



**NUMBER:** 22-003-14

**GROUP:** Tires and wheels

**DATE:** June 11, 2014

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**SUBJECT:**

Steering Wheel Vibration at Speeds Above 65 MPH (105 KMH)

**OVERVIEW:**

This bulletin involves diagnosing vibration and if necessary replacing front wheel bearings.

**MODELS:**

2014	WK	Grand Cherokee
2014	WD	Durango

**NOTE:** This bulletin applies to Grand Cherokee vehicles built on or after January 19, 2013 (MDH 0119XX) and on or before February 21, 2014 (MDH 0221XX) equipped with 18 inch alloy wheels (Sales Codes WPK or WBL) or 20 inch alloy wheels (Sales Codes WSC, WRD, or WHF).

**NOTE:** This bulletin also applies to Durango vehicles built on or after July 19, 2013 (MDH 0719XX) and on or before February 21, 2014 (MDH 0221XX) equipped with 18 inch alloy wheels (Sales Codes WPC or WBM) or 20 inch alloy wheels (Sales Codes WRH, WRK, or WRF).

**SYMPTOM/CONDITION:**

Customer may experience vibration in the steering wheel while driving at speeds between 65 to 80 mph.

**DIAGNOSIS:**

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

**PARTS REQUIRED:**

Qty.	Part No.	Description
2	68243954AA	HUB AND BEARING, Front

**SPECIAL TOOLS/EQUIPMENT REQUIRED:**

1-RF33	Hunter GSP9700 Road Force® Diagnostic Systems or equivalent
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**REPAIR PROCEDURE:**

1. Prior to drive evaluation and diagnosis, inspect for the following:
  - a. Adjust the tire pressure to that specified on the vehicle door placard/Vehicle Certification Label.
  - b. Check the tires and wheels for damage, mud or snow packing.
  - c. Remove all debris, mud, snow or replace tires and wheels if damaged.
  - d. Check that the vehicle is equipped with original wheels and tires specified by the vehicle sales code.

**NOTE: Damaged tires and wheels are not reimbursable under warranty.**

2. Road test the vehicle at highway speeds between 65 to 70 MPH to verify the customer complaint of steering wheel vibration. **Evaluate the vehicle on a smooth road.** Is a vibration felt in the steering wheel while driving?
  - a. Yes>>> Proceed to [Step #3](#).
  - b. No>>> This bulletin does not apply.
3. Verify that the tires are not flat spotted by driving the vehicle above 55 mph for 20 miles. Was the steering wheel vibration eliminated after driving?
  - a. Yes>>> Return the vehicle to the customer.
  - b. No>>> Proceed to [Step #4](#).
4. Verify that all tires and wheels are balanced. Refer to the detailed procedures available in DealerConnect> TechCONNECT under: Service Info> 22 - Tires and Wheels> Standard Procedure> Tire and Wheel Balance. Were the tires and wheels found to be out of balance?
  - a. Yes>>> After balancing, road test the vehicle again as directed in [Step #2](#) to determine if the vibration has been eliminated. If the vibration is eliminated, return the vehicle to the customer. If the vibration is NOT eliminated, Continue with [Step #5](#).
  - b. No>>> Proceed to [Step #5](#).
5. Verify that all wheels and tires do not exceed run out specifications using the Hunter GSP9700 Road Force® Diagnostic Systems or equivalent.
6. Verify that road force variation on all wheel and tire assemblies are within specification using the Hunter GSP9700 Road Force® Diagnostic Systems or equivalent.

**NOTE: If the dealership does not have a Hunter GSP9700 Road Force® Diagnostic Systems or equivalent, sublet the repair to another dealer or independent repair facility that has the proper equipment within 25 miles of your facility. If a sufficient repair facility cannot be located within 25 miles proceed to [Step #8](#).**

7. Road test the vehicle as directed in [Step #2](#) to determine if the vibration has been eliminated. Has the symptom/condition experienced by the customer been eliminated?
  - a. Yes>>> Return the vehicle to the customer.
  - b. No>>> Proceed to [Step #8](#).
8. Replace both front wheel bearings with part number specified in the PARTS REQUIRED section of this bulletin. Refer to the detailed procedures available in DealerConnect>TechCONNECT under: Service Info> 02 - Front Suspension - Front Hub & Bearing for removal and installation of the front bearings.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

<b>Labor Operation No:</b>	<b>Description</b>	<b>Skill Category</b>	<b>Amount</b>
22-40-02-9B	Road Test Vehicle (1 - Semi Skilled)	4 - Chassis Systems	0.5 Hrs.
22-40-02-9C	Road Test Vehicle And Balance Tires (1 - Semi Skilled)	4 - Chassis Systems	1.3 Hrs.
22-45-01-91	Road Test Vehicle, Balance Tires, And Replace Both Front Hubs (2 - Skilled)	4 - Chassis Systems	2.0 Hrs.

**OPTIONAL EQUIPMENT:**

<b>Labor Operation No:</b>	<b>Description</b>	<b>Skill Category</b>	<b>Amount</b>
22-45-01-62	4X4 / AWD Equipped (2 - Skilled)	4 - Chassis Systems	0.6 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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