



**NUMBER:** 17-002-10

**GROUP:** Rear Suspension

**DATE:** September 28, 2010

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**SUBJECT:**

Rear Shock Buzz / Squeak / Rattle

**OVERVIEW:**

This bulletin involves replacing the rear upper shock mount.

**MODELS:**

2011 (WK) Grand Cherokee

**NOTE: This Bulletin applies to vehicles with standard rear suspension built before August 28, 2010 (MDH0828XX). DOES NOT APPLY TO 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)

**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. Refer to the detailed removal procedures available in DealerCONNECT > TechCONNECT under: Service Info> 17 - Rear Suspension > SHOCK ABSORBER, Suspension, Assembly > Installation.



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**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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