



NUMBER: 19-003-14

GROUP: Steering

DATE: October 15, 2014

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 19-004-11, DATED AUGUST 20, 2011, WHICH SHOULD BE REMOVED FROM YOUR FILES. THE GREEN DOT STEERING COLUMN INTERMEDIATE SHAFT INSPECTION PROCESS IS NO LONGER REQUIRED BECAUSE CURRENT INVENTORY IS NOT SUSPECT. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE INSPECTING THE INTERMEDIATE SHAFT.**

SUBJECT:

Clunk And/Or Bump Felt Through The Steering Wheel Under Moderate Braking And/Or Driving Over Rough Roads

OVERVIEW:

This bulletin involves road testing and if necessary replacing the intermediate shaft.

MODELS:

2011-2012	(WD)	Durango
2011-2012	(WK)	Grand Cherokee

NOTE: This bulletin applies to vehicles built before July 01, 2011 (MDH0701XX).

SYMPTOM/CONDITION:

Clunk and/or bump felt through the steering wheel under moderate braking or driving over rough roads. This can be caused by spline stick/slip from the intermediate shaft.

DIAGNOSIS:

If the customer describes the symptom, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	05057539AD	Shaft, Steering Column Intermediate

NOTE: **The new lower intermediate shaft must have a julian date greater than August 01, 2011 and is located near I-Shaft barcode label (Fig. 1). The julian date has a series of eight digits coded as follows, YY=Year MM=Month DD=Date SS=Shift. For example, the julian date in (Fig. 1) is 11060301, decoded the intermediate shaft was manufactured Year=2011, Month=June, Date=03 Shift=01.******

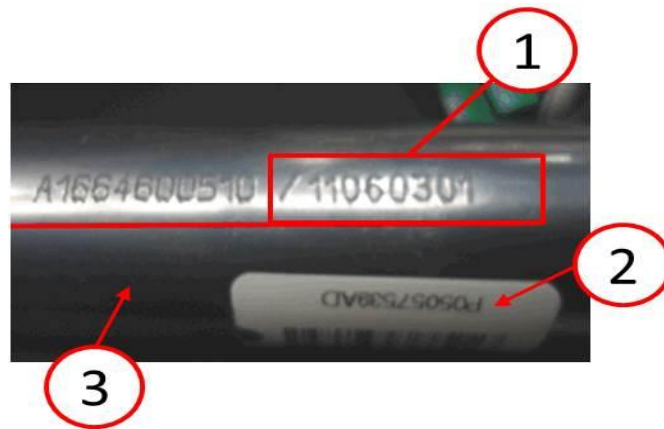


Fig. 1 Lower Intermediate Shaft

- 1 - Julian Date
- 2 - I-Shaft Barcode Label
- 3 - Lower Intermediate Shaft

REPAIR PROCEDURE:

1. Road test the vehicle over rough roads and apply moderate braking.
2. Was there any shudder and/or bump felt through steering wheel?
 - a. Yes >>> Proceed to [Step #3](#).
 - b. No >>> This bulletin does not apply, continue further diagnosis.
3. Remove and replace the lower intermediate shaft. Refer to the detailed procedures available in: DealerConnect> TechCONNECT under: Service Info> 19-Steering> Column> Shaft, Intermediate, Lower> Removal/Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
19-20-81-97	Road Test Only (2- Skilled)	4- Chassis	0.2 Hrs.
19-20-81-98	Road Test and Replace Lower Intermediate Shaft (2- Skilled)	4- Chassis	0.5 Hrs.

FAILURE CODE:

ZZ	Service Action
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