



**NUMBER:** 17-002-10 REV. A

**GROUP:** Rear Suspension

**DATE:** December 10, 2010

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**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 17-002-10, DATED SEPTEMBER 10, 2010, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **\*\*ASTERISKS\*\*** AND INCLUDE THE ADDITION OF THE RRT STATEMENT TO ADDRESS VEHICLES THAT MAY HAVE THIS CONDITION ON EITHER RIGHT OR LEFT SIDES.**

**\*\*THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL 10-079. ALL APPLICABLE 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.\*\***

**NOTE: **\*\*Vehicles that exhibit this condition not included in any VIN list can be repaired using Standard Warranty Procedures.\*\*****

***SUBJECT:***

Rear Shock Buzz / Squeak / Rattle

***OVERVIEW:***

**\*\*This bulletin involves inspecting and if necessary replacing one or both rear upper shock mount(s).\*\***

**NOTE: RRT 10-065 (Service Bulletin 17-003-10) addresses vehicles that required both mounts replaced.**

***MODELS:***

2011 (WK) Grand Cherokee

**NOTE: **\*\*This Bulletin applies to vehicles with STANDARD rear suspension — Sales Codes (SDA & SER) built before August 28, 2010 (MDH0828XX).\*\*****

**CAUTION: **\*\*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.



**DIAGNOSIS:**

Drive the vehicle to determine which side the rattle sound is coming from. If the rattle is determined to come from the rear shock area, Perform the Repair Procedure.

**PARTS REQUIRED:**

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

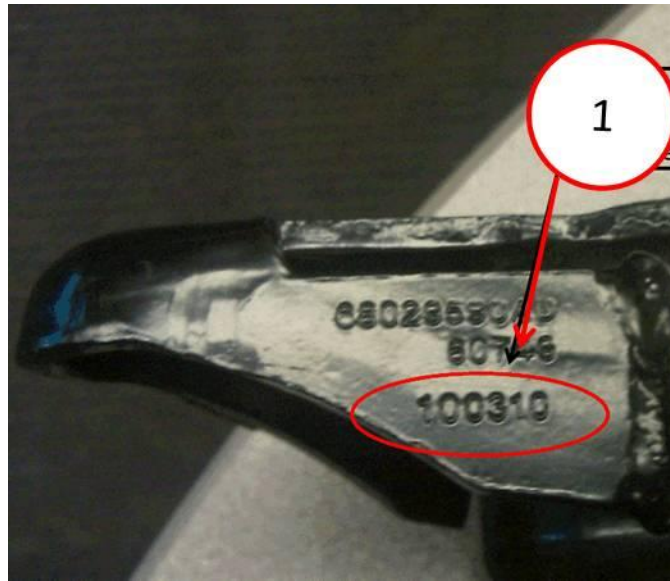
**NOTE: Modified part stock will have yellow paint marks (Figure 1) or include a September or later date code (Figure 2).**



**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 the rattling rear upper shock mount. Refer to the detailed removal procedures available in DealerCONNECT > TechCONNECT under: Service Info > 17 - Rear Suspension > SHOCK ABSORBER, Suspension, Assembly > Removal.
3. Install new rear upper shock mount pn 68029590AD. **Make sure the replacement mount(s) meet the requirements described in Figures 1 & 2 above.** Refer to the detailed installation 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>
02-15-15-90	Inspect for Noise — (C)	0.2 Hrs.
02-15-15-91	Inspect for Noise — Replace One Mount - Right or Left (C)	0.6 Hrs.
02-15-15-92	Inspect for Noise — Replace Both Mounts - (C)	1.0 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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