (C)	1.0 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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