



NUMBER: 17-001-17

GROUP: Rear Suspension

DATE: February 11, 2017

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 17-014. ALL APPLICABLE SOLD RRT VIN'S HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE SOLD VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.

SUBJECT:

Rear Lower Control Arm Spring Alignment Slot In The Wrong Location

OVERVIEW:

This bulletin involves inspecting the rear lower control arm for proper location of the air spring alignment slot. If the slot is in the wrong location, the control arms will need to be replaced.

MODELS:

2017 (WK) Jeep Grand Cherokee

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

NOTE: This bulletin applies to vehicles built on or after December 07, 2016 (MDH 1207XX) and on or before December 08, 2016 (MDH 1208XX) and equipped with Quadra-Lift (TM) Air Suspension (Sales Code SER).

SYMPTOM/CONDITION:

Rear lower control arms with the air spring alignment slot in the wrong location may have been installed at the factory.

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the following:

1. Raise the vehicle on a hoist.
2. Inspect both rear lower control arms for proper location of the air spring alignment slot. If the alignment slot is in the correct location, the slot will be next to the tire/wheel, see (Fig. 1).



Fig. 1 Correct Spring Alignment Slot Location

- 1 - Air spring alignment slot.
- 2 - Location of the tire and wheel.

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3. If the alignment slot is not in the correct location, the slot will be 90 degrees away from the side of the tire/wheel, see (Fig. 2).



Fig. 2 Incorrect Spring Alignment Slot Location

- 1 - Air spring alignment slot.
 - 2 - Location of the tire and wheel.
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- 4. Is the alignment slot in the correct location?
 - a. Yes>>> This bulletin has been completed. Use inspection LOP (02-04-06-91) to close the active RRT.
 - b. No>>> Proceed to the repair procedure, [Step #1](#).

PARTS REQUIRED:

Qty.	Part No.	Description
1	52124811AG	Arm, Lower control, Left Rear
1	52124810AG	Arm, Lower control, Right Rear
1	68258355AB	Spring Assembly, Air Suspension, Left Rear
1	68258354AB	Spring Assembly, Air Suspension, Right Rear
4	06104719AA	Nut, Rear Lower Control Arm to Cradle
4	06104266AA	Bolt, Rear Lower Control Arm to Cradle

REPAIR PROCEDURE:

- 1. Using wiTech, perform the following routines under the ASCM:
 - a. Disable the air suspension system.
 - b. Run the routine, Spring Deflate To Reservoir, on the side that the control arm needs to be replaced.
- 2. Remove the rear lower control arm. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: 17 - Rear Suspension/Arm, Lower Control/Removal.
- 3. Inspect the air spring alignment tab on the bottom of the spring. Check if the alignment tab is broken or cracked. Review below image for location of air spring tab, ([Fig. 3](#)).



Fig. 3 Air Spring Tab And Control Arm Alignment Slot

4. Is the air spring tab damaged?
 - a. Yes>>> Proceed to [Step #5](#).
 - b. No>>> Proceed to [Step #6](#).
5. Replace air springs that shows any signs of damage. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: 17 - Rear Suspension / Spring(s)/Removal and Installation.
6. Install the new rear lower control arm(s). Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: 17 - Rear Suspension/Arm, Lower Control/Installation.

NOTE: Make sure to run ALL air suspension routines that are located in the air spring installation procedure.

7. Perform a rear wheel alignment. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: 02 - Front Suspension / Wheel Alignment/Standard Procedure.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
02-04-06-91	Control Arm, Rear Lower, Inspect Only (2 - Skilled)	4 - Chassis	0.2 Hrs.
02-04-06-92	Control Arm, Rear Lower - Inspect and Replace One Side (Includes 4 Wheel Alignment and Air Spring Replacement if Necessary) (2 - Skilled)	4 - Chassis	4.0 Hrs.
02-04-06-93	Control Arm, Rear Lower - Inspect and Replace Both Side (Includes 4 Wheel Alignment and Air Spring Replacement if Necessary) (2 - Skilled)	4 - Chassis	5.5 Hrs.

FAILURE CODE:

ZZ	Service Action
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