



**NUMBER:** 17-001-12 REV. A

**GROUP:** Rear Suspension

**DATE:** September 29, 2012

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**SUBJECT:**

Low Speed Rattle And/Or Chuckle From Rear Of Vehicle Over Uneven Surfaces

**OVERVIEW:**

This bulletin involves replacing both rear upper shock mounts.

**MODELS:**

2012 (WK) Grand Cherokee

**NOTE: *\*\*This Bulletin applies to SRT vehicles only with active damping suspension (Sales Code SMC) built prior to May 22, 2012 (MDH0522XX).*\*\***

**SYMPTOM/CONDITION:**

Customers may experience a rattle and/or chuckle from the rear of vehicle over uneven surfaces while driving at low speeds.

**PARTS REQUIRED:**

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

**SPECIAL TOOLS/EQUIPMENT REQUIRED:**

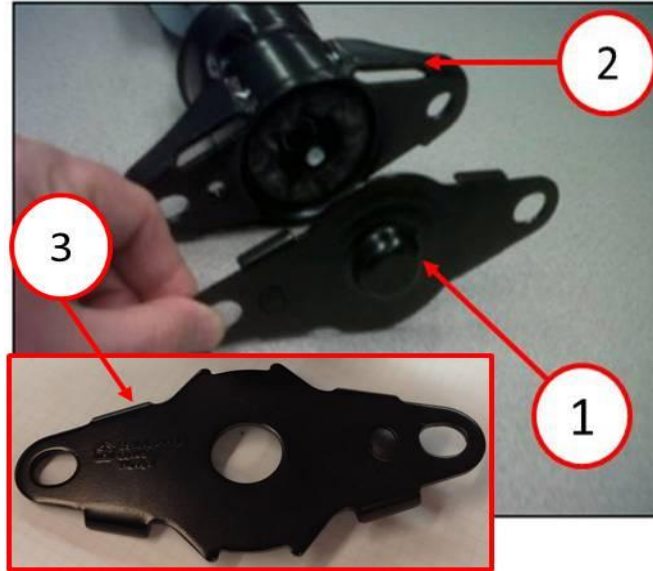
9894	Socket, Strut Shaft
9362	Wrench, Strut Nut

**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 shocks. 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 cover from the upper shock mount (Fig. 1).

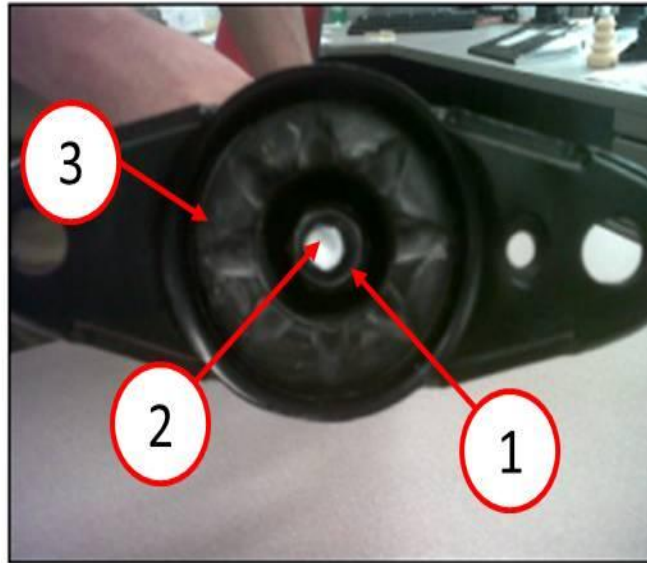
**NOTE: Retain the original (on vehicle) protective cover (3) to be reused on the new upper shock mount (2) as this cover is thicker and differs slightly from the cover (1) included on the new mount (Fig. 1).**



***Fig. 1 Discard New Protective Cap (Reuse Original)***

- 1 - New Protective Cover (Discard and Reuse Original Cover-On Vehicle)
- 2 - Upper Shock Mount
- 3 - Original Protective Cover (Reuse)

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4. Using Miller Tool 9894 and 9362 hold the top of the shock rod and remove the strut nut from the upper mount (Fig. 2).

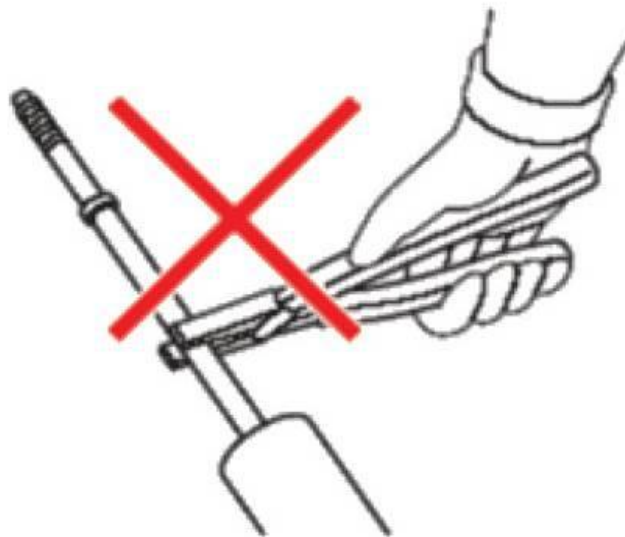


**Fig. 2 Shock Rod Removal**

- 1 - Strut Nut
- 2 - Shock Rod
- 3 - Urethane Isolator

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**NOTE: Do not use any tools on the shock rod assembly other than what is specified in [Step #4](#). Pursuing any other methods such as ([Fig. 3](#)) could damage the shock rod and result in shock leaks.**



**Fig. 3 Do Not Damage Shock Rod**

- Discard the old upper shock mount and install the jounce bumper into the new mount p/n 68029590AE.

**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.**

- 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. 2).
- Reinstall the original protective cover (3) from the old upper shock mount(Fig. 1).
- 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:**

Labor Operation No:	Description	Amount
02-15-18-90	Shock Absorber Mount, Rear - Replace Both (Skill Level = C, Training Level = 2)	0.9 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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