



**NUMBER:** 24-007-11

**GROUP:** Heating & Air  
Conditioning

**DATE:** August 09, 2011

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**SUBJECT:**

Whistle Or Rattle Sound From Dash While HVAC Is Operating In Panel Mode

**OVERVIEW:**

This bulletin involves replacing the A/C suction and liquid lines only if necessary per the diagnosis.

**MODELS:**

2011	(WD)	Durango
2011	(WK)	Grand Cherokee
2011	(W2)	Grand Cherokee (CKD)

**NOTE: This bulletin applies to vehicles equipped with air conditioning (sales code HAF or HAD or HBB) built before March 18, 2011 (MDH 0318XX).**

**SYMPTOM/CONDITION:**

The customer may experience a whistle or rattle sound from the dash while the HVAC is operating in panel mode with the blower speed set to 2 or 3 bars.

To correct this condition the service port was moved from the A/C suction and liquid line to the A/C suction line.

**DIAGNOSIS:**

1. Open Hood.
2. Connect the A/C Refrigerant/Recovery Equipment to service charge port onto the service valve (Fig. 1).

**NOTE: Only connect the A/C Refrigerant/Recovery Equipment to the service charge port for this step.**



**Fig. 1 Installed Test Port**

3. Open the valve (Fig. 1).
4. Start engine.
5. Turn on A/C and set blower to 2 or 3 bars.
6. Raise RPM to between 1500 and 1600.
7. Is whistle or rattle sound still present?
  - a. Yes >>> This bulletin does not apply, further diagnosis required.
  - b. No >>> perform the repair procedure.

**PARTS REQUIRED:**

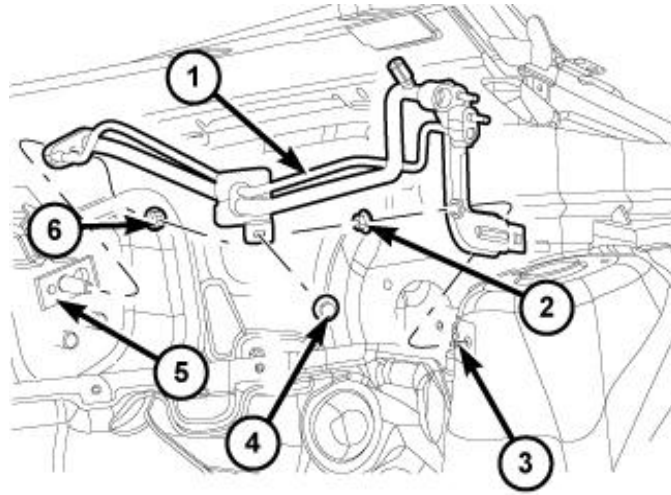
Qty.	Part No.	Description
AR (1)	55038016AE	Line, A/C Suction 3.6L WK/WD
AR (1)	55038019AD	Line, A/C Suction 3.0L WK/WD
AR (1)	55038050AF	Line, A/C Suction 5.7L WK/WD/W2
AR (1)	55038017AE	Line, A/C Suction and Liquid 3.6L/5.7L WD
AR (1)	55038201AE	Line, A/C Suction and Liquid 3.6L/5.7L WK/W2
AR (1)	55038204AF	Line, A/C Suction and Liquid 3.6L/5.7L WK/W2 Right Hand Drive (RHD)
AR (1)	68105596AB	Line, A/C Suction and Liquid 3.0L WK Left Hand Drive (LHD)
AR (1)	68106080AB	Line, A/C Suction and Liquid 3.0L WK Right Hand Drive (RHD)
AR	82300101AB	Refrigerant, R-134

**SPECIAL TOOLS/EQUIPMENT REQUIRED:**

NPN	A/C Refrigerant/Recovery Equipment
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**REPAIR PROCEDURE:**

1. Replace the A/C suction and liquid line. Refer to the detailed procedures available in DealerCONNECT/TechCONNECT group 24 - Heating & Air Conditioning > Plumbing > Line, A/C liquid Removal and Installation ([Fig. 2](#)).



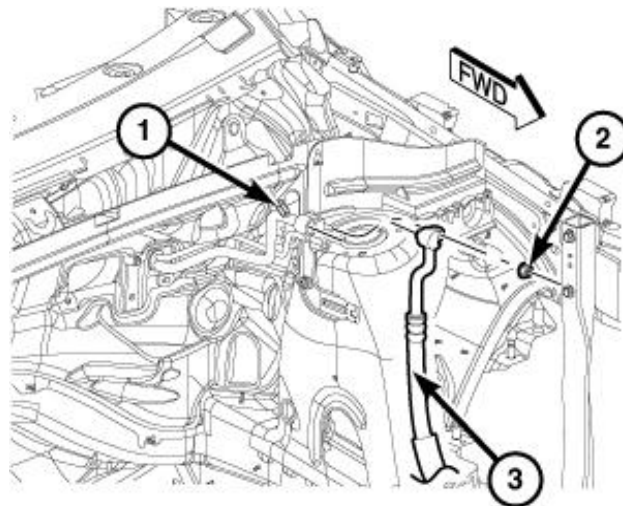
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***Fig. 2 AC Liquid And Suction Line***

1 - A/C Suction and Liquid Line

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2. Replace the A/C suction line. Refer to the detailed procedures available in DealerCONNECT/TechCONNECT group 24 - Heating & Air Conditioning > Plumbing > Line, A/C Suction Removal and Installation ([Fig. 3](#)).



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**Fig. 3 AC Suction Line**

- 1 - Rear Section Of A/C Suction Line
- 2 - Nut
- 3 - A/C Suction

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Amount
24-35-31-90	Inspect, A/C System (B)	0.2 Hrs.
24-45-31-91	Inspect and Replace Lines, A/C Suction and Liquid (B)	2.2 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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