



NUMBER: 05-006-12

GROUP: Brakes

DATE: September 28, 2012

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 12-053. ALL APPLICABLE UN-SOLD RRT VIN's HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE UN-SOLD VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. FOR VEHICLES NOT INCLUDED IN THE RRT VIN LIST, APPLICATION OF THIS SERVICE BULLETIN TO SOLD UNITS IS BASED UPON THE CUSTOMER EXPERIENCING THE SYMPTOM/CONDITIONS. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.

SUBJECT:

Thumping Noise From Front Wheels When Braking

OVERVIEW:

This bulletin involves inspecting and if necessary resurfacing or replacing the front brake rotors.

MODELS:

2012	(WK)	Grand Cherokee
2012	(WD)	Durango

NOTE: This bulletin applies to vehicles built after April 09, 2012 (MDH0412XX) and before June 03, 2012 (MDH0603XX).

SYMPTOM/CONDITION:

Thumping noise from front wheels when braking.

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
2 (AR)	52124762AB	Rotor, Front Brake

SPECIAL TOOLS/EQUIPMENT REQUIRED:

1	PSE Approved On-Car Brake Lathe (Hunter or Pro-Cut)
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REPAIR PROCEDURE:

1. Raise the vehicle on a suitable hoist. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 04- Vehicle Quick Reference> Hoisting> Standard Procedure> Hoisting.
2. Inspect the right and left front rotor. Did they have the one-line rotor groove on the outboard side identified in (Fig. 1)?
 - a. Yes >>> Proceed to [Step #3](#).
 - b. No >>> The bulletin does not apply, continue further diagnosis.

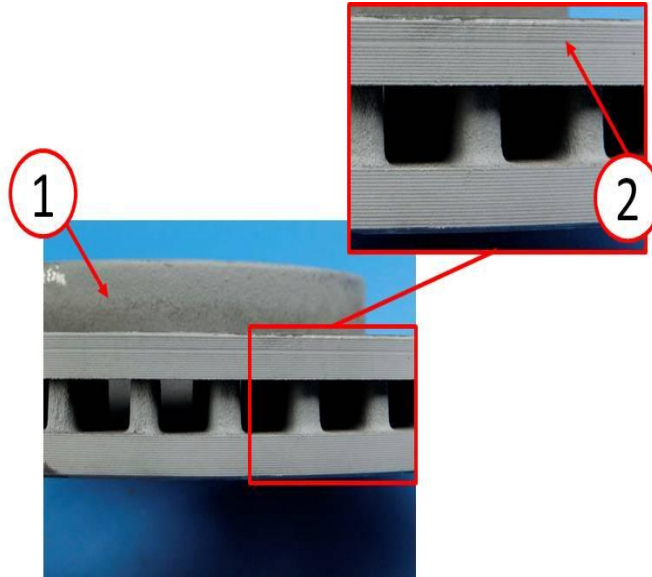


Fig. 1 Rotor

1 - Rotor Hat

2 - One-line rotor groove on the outboard side

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3. Do you have an approved PSE on-car brake lathe?
 - a. Yes >>> Proceed to [Step #6](#)
 - b. No >>> Proceed to [Step #4](#).
 4. Remove and replace the front brake rotors. Refer to the detailed removal/installation procedures available in DealerCONNECT> TechCONNECT under: Service Info> 05- Brakes> Brakes, Base> Hydraulic/Mechanical> ROTOR, Brake> Removal/Installation> Front .
 5. Return the vehicle to the customer or dealer inventory.
 6. Using a PSE approved on-vehicle brake lathe, lightly resurface both front rotors.

NOTE: Follow all resurfacing directions and procedures associated with the equipment used.

7. Return the vehicle to the customer or dealer inventory.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
05-21-10-93	Inspect Both Front Brake Rotors Only (Skill Level = B, Training Level = 3)	0.2 Hrs.
05-21-10-94	Inspect and Replace Both Front Brake Rotors (Skill Level = B, Training Level = 3)	0.7 Hrs.
05-21-11-9C	Inspect and Resurface Both Front Brake Rotors (Skill Level = B, Training Level = 3)	1.0 Hrs.

FAILURE CODE:

ZZ	Service Action
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