STELLANTIS
PARTS & SERVICES

Technical Service Bulletin (TSB)

Shock And Strut Diagnosis And Replacement Guidelines

REFERENCE:	**TSB:** 02-002-25 REV. A **GROUP:** 02 - Front Suspension	**Date:**	September 12, 2025	**REVISION:**	02-002-25

VEHICLES AFFECTED:	****2019 - 2023 (KL) Jeep Cherokee**** **2019 - 2025 (WL) Jeep Grand Cherokee/Grand Cherokee L** **2019 - **2026** (JL) Jeep Wrangler** **2019 - 2025 (JT) Jeep Gladiator** **2019 - **2026** (D2) RAM 3500 Pickup** **2019 - 2025 (WS) Wagoneer/Grand Wagoneer** **2019 - **2026** (DT) RAM 1500 Pickup** **2019 - **2026** (RU) Chrysler Pacifica** **2019 - **2026** (DP) RAM 4500/5500 Cab Chassis** **2019 - 2024 (DS) RAM 1500 Pickup** **2019 - **2026** (DD) RAM 3500 Cab Chassis** **2019 - **2026** (DJ) RAM 2500 Pickup** **2019 - **2026** (MP) Jeep Compass** **2019 - 2025 (GA) Alfa Romeo Guilia** **2021 - 2025 (VF) RAM Promaster** **2021 - 2025 (WD) Dodge Durango** **2023 - **2025** (GC) Alfa Romeo Tonale** **2023 - 2025 (GG) Dodge Hornet** **2019 - 2025 (GU) Alfa Romeo Stelvio** **2019 - 2023 (LA) Dodge Challenger** **2019 - 2023 (LD) Dodge Charger** **2024 - **2026** (LB) Dodge Charger** **2024 - 2025 (KM) Jeep Wagoneer S** **2019 - 2022 (VM) RAM ProMaster City**
MARKET APPLICABILITY:	☒ NA ☐ MEA ☐ SA ☐ IAP ☐ EE ☐ CH **NOTE: **This bulletin applies to the North America market.****
CUSTOMER SYMPTOM:	**Leaking, noisy, or weak shocks or struts.**
CAUSE:	**Any shock or strut related service that may require replacement**

This bulletin supersedes Technical Service Bulletin (TSB) 02-002-25, date of issue May 21, 2025, which should be removed from your files. All revisions are highlighted with **asterisks and include an additional vehicle, vehicle years and Market Note.**

DISCUSSION:

This Information Only TSB is to communicate the criteria for shock and strut diagnosing and replacement. If it is determined that a shock or strut is defective and needs to be replaced, only replace the defective shock or strut as required.

NOTE: Do not replace any other shocks or struts because one is defective.

It is recommended to perform the following before any shock or strut replacement:

- Refer to the detailed procedures available in DealerCONNECT > Service Library> under: 02 - Front Suspension / Front / Diagnosis and Testing **OR** 17 - Rear Suspension / Diagnosis and Testing.
- Each shock or strut should be diagnosed separately.

Explanation of why shocks/struts mist or appear wet:

- The reasons why misting occurs is usually evaporation of shock fluid from the rod under heated conditions. The evaporated fluid condenses and forms a mist on the shock body and cover. This is normal because a certain amount of shock oil must stay on the rod to lubricate it. Excessive runs and drips are something different and it is likely caused by damage to the rod or sealing system. Misting is most likely to be noticed at higher mileages due to accumulation.
- Some misting accumulation is normal and does not degrade ride performance.

NOTE: Do not replace components for normal oil evaporation (misting). Continue to monitor these components.

After any shock/strut replacement, it is important to note the performance of a new shock or strut changes over time and normalizes after a breaking in period of approximately 160 km (100 mi). The difference in performance between the left hand and right-hand sides, if it is noticed, will be quickly balanced out during this break in period.

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