



Classification:

Reference:

Date:

RA00-001

ITB00-043

June 29, 2000

G20/P11 NOISE FROM REAR SHOCKS

APPLIED VEHICLES: G20 (P11) - All
APPLIED DATES: Vehicles built after June, 1998

SERVICE INFORMATION

If a "clunk" noise is heard coming from the rear suspension of a G20/P11 when driving over a speed bump with no passengers or cargo in the rear of the vehicle, it may be the normal result of the rear shock absorbers reaching their full extension stroke.

New springs and shock absorbers are available to address a customer's concern about this normal condition, should it occur and be confirmed.

Use the procedure provided in this bulletin to verify the noise is present and install new springs and shock absorbers.

SERVICE PROCEDURE

1. Road test the vehicle with the customer present, driving over speed bumps. Verify that the noise occurs when the rear shock absorbers reach their full extension stroke.

NOTE: Ensure that no additional passengers are present and no cargo is stored in the rear of the vehicle while performing the test drive.

2. If the noise is verified under the conditions described above, remove the rear shock absorbers and disassemble the rear coil springs. Use the appropriate service manual procedure located in the SU section under REAR SUSPENSION/Coil Spring and Shock Absorber/REMOVAL and DISASSEMBLY.

WARNING: When compressing the springs prior to removal, make sure the spring compressor is used in accordance with the manufacturer's recommendations and all safety precautions are observed.

3. Replace the rear springs and shock absorbers with the new springs and shocks (see the PARTS INFORMATION section of this bulletin for detail). Use the appropriate service manual procedure located in the SU section under REAR SUSPENSION/Coil Spring and Shock Absorber/ASSEMBLY.
4. Road test the vehicle again with the customer present to verify the noise is gone.

PARTS INFORMATION

| DESCRIPTION | PART # | QUANTITY |
|--------------------------|-------------|----------|
| Spring - Rear Suspension | 55020-6J110 | 2 |
| Absorber - Shock Rear | 56210-2J526 | 2 |

CLAIMS INFORMATION

| DESCRIPTION | PFP | OP CODE | SYM | DIA | FRT |
|--------------------------------------|-------------|---------|-----|-----|----------|
| RPL Shock absorber Assy., both sides | 56210-2J526 | NF39AA | ZL | 69 | 1.4 hrs. |

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