



**NUMBER:** 19-004-11

**GROUP:** Steering

**DATE:** August 19, 2011

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**SUBJECT:**

Shudder And/Or Bump Felt Through The Steering Wheel Under Moderate Braking And/Or Driving Over Rough Roads

**OVERVIEW:**

This bulletin involves road testing and if necessary replacing the intermediate shaft.

**MODELS:**

2011-2012	(WD)	Durango
2011-2012	(WK)	Grand Cherokee

**NOTE:** This bulletin applies to vehicles built before July 01, 2011 (MDH0701XX).

**SYMPTOM/CONDITION:**

Shudder and/or bump felt through the steering wheel under moderate braking or driving over rough roads. This can be caused by spline stick/slip from the intermediate shaft.

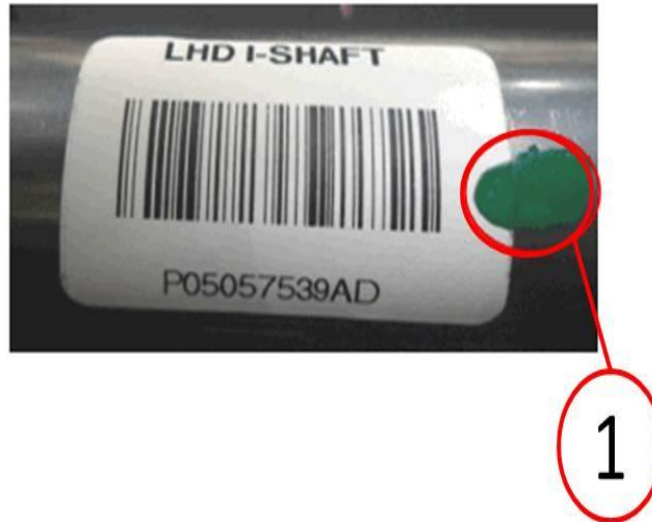
**DIAGNOSIS:**

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

**PARTS REQUIRED:**

Qty.	Part No.	Description
1 (AR)	05057539AD	Shaft, Steering Column Intermediate

**NOTE:** The new lower intermediate shaft must have a green dot on the assembly, near or on the label ([Fig. 1](#)). If a green dot cannot be found return and reorder the intermediate shaft.



**Fig. 1 Lower Intermediate Shaft**

1 - Green Dot

**REPAIR PROCEDURE:**

1. Road test the vehicle over rough roads and apply moderate braking.
2. Was there any shudder and/or bump felt through steering wheel?
  - a. Yes >>> Proceed to [Step #3](#).
  - b. No >>> This bulletin does not apply, continue further diagnosis.
3. Remove and replace the lower intermediate shaft. Refer to the detailed procedures available in: DealerConnect> TechCONNECT under: Service Info> 19-Steering> Column> Shaft, Intermediate, Lower> Removal/Installation.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Amount
19-20-81-97	Road Test Only (B)	0.2 Hrs.
19-20-81-98	Road Test and Replace Lower Intermediate Shaft (B)	0.5 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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