



**NUMBER:** 02-004-21

**GROUP:** 02 - Front Suspension

**DATE:** September 15, 2021

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**SUBJECT:**

Lower Ball Joint Click

**OVERVIEW:**

This bulletin involves re-torquing both lower ball joints and replacing the cotter pins.

**MODELS:**

2021	(JL)	Jeep Wrangler
2021	(JT)	Jeep Gladiator

**NOTE:** This bulletin applies to vehicles within the following markets/countries: North America.

**NOTE:** This bulletin applies to the following:

- JL vehicles built on or after September 17, 2020 (MDH 0917XX) and on or before August 03, 2021 (MDH 0803XX) and without a 6.4L V8 SRT Hemi MDS Engine (Sales Code ESG).
- JT vehicles built on or after September 22, 2020 (MDH 0922XX) and on or before August 09, 2021 (MDH 0809XX) equipped with a 3.6L V6 24V VVT Engine UPG I W/ESS (Sales Code ERC) and without Mojave Hood Decal (Sales Code MH4).

**SYMPTOM/CONDITION:**

Customers may comment on one or more of the following:

- There is a click noise at low speeds while turning from the front of the vehicle.
- A sticking feeling through steering wheel while driving and/or turning at low speeds.

**PARTS REQUIRED:**

Qty.	Part No.	Description
2	NPN	Cotter Pin

**DIAGNOSIS:**

If the customer describes the symptom/condition listed above, perform the Repair Procedure.

**REPAIR PROCEDURE:**

1. Raise and support the vehicle. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>04 - Vehicle Quick Reference / Hoisting / Standard Procedure.

**NOTE: Both lower ball joints must be re-torqued for this Repair Procedure.**

2. Remove and discard both lower ball joint cotter pins.
3. Torque the lower ball joints on both sides to 80 N·m (59 ft. lbs.), to next castellation.
4. Install two new lower ball joint cotter pins.
5. Lower the vehicle.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
02-10-65-90	Ball Joint, Lower - ReTorque (Left and Right) (2 - Skilled)	6 - Electrical and Body Systems	0.3 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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**PART REIMBURSEMENT DETAIL:**

Part No.	Description
NPN	Cotter Pin

**NOTE: Cotter pins will need to be claimed for \$2.00 USD per vehicle.**