



NUMBER: 23-019-17

GROUP: Body

DATE: April 22, 2017

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SUBJECT:

Air Suspension Inoperative

OVERVIEW:

This bulletin involves inspecting the right front wheelhouse splash shield and air suspension lines and securing or replacing the air suspension lines and right wheelhouse splash shield if needed.

MODELS:

2016 - 2017 (WK) Jeep Grand Cherokee

NOTE: This bulletin applies to vehicles within the following markets/countries: EMEA, NAFTA, LATAM and APAC.

NOTE: This bulletin applies to vehicles built on or before January 26, 2017 (MDH 0126XX) equipped with Quadra-Lift Air Suspension (Sales Code SER).

SYMPTOM/CONDITION:

The customer may experience that the air suspension is inoperable and might see the messages "Air Mass Low" or "Unable to Achieve Desired Ride Height".

DIAGNOSIS:

1. Raise and support the vehicle.
2. Remove the right side wheel assembly and inspect the wheelhouse splash shield for damage (Fig. 1). Was damage to the wheelhouse splash shield and air suspension lines found?
 - a. YES >>> Continue to the Repair Procedure. Proceed to [Step #1](#).
 - b. NO >>> Continue to the Repair Procedure. Proceed to [Step #2](#).



Fig. 1 Close Up Of Damaged Air Line And Wheelhouse Splash Shield

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	04877809AC	Air Line Assembly (Front Air Line Bundle - Two Lines)
1 (AR)	04877811AE	Air Supply Lines (Rear Air Line Bundle - Three Lines)
1 (AR)	68188246AC	Wheelhouse Splash Shield - RT
4	06500911	Rivet, M6 0.25 x 28
1 (AR)	04641780	Nylon Zip Tie

REPAIR PROCEDURE:

NOTE: Do not repair air supply lines. Air supply lines must be replaced if damage is found.

1. Replace the wheelhouse splash shield, splash shield rivets and the damaged air suspension lines. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>02 - Front Suspension/Air Suspension/Air Line/Removal/Installation. Proceed to [Step #3](#).
2. Remove the wheelhouse splash shield and check air suspension lines to see if all are secured with zip ties. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>23 - Body/Exterior/Shield, Splash, Wheelhouse/Removal. Are the air lines secured with a zip tie?
 - a. YES >>> Proceed to [Step #4](#).
 - b. NO >>> Proceed to [Step #3](#).
3. Using a zip tie, secure the air lines close to the body rail ([Fig. 2](#)) to prevent the air lines from contacting the wheelhouse splash shield. Proceed to [Step #4](#).

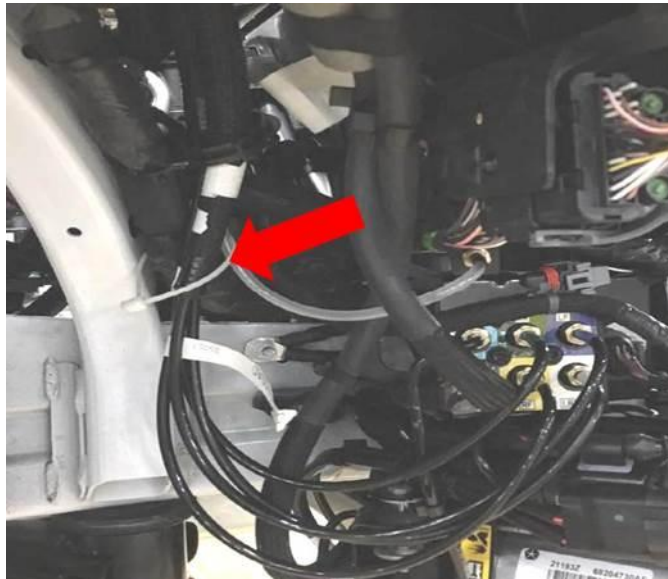


Fig. 2 Air Lines Zip Tied

4. Install the wheelhouse splash shield using new rivets. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>23 - Body/Exterior/Shield, Splash, Wheelhouse/Installation. Proceed to [Step #6](#).
5. Replace the wheelhouse splash shield using new rivets. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>23 - Body/Exterior/Shield, Splash, Wheelhouse/Installation.
6. Install the wheel assembly.
7. Lower the vehicle.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
02-66-01-90	Remove Wheelhouse Splash Shield, Inspect for Air Line Damage, and Secure Air Line Bundle (2 - Skilled)	6 - Electrical and Body Systems	0.4 Hrs.
02-66-01-91	Remove Wheelhouse Splash Shield, Inspect for Air Line Damage, and Replace Front Air Line Bundle (Two Lines) (2 - Skilled)	6 - Electrical and Body Systems	2.2 Hrs.
02-66-01-92	Remove Wheelhouse Splash Shield, Inspect for Air Line Damage, and Replace Rear Air Line Bundle (Three Lines) (2 - Skilled)	6 - Electrical and Body Systems	2.5 Hrs.
02-66-01-93	Remove Wheelhouse Splash Shield, Inspect for Air Line Damage, and Replace Both Front and Rear Air Line Bundles (2 - Skilled)	6 - Electrical and Body Systems	4.3 Hrs.

FAILURE CODE:

ZZ	Service Action
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