

**Field Report**

<b>VIN</b>		<b>Model Year</b>	2015	<b>Body</b>	D28R81	RAM 3500 LONGHORN MEGA CAB 4X4	
<b>Built Date</b>		<b>Market</b>	U	US	<b>Plant</b>	G	Saltillo Assembly
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE				<b>Serial#</b>	F318475B42
<b>Transmission</b>	DF2	6-SPD AUTO AISIN AS69RC HD TRANS				<b>Serial#</b>	F319400102
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT					

<b>Report Number</b>		<b>System Key</b>	9267764	<b>Report Version</b>	1	<b>Open Date</b>	07/21/2015
<b>Close Date</b>	07/22/2015	<b>Narrative Date</b>	07/23/2015	<b>Category</b>	0	<b>Mileage</b>	20,300
<b>TSB Group</b>				<b>TID</b>	S80046E		

<b>Dealer</b>	26822	HEGGS AUTO GROUP			<b>Phone</b>	(480) 830-8001
<b>Dealer City</b>	MESA	<b>State</b>	AZ	<b>Zip</b>	85206 4358	
<b>Dealer Zone</b>	70	West - Phoenix			<b>Advisor</b>	

<b>Customer Invoice</b>	\$0.00	<b>Warrant Invoice</b>	\$0.00	<b>Other Invoice</b>	\$0.00	<b>Supplier RP</b>	
<b>Part Number</b>	68079555AB	<b>Part Description</b>	D1188544	<b>Part Qty</b>	1	<b>Part Cost</b>	0.00
<b>LOP</b>	N/A	N/A		<b>Fail Code</b>	N/A		
<b>Labor Cost</b>	0.0	<b>Return Date</b>		<b>Report Authorization</b>		<b>CAG Report Type</b>	

**Complaint:** SREERING LINKAKE FROM PITMAN ARM TO SPINDLE CAME APART CAUSING LOSS OF STEERING CONTROL. VEHICLE VEERED OFF ROAD AND DAMAGED LEFT FRONT WHEEL

**Cause:** REPLACE LEFT FROMT WHEEL PART# 68079555AB \$527.10 LOP# 22-40-01-01 0.4 \$37.50

**Correction:** Wheel

## Field Report

<b>VIN</b>		<b>Model Year</b>	2016	<b>Body</b>	DJ7R81	RAM 2500 LONGHORN MEGA CAB 4X4	
<b>Built Date</b>		<b>Market</b>	U	US	<b>Plant</b>	G	Saltillo Assembly
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			<b>Serial#</b>	F0346A04BA	
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSI			<b>Serial#</b>	J021620492	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

<b>Report Number</b>		<b>System Key</b>	338689744	<b>Report Version</b>	1	<b>Open Date</b>	09/12/2016
<b>Close Date</b>		<b>Narrative Date</b>	09/13/2016	<b>Category</b>	0	<b>Mileage</b>	13,000
<b>TSB Group</b>				<b>TID</b>	T9999LS	Luis Fernando F Souza	

<b>Dealer</b>	19028	CHRYSLER CORPORATION			<b>Phone</b>	
<b>Dealer City</b>	AUBURN HILLS	<b>State</b>	MI	<b>Zip</b>	48326 -275	
<b>Dealer Zone</b>	ZZ			<b>Advisor</b>		

<b>Customer Invoice</b>	\$0.00	<b>Warrant Invoice</b>	\$0.00	<b>Other Invoice</b>	\$0.00	<b>Supplier RP</b>	
<b>Part Number</b>	N/A	<b>Part Description</b>	N/A	<b>Part Qty</b>	0	<b>Part Cost</b>	0.0
<b>LOP</b>	N/A	N/A		<b>Fail Code</b>	N/A		
<b>Labor Cost</b>	0.0	<b>Return Date</b>		<b>Report Authorization</b>		<b>CAG Report Type</b>	

**Complaint:** FRONT STEERING ADJUSTER LOOSE! I HAVE A VIDEO OF THE PART LOOSE BEFORE IT WAS TIGHTENED.

**Cause:**

**Correction:**

## Field Report

<b>VIN</b>		<b>Model Year</b>	2016	<b>Body</b>	DJ7L91	RAM 2500 ST CREW CAB 4X4	
<b>Built Date</b>		<b>Market</b>	U	US	<b>Plant</b>	G	Saltillo Assembly
<b>Engine</b>	ESA	6.4L HEAVY DUTY V8 HEMI WITH MDS			<b>Serial#</b>	6022610354	
<b>Transmission</b>	DFP	6-SPD AUTOMATIC 66RFE TRANSMISSI			<b>Serial#</b>	J012620737	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT					

<b>Report Number</b>		<b>System Key</b>	341394986	<b>Report Version</b>	1	<b>Open Date</b>	10/05/2016
<b>Close Date</b>		<b>Narrative Date</b>	10/11/2016	<b>Category</b>	0	<b>Mileage</b>	8,183
<b>TSB Group</b>				<b>TID</b>	T9999DP		

<b>Dealer</b>	43531	AUTONATION CHRYSLER DODGE JEEP RAM			<b>Phone</b>	(602) 896-2000	
<b>Dealer City</b>	PHOENIX	<b>State</b>	AZ		<b>Zip</b>	85023 3100	
<b>Dealer Zone</b>	70	West - Phoenix			<b>Advisor</b>		

<b>Customer Invoice</b>	\$0.00	<b>Warrant Invoice</b>	\$123.09	<b>Other Invoice</b>	\$0.00	<b>Supplier RP</b>	
<b>Part Number</b>	N/A	<b>Part Description</b>	N/A	<b>Part Qty</b>	0	<b>Part Cost</b>	0.0
<b>LOP</b>	02000140	FRONT END ALIGN		<b>Fail Code</b>	LM	LEADS RIGHT	
<b>Labor Cost</b>	123.09	<b>Return Date</b>		<b>Report Authorization</b>		<b>CAG Report Type</b>	

**Complaint:** Wheel alignment - Alignment Front wheel alignment (2 - Skilled)

**Cause:** .

**Correction:** 8183 02000140 110 FOUND STEERING LINKAGE LOOSE,STEERING WHEEL OFF CENTER- PER

## Field Report

<b>VIN</b>		<b>Model Year</b>	2015	<b>Body</b>	D28H92	RAM 3500 SLT CREW CAB 4X4	
<b>Built Date</b>		<b>Market</b>	U	US	<b>Plant</b>	G	Salttillo Assembly
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			<b>Serial#</b>	F05257EE78	
<b>Transmission</b>	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			<b>Serial#</b>	F047500023	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT					

<b>Report Number</b>		<b>System Key</b>	343406024	<b>Report Version</b>	1	<b>Open Date</b>	10/18/2016
<b>Close Date</b>		<b>Narrative Date</b>	11/01/2016	<b>Category</b>	0	<b>Mileage</b>	10,320
<b>TSB Group</b>				<b>TID</b>	T9999DP		

<b>Dealer</b>	43531	AUTONATION CHRYSLER DODGE JEEP RAM			<b>Phone</b>	(602) 896-2000	
<b>Dealer City</b>	PHOENIX	<b>State</b>	AZ	<b>Zip</b>	85023 3100		
<b>Dealer Zone</b>	70	West - Phoenix			<b>Advisor</b>		

<b>Customer Invoice</b>	\$0.00	<b>Warrant Invoice</b>	\$67.14	<b>Other Invoice</b>	\$0.00	<b>Supplier RP</b>	
<b>Part Number</b>	N/A	<b>Part Description</b>	N/A	<b>Part Qty</b>	0	<b>Part Cost</b>	0.0
<b>LOP</b>	02000240	DCNTER STRG WHL,,RALIGNN NOT AVAILABLE		<b>Fail Code</b>	WW	WHEEL OFF CENTER RIGHT	
<b>Labor Cost</b>	67.14	<b>Return Date</b>		<b>Report Authorization</b>		<b>CAG Report Type</b>	

**Complaint:** Toe adjustment/Center steering wheel - Adjust Front Toe (2 - Skilled)

**Cause:** F

**Correction:** 10320 straight time 50 found front drag link steering adjuster sleeve loose.

## Field Report

<b>VIN</b>		<b>Model Year</b>	2017	<b>Body</b>	DJ7R91	RAM 2500 LONGHORN CREW CAB 4X4	
<b>Built Date</b>		<b>Market</b>	U	US	<b>Plant</b>	G	Saltillo Assembly
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			<b>Serial#</b>	F3086B9D14	
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSI			<b>Serial#</b>	J307620549	
<b>Color</b>	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					

<b>Report Number</b>		<b>System Key</b>	426523703	<b>Report Version</b>	1	<b>Open Date</b>	11/09/2018
<b>Close Date</b>		<b>Narrative Date</b>	11/10/2018	<b>Category</b>	0	<b>Mileage</b>	51,500
<b>TSB Group</b>				<b>TID</b>	T9999LS		

<b>Dealer</b>	19028	CHRYSLER CORPORATION			<b>Phone</b>	
<b>Dealer City</b>	AUBURN HILLS	<b>State</b>	MI	<b>Zip</b>	48326 -275	
<b>Dealer Zone</b>	ZZ			<b>Advisor</b>		

<b>Customer Invoice</b>	\$0.00	<b>Warrant Invoice</b>	\$0.00	<b>Other Invoice</b>	\$0.00	<b>Supplier RP</b>	
<b>Part Number</b>	N/A	<b>Part Description</b>	N/A	<b>Part Qty</b>	0	<b>Part Cost</b>	0.0
<b>LOP</b>	N/A	N/A		<b>Fail Code</b>	N/A		
<b>Labor Cost</b>	0.0	<b>Return Date</b>		<b>Report Authorization</b>		<b>CAG Report Type</b>	

**Complaint:** DRIVING EXPERIENCE; DEXP97 - I HAVE HAD A DRIVING EXPERIENCE PROBLEM THAT IS NOT LISTED ABOVE; STEERING D-LINK LOOSE. - TOOK IT TO QEC - REPLACED

**Cause:**

**Correction:**

## Field Report

### VEHICLE

<b>Model Year</b>	2014	<b>Body</b>	DJ7L91	RAM 2500 ST CREW CAB 4X4	
<b>VIN</b>	[REDACTED]		<b>Built Date</b>	[REDACTED]	<b>Mileage</b> 10,366
<b>Plant</b>	G	Saltillo Assembly	<b>Market</b>	U	US
<b>Engine</b>	EZC	5.7L V8 HEMI VVT ENGINE			
<b>Transmission</b>	DFP	6-SPD AUTOMATIC 66RFE TRANSMISSION			
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT			

### GENERAL

<b>Case Ref</b>	[REDACTED]	<b>Component Group</b>	19 - STEERING
<b>Customer Complaint</b>	B6	EXCESSIVE EFFORT	
<b>Created</b>	04/19/2014 11:59:34	<b>By</b>	T3498BM
<b>Updated</b>	04/19/2014 14:04:25	<b>By</b>	T3498BM

### CONTACT

<b>Dealer</b>	43412	TATE'S AUTO CENTER	<b>Phone</b>	(928) 524-6268
<b>Address</b>	1001 NAVAJO BOULEVARD			
<b>City</b>	HOLBROOK	<b>State</b>	AZ	<b>ZIP</b> 86025 2650
<b>Dealer Zone</b>	70	<b>County</b>	NAVAJO	<b>Country</b> USA
<b>Tech</b>	Steve Ford			
<b>STAR</b>	T3498BM			

### CUSTOMER CONCERN

Drag link sleeve and adjuster nuts loose and fe out of align. cust tightened once and we don't know how much and came loose again. What would recommend repair be ? perhaps Loctite and proper torque or all new parts. There is no visible damage.

Updated: 04/19/2014 11:59:34 By T3498BM

### RESOLUTION

Hi Steve. Steve at this point I would advise replacement of any of the related parts. Loctite should not be needed. Lets replace the drag link and sleeves (and any related parts to the sleeve), align and properly torque the sleeves. Please let me know if there is further issue, thanks - Brian

Updated: 04/19/2014 11:59:34 By T3498BM

parts ordered

Updated: 04/19/2014 14:04:25 By T3498BM

## Field Report

### VEHICLE

<b>Model Year</b>	2014	<b>Body</b>	D28P81	RAM 3500 LARAMIE MEGA CAB 4X4	
<b>VIN</b>		<b>Built Date</b>		<b>Mileage</b>	5,940
<b>Plant</b>	G	Saltillo Assembly	<b>Market</b>	U	US
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			
<b>Color</b>	PAR	MAXIMUM STEEL MET. CLEAR COAT			

### GENERAL

<b>Case Ref</b>		<b>Component Group</b>	08A - AUDIO/VIDEO/NAV/TELEMATICS		
<b>Customer Complaint</b>	RIO	RADIO/INFOTAINMENT OPERATION			
<b>Created</b>	05/02/2014 15:29:50	<b>By</b>	T8954CC		
<b>Updated</b>	05/05/2014 10:39:24	<b>By</b>	T8954CC		

### CONTACT

<b>Dealer</b>	45474	AUTONATION CHRYSLER DODGE JEEP	<b>Phone</b>	(303) 269-7800	
<b>Address</b>	7980 W TUFTS AVE				
<b>City</b>	LITTLETON	<b>State</b>	CO	<b>ZIP</b>	80123 2400
<b>Dealer Zone</b>	74	<b>County</b>	DENVER	<b>Country</b>	USA
<b>Tech</b>	Jeremy Lopez				
<b>STAR</b>	T8954CC				

### CUSTOMER CONCERN

AUTONATION CHRYSLER DODGE JEEP, Jeremy/SA, 303-269-7791, 1) Steering wheel misaligned 2) Tailgate handle lock inoperative. 3) Sirius radio inoperative. Diag: 1) Steering linkage jam nuts to adjust alignment were not tightened. These backed off a bit and allowed the adjuster to turn. 2) New handle for tail gate. 3) Sirius is working with dealership to correct, this is a problem on the end of Sirius. Recommended repairs: 1) Readjustment of the jam nuts and tightening. 2) Replace handle.

Updated: 05/02/2014 15:29:50 By T8954CC

### RESOLUTION

TS left VM for SA to follow up with status of vehicle.

Updated: 05/02/2014 15:29:50 By T8954CC

SA advised that Sirius acknowledged the SAT issue was on their end and dealer is working with them to resolve. alignment was adjusted to correct steering alignment and tailgate handle would correct inoperative lock concern. TS advised that case is being closed due to straight forward nature of concerns but provided contact info to follow up if further assistance is needed.

Updated: 05/05/2014 10:39:24 By T8954CC

## Field Report

### VEHICLE

<b>Model Year</b>	2014	<b>Body</b>	DJ7L92	RAM 2500 ST CREW CAB 4X4	
<b>VIN</b>	[REDACTED]		<b>Built Date</b>	[REDACTED]	<b>Mileage</b> 2,703
<b>Plant</b>	G	Saltillo Assembly	<b>Market</b>	U	US
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT			

### GENERAL

<b>Case Ref</b>	[REDACTED]	<b>Component Group</b>	08 - ELECTRICAL		
<b>Customer Complaint</b>	OZ	INACCURATE			
<b>Created</b>	06/14/2014 08:08:12	<b>By</b>	T7243KH		
<b>Updated</b>	07/27/2014 00:25:25	<b>By</b>	SYSCAW		

### DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
C0051	Steering Wheel Position Sensor (Subfault)	T3076SB	04/14/2013 01:25:00

### CONTACT

<b>Dealer</b>	42751	CHUCK PATTERSON DODGE	<b>Phone</b>	(530) 895-1771	
<b>Address</b>	257 EAST AVENUE				
<b>City</b>	CHICO	<b>State</b>	CA	<b>ZIP</b>	95926 1121
<b>Dealer Zone</b>	71	<b>County</b>	BUTTE	<b>Country</b>	USA
<b>Tech</b>	Ryan Post				
<b>STAR</b>	T7363PW				

### CUSTOMER CONCERN

traction control light on  
*Updated: 06/14/2014 08:08:12 By T7243KH*  
starting over, when vehicle was brought to shop on 16th of June, diagnose c0051 as failed SAS also aligned vehicle and found drag link adjuster jam nuts loose. After alignment retorqued jam nuts to 109 ft/lbs per service specs. Replaced clockspring assembly and reset abs. Test drove and verified SAS operating and trac light (c0051) did not return. June 20th vehicle returned after 700 miles put on it with trac light on again. DTC c0051 stored, further inspection found drag link adjuster jam nuts loose again and steering wheel off sitting approx. 10 o'clock position. SAS reading 29.20 degrees and doesn't move. realigned and retorqued drag link using loc tite, service information wants clock spring replaced again. The owner is extremely frustrated and does not want to take his truck. I need to know what action to take at this point?  
*Updated: 06/23/2014 13:31:41 By T1813DW*

### RESOLUTION

Ryan what is the code you have only gave part of it, and is it active? and do not see where we have had any issues at all with this code be sure to look at pin fit issues and pins loose in connectors also thanks Also I work 2nd shift and if you need another responds back in the morning before I start then please feel free to make a new ticket and choose the call in method and please give us a call and reference this ticket number thanks Ken  
*Updated: 06/14/2014 08:08:12 By T7243KH*  
found connector not fully seated  
*Updated: 06/17/2014 16:53:16 By T1813DW*  
Escalating case to the master consultant. Please do not respond to this ticket until you are contacted.  
*Updated: 06/23/2014 13:31:41 By T1813DW*  
Ryan, you should keep the vehicle a few days to verify the repairs were successful. Please keep me updated. -Patrick  
*Updated: 06/23/2014 15:46:50 By T7363PW*

not fixed customer unhappy with vehicle in process of being bought back by dealership

*Updated: 07/27/2014 00:25:25 By SYSCAW*

## Field Report

### VEHICLE

<b>Model Year</b>	2014	<b>Body</b>	DJ7L91	RAM 2500 ST CREW CAB 4X4	
<b>VIN</b>		<b>Built Date</b>		<b>Mileage</b>	3,200
<b>Plant</b>	G	Salttillo Assembly	<b>Market</b>	U	US
<b>Engine</b>	EZC	5.7L V8 HEMI VVT ENGINE			
<b>Transmission</b>	DFP	6-SPD AUTOMATIC 66RFE TRANSMISSION			
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT			

### GENERAL

<b>Case Ref</b>		<b>Component Group</b>	19 - STEERING		
<b>Customer Complaint</b>	AS	ALIGNMENT			
<b>Created</b>	07/11/2014 11:23:55	<b>By</b>	T6000JW		
<b>Updated</b>	07/11/2014 14:13:42	<b>By</b>	T9274JC		

### CONTACT

<b>Dealer</b>	44585	LEWIS CHRYSLER-DODGE-JEEP OF HAYS	<b>Phone</b>	(785) 628-3359	
<b>Address</b>	4440 VINE AVE				
<b>City</b>	HAYS	<b>State</b>	KS	<b>ZIP</b>	67601 9512
<b>Dealer Zone</b>	74	<b>County</b>	ELLIS	<b>Country</b>	USA
<b>Tech</b>	JUSTIN MCCALL				
<b>STAR</b>	T9274JC				

### CUSTOMER CONCERN

wheel off center

Updated: 07/11/2014 11:23:55 By T6000JW

yes, can align wheel. Tightened jam nuts, assuming they weren't tight enough from factory. I have not had one come back a second time with them loose yet

Updated: 07/11/2014 11:41:58 By T6000JW

### RESOLUTION

Thanks for the information Justin, I will pass this on to engineering. No similar cases reported, Are you able to correct concern by performing a wheel alignment? Jim W

Updated: 07/11/2014 11:23:55 By T6000JW

Justin, Thanks again for info. I already sent the information to the correct people. If no further assistance is needed please close this ticket on your end. Thanks, Jim W

Updated: 07/11/2014 11:41:58 By T6000JW

tightened jam nuts on tie rods..Found adjuster nuts loose that lock adjustment on tie rods to gear box, steering wheel was half a turn off. This is about the 5th 2014 low mileage truck that has come in with this concern

Updated: 07/11/2014 14:13:42 By T9274JC

## Field Report

### VEHICLE

<b>Model Year</b>	2014	<b>Body</b>	DJ7H91	RAM 2500 SLT CREW CAB 4X4	
<b>VIN</b>		<b>Built Date</b>		<b>Mileage</b>	16,349
<b>Plant</b>	G	Salttillo Assembly	<b>Market</b>	U	US
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			
<b>Color</b>	PAU	GRANITE CRYSTAL MET. CLEAR COAT			

### GENERAL

<b>Case Ref</b>		<b>Component Group</b>	19 - STEERING		
<b>Customer Complaint</b>	2E	PULLS			
<b>Created</b>	11/17/2014 10:30:57	<b>By</b>	T6104LN		
<b>Updated</b>	11/17/2014 10:42:35	<b>By</b>	T6104LN		

### CONTACT

<b>Dealer</b>	45629	NASHVILLE CHRYSLER DODGE JEEP RAM		<b>Phone</b>	(888) 691-1690
<b>Address</b>	5800 CROSSINGS BLVD				
<b>City</b>	ANTIOCH	<b>State</b>	TN	<b>ZIP</b>	37013 3129
<b>Dealer Zone</b>	66	<b>County</b>	DAVIDSON	<b>Country</b>	USA
<b>Tech</b>	Josh Hohensee				
<b>STAR</b>	T6104LN				

### CUSTOMER CONCERN

Vehicle pulls to right, wears front tires out.  
*Updated: 11/17/2014 10:30:57 By T6104LN*

### RESOLUTION

Hi Josh, I have not found any related cases specific to this but no matter: if the nut is backing out and getting loose, use lock-tite red. If it needs to be removed later, the nut can be broken free of the stronger red lock-tite with heat. Regards, Larry  
*Updated: 11/17/2014 10:30:57 By T6104LN*  
Lock tite on jam nut  
*Updated: 11/17/2014 10:42:35 By T6104LN*

## Field Report

### VEHICLE

<b>Model Year</b>	2014	<b>Body</b>	DJ7P91	RAM 2500 LARAMIE CREW CAB 4X4	
<b>VIN</b>		<b>Built Date</b>		<b>Mileage</b>	4,628
<b>Plant</b>	G	Salttillo Assembly	<b>Market</b>	U	US
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			
<b>Color</b>	PBU	TRUE BLUE PEARL COAT			

### GENERAL

<b>Case Ref</b>		<b>Component Group</b>	19 - STEERING		
<b>Customer Complaint</b>	AS	ALIGNMENT			
<b>Created</b>	11/18/2014 15:37:08	<b>By</b>	T6104LN		
<b>Updated</b>	11/19/2014 12:48:38	<b>By</b>	T6104LN		

### CONTACT

<b>Dealer</b>	45118	LITHIA CHRYSLER JEEP DODGE OF	<b>Phone</b>	(707) 542-3331	
<b>Address</b>	2727 DOWD DRIVE				
<b>City</b>	SANTA ROSA	<b>State</b>	CA	<b>ZIP</b>	95407 7818
<b>Dealer Zone</b>	71	<b>County</b>	SONOMA	<b>Country</b>	USA
<b>Tech</b>	Don Crossler				
<b>STAR</b>	T6104LN				

### CUSTOMER CONCERN

DRAG LINK LOOSE, this is the 3rd truck in 7 weeks that has come in with jamb nuts loose and steering wheel upside down.

*Updated: 11/18/2014 15:37:08 By T6104LN*

THANK YOU- However after tightening found threads are worn due to unit backing off about 3 inches. I have tightened and used lock tight however, it doesn't feel right- slightly flexy under load. I ordered a new assembly due this same situation from the 1st truck I worked on.... So that being said, is there a repair tip or tsb in the works for this condition? Thnx, Don C

*Updated: 11/18/2014 16:27:26 By T6104LN*

### RESOLUTION

Hi Don, Thank you for the info. Yes, I have related cases for this and the repair is a split: replace the assy or use red lock-tite. Both work well. I would chose the prior repair over the latter being it only has 4628 miles. Larry n

*Updated: 11/18/2014 15:37:08 By T6104LN*

Hi Don, I am not aware of any TSBs for this. There is a criteria for that meaning the number of cases must be at a certain level, not just a dozen or so nation-wide. However, I have sent this to the higer ups for review. If all is well, close out the ticket. Have a great day Don! Larry N

*Updated: 11/18/2014 16:27:26 By T6104LN*

replaced complete drag link assembly and used red lock tight

*Updated: 11/19/2014 12:48:38 By T6104LN*

## Field Report

### VEHICLE

<b>Model Year</b>	2014	<b>Body</b>	DJ7L92	RAM 2500 ST CREW CAB 4X4	
<b>VIN</b>	[REDACTED]		<b>Built Date</b>	[REDACTED]	<b>Mileage</b> 8,296
<b>Plant</b>	G	Saltillo Assembly	<b>Market</b>	U	US
<b>Engine</b>	EZC	5.7L V8 HEMI VVT ENGINE			
<b>Transmission</b>	DFP	6-SPD AUTOMATIC 66RFE TRANSMISSION			
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT			

### GENERAL

<b>Case Ref</b>	[REDACTED]	<b>Component Group</b>	19 - STEERING
<b>Customer Complaint</b>	BRR	SERVICE BULLETINS / RECALLS / RRT	
<b>Created</b>	11/19/2014 18:10:48	<b>By</b>	T6104LN
<b>Updated</b>	11/19/2014 18:28:49	<b>By</b>	T6104LN

### CONTACT

<b>Dealer</b>	45118	LITHIA CHRYSLER JEEP DODGE OF	<b>Phone</b>	(707) 542-3331
<b>Address</b>	2727 DOWD DRIVE			
<b>City</b>	SANTA ROSA	<b>State</b>	CA	<b>ZIP</b> 95407 7818
<b>Dealer Zone</b>	71	<b>County</b>	SONOMA	<b>Country</b> USA
<b>Tech</b>	Don Crossler			
<b>STAR</b>	T6104LN			

### CUSTOMER CONCERN

ATTN Larry N, drag link jamb nuts backed off. steering wheel 90 degrees off center. Hi Larry, here is another truck 2 days in a row with the drag link jamb nuts backed off, just want this to be escalated since it is becoming a issue on multiple trucks.

Updated: 11/19/2014 18:10:48 By T6104LN

### RESOLUTION

Hi Don! Im on it. Escalating case per your request. Have a great day! Larry N

Updated: 11/19/2014 18:10:48 By T6104LN

ordered parts

Updated: 11/19/2014 18:28:49 By T6104LN

## Field Report

### VEHICLE

<b>Model Year</b>	2014	<b>Body</b>	DJ7P91	RAM 2500 LARAMIE CREW CAB 4X4	
<b>VIN</b>	[REDACTED]		<b>Built Date</b>	[REDACTED]	<b>Mileage</b> 8,953
<b>Plant</b>	G	Saltillo Assembly	<b>Market</b>	U	US
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			
<b>Color</b>	PBU	TRUE BLUE PEARL COAT			

### GENERAL

<b>Case Ref</b>	[REDACTED]	<b>Component Group</b>	02 - FRONT SUSPENSION		
<b>Customer Complaint</b>	WG	CLEARANCE			
<b>Created</b>	12/01/2014 09:15:56	<b>By</b>	T8422RW		
<b>Updated</b>	12/01/2014 10:49:49	<b>By</b>	T2415EB		

### CONTACT

<b>Dealer</b>	45608	JOE MACHENS CHRYSLER DODGE JEEP		<b>Phone</b>	(573) 443-0481
<b>Address</b>	1310 VANDIVER DR				
<b>City</b>	COLUMBIA	<b>State</b>	MO	<b>ZIP</b>	65202 1925
<b>Dealer Zone</b>	51	<b>County</b>	BOONE	<b>Country</b>	USA
<b>Tech</b>	Stacey Ratliff				
<b>STAR</b>	T2415EB				

### CUSTOMER CONCERN

noise from frontend  
*Updated: 12/01/2014 09:15:56 By T8422RW*  
no  
*Updated: 12/01/2014 09:37:58 By T8422RW*  
do i ned to sent a pidture? I will lock tight jam nut and see what happens  
*Updated: 12/01/2014 09:43:03 By T8422RW*

### RESOLUTION

Stacey is this vehicle modified in any way. Tires wheels lifted ETC. Bob W  
*Updated: 12/01/2014 09:15:56 By T8422RW*  
Stacey no like cases of such can pictures of this be taken for documentation. Bob W  
*Updated: 12/01/2014 09:37:58 By T8422RW*  
If possible take a picture and send to robert.wachtmeister@fcagroup.com... Then yes lock down as needed. Bob W  
*Updated: 12/01/2014 09:43:03 By T8422RW*  
going to lock tight jam nut to see if that will keep it from coming loose. Technician Closure Requested  
*Updated: 12/01/2014 10:49:49 By T2415EB*

## Field Report

### VEHICLE

<b>Model Year</b>	2013	<b>Body</b>	D28P92	RAM 3500 LARAMIE CREW CAB 4X4	
<b>VIN</b>		<b>Built Date</b>		<b>Mileage</b>	51,212
<b>Plant</b>	G	Saltito Assembly	<b>Market</b>	U	US
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT			

### GENERAL

<b>Case Ref</b>		<b>Component Group</b>	19 - STEERING		
<b>Customer Complaint</b>	2E	PULLS			
<b>Created</b>	12/09/2014 08:35:13	<b>By</b>	T2308TB		
<b>Updated</b>	12/10/2014 15:12:22	<b>By</b>	T2308TB		

### CONTACT

<b>Dealer</b>	45118	LITHIA CHRYSLER JEEP DODGE OF	<b>Phone</b>	(707) 542-3331	
<b>Address</b>	2727 DOWD DRIVE				
<b>City</b>	SANTA ROSA	<b>State</b>	CA	<b>ZIP</b>	95407 7818
<b>Dealer Zone</b>	71	<b>County</b>	SONOMA	<b>Country</b>	USA
<b>Tech</b>	Andrew Marquez				
<b>STAR</b>	T2308TB				

### CUSTOMER CONCERN

Customer states the steering wheel has been moving.  
*Updated: 12/09/2014 08:35:13 By T2308TB*

### RESOLUTION

Andrew I see no like cases where jam nuts are loosing. So repair as needed make sure the nut is correct. Also try using a good locktight to seal thread to nut. TimB.  
*Updated: 12/09/2014 08:35:13 By T2308TB*  
.NVAC - Non-Value Add Closure  
*Updated: 12/10/2014 15:12:22 By T2308TB*

## Field Report

### VEHICLE

<b>Model Year</b>	2013	<b>Body</b>	D28P92	RAM 3500 LARAMIE CREW CAB 4X4	
<b>VIN</b>		<b>Built Date</b>		<b>Mileage</b>	51,212
<b>Plant</b>	G	Saltito Assembly	<b>Market</b>	U	US
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT			

### GENERAL

<b>Case Ref</b>		<b>Component Group</b>	19 - STEERING		
<b>Customer Complaint</b>	B6	EXCESSIVE EFFORT			
<b>Created</b>	12/09/2014 11:22:09	<b>By</b>	T6104LN		
<b>Updated</b>	12/09/2014 12:07:55	<b>By</b>	T6104LN		

### CONTACT

<b>Dealer</b>	45118	LITHIA CHRYSLER JEEP DODGE OF	<b>Phone</b>	(707) 542-3331	
<b>Address</b>	2727 DOWD DRIVE				
<b>City</b>	SANTA ROSA	<b>State</b>	CA	<b>ZIP</b>	95407 7818
<b>Dealer Zone</b>	71	<b>County</b>	SONOMA	<b>Country</b>	USA
<b>Tech</b>	Don Crossler				
<b>STAR</b>	T6104LN				

### CUSTOMER CONCERN

ATTN. LARRY N.....Hi Larry this is Don C again. Here is another drag link that came loose. This one the nuts backed off completely and damaged the threads in the sleeve. Please escalate this concern

Updated: 12/09/2014 11:22:09 By T6104LN

Thanks Larry.. let you know on the next one. Thanx

Updated: 12/09/2014 11:24:12 By T6104LN

### RESOLUTION

Hi Don, I will escalate this per your request. Thanks, Larry N

Updated: 12/09/2014 11:22:09 By T6104LN

No Problem!

Updated: 12/09/2014 11:24:12 By T6104LN

ordered drag link

Updated: 12/09/2014 12:07:55 By T6104LN

## Field Report

### VEHICLE

<b>Model Year</b>	2014	<b>Body</b>	DJ7P91	RAM 2500 LARAMIE CREW CAB 4X4	
<b>VIN</b>	[REDACTED]		<b>Built Date</b>	[REDACTED]	<b>Mileage</b> 7,850
<b>Plant</b>	G	Saltillo Assembly	<b>Market</b>	U	US
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			
<b>Color</b>	PAU	GRANITE CRYSTAL MET. CLEAR COAT			

### GENERAL

<b>Case Ref</b>	[REDACTED]	<b>Component Group</b>	02 - FRONT SUSPENSION		
<b>Customer Complaint</b>	2Q		SHAKE/SHIMMY/SHUDDER/VIBRATION		
<b>Created</b>	01/23/2015 09:37:29	<b>By</b>	T5463KY		
<b>Updated</b>	02/03/2015 14:06:17	<b>By</b>	T5463KY		

### CONTACT

<b>Dealer</b>	60539	AVENTURA CHRYSLER JEEP DODGE RAM		<b>Phone</b>	(305) 493-5000
<b>Address</b>	2198 NE 163RD ST				
<b>City</b>	NORTH MIAMI BEACH	<b>State</b>	FL	<b>ZIP</b>	33162 4926
<b>Dealer Zone</b>	66	<b>County</b>	MIAMI DADE	<b>Country</b>	USA
<b>Tech</b>	Art Kunhardt				
<b>STAR</b>	T5463KY				

### CUSTOMER CONCERN

**\*\*Special Handling - I2R\*\* CAIR:** [REDACTED] **Desc:** Steering column not straight and vehicle shakes and shimmers in the back **CUST Name:** [REDACTED] **CUST Secondary #N/A DLR Code:** 60539 **DLR Name:** Aventura Chrysler **DLR Phone:** 305-493-5000 **CAIR Manager:** RW598 **Vehicle will be at the dealership on 1/23 at 8:00 am. I am creating this request ahead of time due to the CM is not available and I am working her case in her absence. SM1793**  
**Updated: 01/23/2015 09:37:29 By T5463KY**

### RESOLUTION

Spoke to (SA) Andrew- Vehicle is not at the dealer.... SA will contact the customer and find out if vehicle will be dropped off today  
**Updated: 01/23/2015 09:37:29 By T5463KY**

2. Vehicle shakes at 75+ MPH  
**Updated: 01/23/2015 12:49:41 By T5463KY**

Spoke to (SA) Andrew- Dealer will report back with diagnose  
**Updated: 01/23/2015 12:50:23 By T5463KY**

TS left a VM for Andrew  
**Updated: 01/26/2015 10:09:51 By T5463KY**

Spoke to (SA) Andrew- Tech inspected vehicle, No issue can be found at this time... SA advised TS, customer is come down for a final road test  
**Updated: 01/26/2015 11:19:53 By T5463KY**

Spoke to (SA) Andrew - SA advised TS, the shop foreman inspected the vehicle and steering column bolts were not loose... TS advised dealer to have the shop foreman contact me directly.  
**Updated: 01/27/2015 08:28:08 By T5463KY**

TS left a Vm for CAC  
**Updated: 01/27/2015 08:40:31 By T5463KY**

786-286-4613 (Art) --TS left a VM for Andrew  
**Updated: 01/28/2015 09:40:47 By T5463KY**

Kenny S spoke to the SF and advised to provide the photos of the steering column and also perform a road force balance on all tires...

*Updated: 01/28/2015 09:45:05 By T5463KY*

Spoke to (Tech) Art - Dealer advised TS, This is customer 3rd attempt to help resolve this issue.. Customer drag link nut keeps backing off (photo attached).. TS advised dealer to order a complete assembly

*Updated: 01/28/2015 10:24:52 By T5463KY*

photo attached

*Updated: 01/28/2015 10:30:44 By T5463KY*

Spoke to (Tech) Art-- Dealer still waiting on parts.. TS advised dealer to provide part # and VOR # and report back

*Updated: 01/30/2015 14:16:47 By T5463KY*

VM from (SA) ART- All parts will be in by COB today ...

*Updated: 01/30/2015 15:24:01 By T5463KY*

waiting on Parts--ETA today

*Updated: 02/02/2015 08:32:31 By T5463KY*

Spoke to (SA) Art- Tech advised TS parts are installed .. Tech will report back after final road test

*Updated: 02/03/2015 11:40:30 By T5463KY*

Spoke to (SF) Art- Dealer advised TS, Vehicle is repaired and ready to be released

*Updated: 02/03/2015 14:06:17 By T5463KY*

## Field Report

### VEHICLE

<b>Model Year</b>	2014	<b>Body</b>	DJ7P91	RAM 2500 LARAMIE CREW CAB 4X4	
<b>VIN</b>	[REDACTED]		<b>Built Date</b>	[REDACTED]	<b>Mileage</b> 11,031
<b>Plant</b>	G	Salttillo Assembly	<b>Market</b>	U	US
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			
<b>Color</b>	PAU	GRANITE CRYSTAL MET. CLEAR COAT			

### GENERAL

<b>Case Ref</b>	[REDACTED]	<b>Component Group</b>	02 - FRONT SUSPENSION		
<b>Customer Complaint</b>	AS	ALIGNMENT			
<b>Created</b>	02/24/2015 19:01:25	<b>By</b>	T6214CH		
<b>Updated</b>	03/03/2015 19:09:42	<b>By</b>	T6246DZ		

### CONTACT

<b>Dealer</b>	59578	GLENDALE DODGE CHRYSLER JEEP		<b>Phone</b>	(818) 242-4161
<b>Address</b>	900 S BRAND BLVD				
<b>City</b>	GLENDALE	<b>State</b>	CA	<b>ZIP</b>	91204 2108
<b>Dealer Zone</b>	71	<b>County</b>	LOS ANGELES	<b>Country</b>	USA
<b>Tech</b>	Young Jin Yoo				
<b>STAR</b>	T6246DZ				

### CUSTOMER CONCERN

STEERING WHEEL OFF CENTER

*Updated: 02/24/2015 19:01:25 By T6214CH*

the vehicle does not have any modifications or have any steering/suspension work on recently other than alignment

*Updated: 02/24/2015 19:41:14 By T6214CH*

i will check and get back to you asap, but lets say the nuts on the drag link sleeve is loose is there any other method you guys heard that will help it lock better?? because last time it was in, the nuts on the drag link sleeve were loose. and another tech that previously worked on the vehicle had the same issue with the vehicle

*Updated: 02/25/2015 10:44:20 By T6214CH*

### RESOLUTION

Hey Young Jin, any modifications (Lift Kit, Wheels/Tires, etc)---any body shop work and/or steering linkage/suspension components done/replaced recently? Let me know, Craig

*Updated: 02/24/2015 19:01:25 By T6214CH*

Ok Young Jin, are we certain our tie rod clamp sleeves are tight not slipping? You can have an assistant turn the wheel, vehicle loaded on the ground, and observe the linkage for any lateral movement. Does the total toe value change each time the customer returns, or is this just the steering wheel overcenter? Let me know, Craig

*Updated: 02/24/2015 19:41:14 By T6214CH*

Morning Young Jin, if the adjuster sleeve has been loose, we need to inspect the rod threads for damage. Original fasteners from the factory were locking nuts. If they're "Backing off", recommend replacing the sleeve, bolts, nuts and possibly the rods if the threads are damaged in any way. Let me know, Craig

*Updated: 02/25/2015 10:44:20 By T6214CH*

Called dealer, spoke to S/A Paul. Tech replaced drag link adjusting sleeve and did alignment. There was more but S/A was to fast and rushed me off the phone. Concern has been resolved.

*Updated: 03/03/2015 19:09:42 By T6246DZ*

## Field Report

### VEHICLE

<b>Model Year</b>	2014	<b>Body</b>	D28R81	RAM 3500 LONGHORN MEGA CAB 4X4	
<b>VIN</b>		<b>Built Date</b>		<b>Mileage</b>	27,885
<b>Plant</b>	G	Salttillo Assembly	<b>Market</b>	U	US
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			
<b>Color</b>	PX8	BLACK CLEAR COAT			

### GENERAL

<b>Case Ref</b>		<b>Component Group</b>	19 - STEERING		
<b>Customer Complaint</b>	AS	ALIGNMENT			
<b>Created</b>	03/18/2015 16:59:14	<b>By</b>	T5929DH		
<b>Updated</b>	03/18/2015 16:59:14	<b>By</b>	T5929DH		

### CONTACT

<b>Dealer</b>	60099	WESTPOINTE CHRYSLER JEEP DODGE	<b>Phone</b>	(405) 265-1400	
<b>Address</b>	11001 W RENO AVE				
<b>City</b>	YUKON	<b>State</b>	OK	<b>ZIP</b>	73099 7524
<b>Dealer Zone</b>	63	<b>County</b>	OKLAHOMA	<b>Country</b>	USA
<b>Tech</b>	Stephanie Stout				
<b>STAR</b>	T5929DH				

### CUSTOMER CONCERN

CUSTOMER waiting, EG245613, AARON ADAMS, WESTPOINTE CHRYSLER JEEP DODGE, SA/Stephien, 405-265-1478.; did an alignment, Bolt on the drag link is backing off. causing the alignment to be off, Tires are worn from the alignment not staying in.

Updated: 03/18/2015 16:59:14 By T5929DH

### RESOLUTION

Spoke with Stephanie - Dealer advised the customer came in for an alignment due to tire wear. Dealer found the Left front tire inside edge is 8/32, the outside edge is 5/32. On the right front tire the inside edge is 8/32, and 2/32 on the outside edge. Dealer performed an alignment, and advised they found the drag link adjuster lock nut backed off. Dealer advised they have seen this on many other vehicles. TS advised will need the VIN numbers of like vehicles with similar issue so engineering can be engaged to root cause. Dealer advised they would like the alignment and tires covered. TS advised the vehicle is outside of the 12/12 coverage for the alignment, and tire wear is not warrantable. TS requested the dealer report back with the VIN's so issue can be investigated.

Updated: 03/18/2015 16:59:14 By T5929DH

## Field Report

### VEHICLE

<b>Model Year</b>	2014	<b>Body</b>	D28R81	RAM 3500 LONGHORN MEGA CAB 4X4	
<b>VIN</b>			<b>Built Date</b>		<b>Mileage</b> 30,033
<b>Plant</b>	G	Saltillo Assembly	<b>Market</b>	U	US
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			
<b>Color</b>	PX8	BLACK CLEAR COAT			

### GENERAL

<b>Case Ref</b>		<b>Component Group</b>	19 - STEERING		
<b>Customer Complaint</b>	AS	ALIGNMENT			
<b>Created</b>	03/30/2015 15:37:03	<b>By</b>	T5929DH		
<b>Updated</b>	04/06/2015 09:37:37	<b>By</b>	T5929DH		

### CONTACT

<b>Dealer</b>	60099	WESTPOINTE CHRYSLER JEEP DODGE		<b>Phone</b>	(405) 265-1400
<b>Address</b>	11001 W RENO AVE				
<b>City</b>	YUKON	<b>State</b>	OK	<b>ZIP</b>	73099 7524
<b>Dealer Zone</b>	63	<b>County</b>	OKLAHOMA	<b>Country</b>	USA
<b>Tech</b>	Stephanie Stout				
<b>STAR</b>	T5929DH				

### CUSTOMER CONCERN

Repeat DH7941 - AARON ADAMS 60099-WESTPOINTE CHRYSLER JEEP DODGE -Stephanie/ SA-405-265-1478 Customer concern: 1-steering wheel is off center. Current mileage:30033 Dealer diagnosis: nut on drag ling adjuster is backing off by it self Are there ANY modifications to the vehicle? no Recommended repairs: Assistance from TS  
*Updated: 03/30/2015 15:37:03 By T5929DH*

### RESOLUTION

Left voicemail for Stephanie - TS requested the dealer report back, photos of issue will be needed.

*Updated: 03/30/2015 15:37:03 By T5929DH*

TS received a voicemail from Stephanie - Dealer advised they have sent photos. TS called the dealer back, left a voicemail for Stephanie, advised no photos have been received, to call TS back for e-mail.

*Updated: 03/31/2015 11:48:19 By T5929DH*

Left voicemail for Stephanie - TS requested the dealer report back, photos of issue are still needed.

*Updated: 04/01/2015 16:41:16 By T5929DH*

Spoke with Stephanie - TS received photos. Photos show both lock nuts have backed off of the adjuster. As a one time goodwill gesture for the dealer, TS authorized replacement of the adjuster, and both lock nuts. TS advised once installed, the adjuster lock nuts must be torqued to 109 ft lbs per service information. If the lock nuts are not properly torqued, this is the only way the adjuster will back off of either lock nut... TS closed the claim, no further support is needed.

*Updated: 04/06/2015 09:37:37 By T5929DH*

## Field Report

### VEHICLE

<b>Model Year</b>	2015	<b>Body</b>	D28P92	RAM 3500 LARAMIE CREW CAB 4X4	
<b>VIN</b>		<b>Built Date</b>		<b>Mileage</b>	3,645
<b>Plant</b>	G	Salttillo Assembly	<b>Market</b>	U	US
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			
<b>Color</b>	PAU	GRANITE CRYSTAL MET. CLEAR COAT			

### GENERAL

<b>Case Ref</b>		<b>Component Group</b>	19 - STEERING		
<b>Customer Complaint</b>	W3	WANDERS			
<b>Created</b>	05/01/2015 10:52:45	<b>By</b>	T6214CH		
<b>Updated</b>	05/05/2015 11:44:17	<b>By</b>	T6214CH		

### CONTACT

<b>Dealer</b>	45246	SANGO CHRYSLER DODGE JEEP RAM	<b>Phone</b>	(601) 442-2847	
<b>Address</b>	201 SERGEANT PRENTISS DR				
<b>City</b>	NATCHEZ	<b>State</b>	MS	<b>ZIP</b>	39120 4114
<b>Dealer Zone</b>	63	<b>County</b>	ADAMS	<b>Country</b>	USA
<b>Tech</b>	Reginald Hutchins				
<b>STAR</b>	T6214CH				

### CUSTOMER CONCERN

Customer states that while coming out of a left turn that the steering wheel did not return to center and they had play in the steering wheel. They looked under the vehicle and found that the drag link jam nuts were loose. They had tighten them back up and drove the vehicle to the dealership.

Updated: 05/01/2015 10:52:45 By T6214CH

Yes the millage 3645.

Updated: 05/01/2015 14:56:27 By T6214CH

Okay thanks Craig

Updated: 05/01/2015 15:25:06 By T6214CH

### RESOLUTION

Hey Reginald, just tried to call you. Left my contact number on your voice mail. Since this situation is a safety issue, let's get with the customer and find out exactly where they saw something loose. We would then disassemble that portion to thoroughly inspect for oblong/damaged mounts, bent or damaged studs etc. Let me know, Craig

Updated: 05/01/2015 10:52:45 By T6214CH

Regi called to clarify the concern. Tech states, the adjuster sleeve (Drag link assembly to pitman arm) clamps for steering wheel centering were loose. Tech inspected all suspension and linkage for any signs of stress or damage. Also, properly torqued both pinch bolts. Steering is tight, and wheel is properly centered. Ok Regi, as we discussed, let's verify our mileage is correct (Customer has taken vehicle). Let me know, Craig

Updated: 05/01/2015 11:13:22 By T6214CH

Ok Regi. If after Monday no further assistance is needed, please close the ticket on your end. Have a great weekend, Craig

Updated: 05/01/2015 14:56:27 By T6214CH

Let me know, Craig

Updated: 05/01/2015 15:25:06 By T6214CH

tighten jam nuts and had vehicle aligned

Updated: 05/05/2015 11:44:17 By T6214CH

## Field Report

### VEHICLE

<b>Model Year</b>	2014	<b>Body</b>	D28H92	RAM 3500 SLT CREW CAB 4X4	
<b>VIN</b>		<b>Built Date</b>		<b>Mileage</b>	31,274
<b>Plant</b>	G	Salttillo Assembly	<b>Market</b>	U	US
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			
<b>Color</b>	PAU	GRANITE CRYSTAL MET. CLEAR COAT			

### GENERAL

<b>Case Ref</b>		<b>Component Group</b>	19 - STEERING		
<b>Customer Complaint</b>	W3	WANDERS			
<b>Created</b>	05/18/2015 11:35:02	<b>By</b>	T6104LN		
<b>Updated</b>	05/18/2015 11:44:43	<b>By</b>	T6104LN		

### CONTACT

<b>Dealer</b>	60566	LAWLEY CHRYSLER JEEP DODGE RAM	<b>Phone</b>	(575) 538-3777	
<b>Address</b>	2750 HIGHWAY 180 E				
<b>City</b>	SILVER CITY	<b>State</b>	NM	<b>ZIP</b>	88061 7702
<b>Dealer Zone</b>	70	<b>County</b>	GRANT	<b>Country</b>	USA
<b>Tech</b>	Kurt Simmons				
<b>STAR</b>	T6104LN				

### CUSTOMER CONCERN

steering wheel is off / veh was in hear last week for alignment whenit came in the turn buckle on pitman link was back off // so I preformed alignment and made sure both nuts on link were tight/ fellow tech said he heard about somebody else having same problem can you help out in any way // good morning and god bless you and you staff

Updated: 05/18/2015 11:35:02 By T6104LN

### RESOLUTION

Hi Kurt, I did have related cases where the Techs were using lok-tite red. others replaced the parts and used lok-tite . both worked nicely. Regards, Larry

Updated: 05/18/2015 11:35:02 By T6104LN

lock tight

Updated: 05/18/2015 11:44:43 By T6104LN

## Field Report

### VEHICLE

<b>Model Year</b>	2014	<b>Body</b>	D28R81	RAM 3500 LONGHORN MEGA CAB 4X4	
<b>VIN</b>		<b>Built Date</b>		<b>Mileage</b>	40,221
<b>Plant</b>	G	Salttillo Assembly	<b>Market</b>	U	US
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			
<b>Color</b>	PX8	BLACK CLEAR COAT			

### GENERAL

<b>Case Ref</b>		<b>Component Group</b>	02 - FRONT SUSPENSION		
<b>Customer Complaint</b>	K4	LOOSE			
<b>Created</b>	06/24/2015 13:42:59	<b>By</b>	T5463KY		
<b>Updated</b>	06/29/2015 10:19:04	<b>By</b>	T5463KY		

### CONTACT

<b>Dealer</b>	60099	WESTPOINTE CHRYSLER JEEP DODGE	<b>Phone</b>	(405) 265-1400	
<b>Address</b>	11001 W RENO AVE				
<b>City</b>	YUKON	<b>State</b>	OK	<b>ZIP</b>	73099 7524
<b>Dealer Zone</b>	63	<b>County</b>	OKLAHOMA	<b>Country</b>	USA
<b>Tech</b>	James Ellison				
<b>STAR</b>	T5463KY				

### CUSTOMER CONCERN

AARON ADAMS, SETH WADLEY CHRYSLER ASM Arlene 405-265-1400 or 405-265-1475 arlene@westpointeok.com, Drag Link loose again  
*Updated: 06/24/2015 13:42:59 By T5463KY*

### RESOLUTION

Spoke to (SA) Arlene- Tech inspected vehicle , found the Right drag link came loose again ..TS advised dealer to provide photos of the link... -405--474-3040  
*Updated: 06/24/2015 13:42:59 By T5463KY*  
photos attached  
*Updated: 06/24/2015 15:02:06 By T5463KY*  
TS left a vm for (SM) James  
*Updated: 06/24/2015 15:06:04 By T5463KY*  
TS left a vm for (Tech) James/Arlene  
*Updated: 06/25/2015 10:53:02 By T5463KY*  
TS left a VM for (SA) Arlene  
*Updated: 06/25/2015 14:23:45 By T5463KY*  
Spoke to (Tech) Jim- TS advised dealer to order 2 new rods, 2 nuts, and the adjustment nut.. Dealer will report back with ETA  
*Updated: 06/25/2015 15:16:55 By T5463KY*  
6510749aa – jam nut 6510750aa – jam nut 68111304aa – socket drive 68111301aa – socket drive 6505623aa - nut, hex – will not be here until Saturday, June 27  
*Updated: 06/26/2015 10:51:58 By T5463KY*  
Per CAC - Vehicle was repaired and picked up .. Further technical support is not needed.. Case closed  
*Updated: 06/29/2015 10:19:04 By T5463KY*

## Field Report

### VEHICLE

<b>Model Year</b>	2014	<b>Body</b>	DJ7L91	RAM 2500 ST CREW CAB 4X4	
<b>VIN</b>		<b>Built Date</b>	04/15/2014	<b>Mileage</b>	25,180
<b>Plant</b>	G	Salttillo Assembly	<b>Market</b>	U	US
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT			

### GENERAL

<b>Case Ref</b>		<b>Component Group</b>	19 - STEERING		
<b>Customer Complaint</b>	W3	WANDERS			
<b>Created</b>	07/01/2015 11:09:06	<b>By</b>	T6214CH		
<b>Updated</b>	07/11/2015 12:23:19	<b>By</b>	T6294E0		

### CONTACT

<b>Dealer</b>	52382	ED PAYNE MOTORS LLP	<b>Phone</b>	(956) 968-2158	
<b>Address</b>	2101 E EXPRESSWAY 83				
<b>City</b>	WESLACO	<b>State</b>	TX	<b>ZIP</b>	78599 5019
<b>Dealer Zone</b>	63	<b>County</b>	HIDALGO	<b>Country</b>	USA
<b>Tech</b>	Daniel Flores				
<b>STAR</b>	T6294E0				

### CUSTOMER CONCERN

steering linkage keeps coming loose

*Updated: 07/01/2015 11:09:06 By T6214CH*

good morning Craig, the truck doesn't have any modifications done, no dtc's stored or active. yes, the toe adjusting jam nuts are the ones we're referring to.

*Updated: 07/01/2015 12:28:33 By T6214CH*

Craig, this is the newer steering design, it doesn't have the sleeve w/clamp. it has the link, damper and jam nuts (which were replaced at another dealership on 4/13/15 & 4/29/15)

*Updated: 07/02/2015 12:26:50 By T6214CH*

pictures have been sent with arrows pointing to the jam nuts

*Updated: 07/03/2015 13:16:53 By T6214CH*

### RESOLUTION

Morning Daniel, any modifications (Wheels/Tires, Lift Kit ETC)---Codes at all active or stored---are you referring to the steering wheel and/or toe adjusting sleeve jam nuts coming loose? Let me know, Craig

*Updated: 07/01/2015 11:09:06 By T6214CH*

Ok Daniel, recommend we replace the bolts and lock nuts, adjusting sleeve as well if necessary. Let me know, Craig

*Updated: 07/01/2015 12:28:33 By T6214CH*

Morning Daniel, I believe we're talking about the drag link. Please upload pictures with an ink pin pointing/highlighting to what is coming loose. CH1076@Chrysler.com - Let me know when they've been sent, also include the Star ticket number, or last eight. Thanks, Craig

*Updated: 07/02/2015 12:26:50 By T6214CH*

Hey Daniel, received your picture ok. If those jam nuts are coming loose, we need to either apply some lock tight, or replace the entire unit. Let me know, Craig

*Updated: 07/03/2015 13:16:53 By T6214CH*

Hey Daniel, let me know where we're at with this. If it's fixed, let me know what fixed it. If no further assistance is needed, please close the ticket on your end. Thanks, Craig

*Updated: 07/08/2015 14:28:46 By T6214CH*

replaced drag link, sleeve, jam nuts and damper, applied lock tight to jam nuts

*Updated: 07/11/2015 12:23:19 By T6294E0*

## Field Report

### VEHICLE

<b>Model Year</b>	2013	<b>Body</b>	D28R81	RAM 3500 LONGHORN MEGA CAB 4X4	
<b>VIN</b>		<b>Built Date</b>	05/06/2013	<b>Mileage</b>	30,705
<b>Plant</b>	G	Salttillo Assembly	<b>Market</b>	U	US
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			
<b>Color</b>	PLB	COPPERHEAD PEARL COAT			

### GENERAL

<b>Case Ref</b>		<b>Component Group</b>	18C - DIESEL ENGINE PERFORMANCE		
<b>Customer Complaint</b>	65	LEAKS			
<b>Created</b>	07/29/2015 09:52:49	<b>By</b>	T8425J0		
<b>Updated</b>	10/29/2015 11:05:48	<b>By</b>	T8425J0		

### CONTACT

<b>Dealer</b>	60134	REEDMAN TOLL AUTO WORLD	<b>Phone</b>	(215) 757-4961	
<b>Address</b>	1700 E LINCOLN HWY				
<b>City</b>	LANGHORNE	<b>State</b>	PA	<b>ZIP</b>	19047 3042
<b>Dealer Zone</b>	35	<b>County</b>	BUCKS	<b>Country</b>	USA
<b>Tech</b>	Jarrett Maisey				
<b>STAR</b>	T8425J0				

### CUSTOMER CONCERN

PELLEGRINI ENTERPRISES, INC, REEDMAN TOLL, SA Jarrett, 215-757-4961, Coolant light coming with message: perform service, DEF fluid is being used very quickly, steering wheel feels a little loose, feel a shift in the front while driving; all doors making noise when opening and closing.

Updated: 07/29/2015 09:52:49 By T8425J0

### RESOLUTION

TS called dealer, spoke with Jarrett. It was advised to continue with repairs as needed. Phone numbers and Email was supplied to the dealer for any additional information. ---Y-pipe and water pump on order, water pump seal and y-pipe hoses also on backorder but they are getting locally. 2 Bulbs are out, ordered sockets. crankcase filter is restricted, customer is due for fuel filter service. DEF - 2 weeks ago filed, 1/2 tank now, possible normal consumption. Steering - Drag link loose. Doors have been lubricated to correct noise. ---

Updated: 07/29/2015 09:52:49 By T8425J0

TS returned Jarrett, He states totals of repairs of water pump seal and y-pipe hoses, Bulbs are out, replace sockets. drag links, Total parts \$147.23, labor \$502.58, Tire deposable \$1.50. rental of \$560.00, Grand total 2481.31. ECS/TS authorize total parts and total hours : Total parts \$147.23, labor \$502.58, Tire deposable \$1.50. ECS/TS authorize total days of rental: rental of \$560.00, TS entered notes.

Updated: 08/06/2015 16:11:44 By T8425J0

TS returned dealer call and Yes I did ok the tire but didn't know about the maintenances. TS Jg

Updated: 10/29/2015 11:05:48 By T8425J0

## Field Report

### VEHICLE

<b>Model Year</b>	2015	<b>Body</b>	DJ7P91	RAM 2500 LARAMIE CREW CAB 4X4	
<b>VIN</b>		<b>Built Date</b>		<b>Mileage</b>	6,194
<b>Plant</b>	G	Salttillo Assembly	<b>Market</b>	U	US
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			
<b>Color</b>	PAR	MAXIMUM STEEL MET. CLEAR COAT			

### GENERAL

<b>Case Ref</b>		<b>Component Group</b>	19 - STEERING		
<b>Customer Complaint</b>	AS	ALIGNMENT			
<b>Created</b>	07/30/2015 17:35:34	<b>By</b>	T5422JG		
<b>Updated</b>	08/06/2015 08:23:24	<b>By</b>	T9274JC		

### CONTACT

<b>Dealer</b>	45118	LITHIA CHRYSLER JEEP DODGE OF	<b>Phone</b>	(707) 542-3331	
<b>Address</b>	2727 DOWD DRIVE				
<b>City</b>	SANTA ROSA	<b>State</b>	CA	<b>ZIP</b>	95407 7818
<b>Dealer Zone</b>	71	<b>County</b>	SONOMA	<b>Country</b>	USA
<b>Tech</b>	Andrew Marquez				
<b>STAR</b>	T9274JC				

### CUSTOMER CONCERN

Steering wheel is off center.

Updated: 07/30/2015 17:35:34 By T5422JG

### RESOLUTION

Hello Andrew, We have not seen many of these, maybe about 2 or 3 of them, be personally I have only taken one case similar to this, and the tech found that the drag link came loose, and he preformed the alignment and closed out the ticket. But I will bring it up to some of the engineers and people who write up TSB's and Star Cases. That way if we get more cases, we can look at releasing a fix. So I would suggest that you just preform the alignment and tighten everything to spec. Let me know if you need further assistance. Thanks, Jesus G

Updated: 07/30/2015 17:35:34 By T5422JG

Andrew, What is the status of this vehicle? If no further assistance is required for this concern, please close out the ticket on your end. Thanks, Jesus G

Updated: 08/03/2015 09:19:58 By T5422JG

Closing ticket due to no response from tech.

Updated: 08/05/2015 16:51:32 By T5422JG

Andrew has advised that he has installed a New drag link to correct steering wheel off center concern. Vehicle has been repaired at this time, and returned to the customer. fca star

Updated: 08/06/2015 08:23:24 By T9274JC

## Field Report

### VEHICLE

<b>Model Year</b>	2014	<b>Body</b>	D28L92	RAM 3500 ST CREW CAB 4X4	
<b>VIN</b>	[REDACTED]		<b>Built Date</b>	[REDACTED]	<b>Mileage</b> 16,364
<b>Plant</b>	G	Saltillo Assembly	<b>Market</b>	U	US
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			
<b>Color</b>	PX8	BLACK CLEAR COAT			

### GENERAL

<b>Case Ref</b>	[REDACTED]	<b>Component Group</b>	19 - STEERING		
<b>Customer Complaint</b>	2E	PULLS			
<b>Created</b>	08/04/2015 11:53:58	<b>By</b>	T6104LN		
<b>Updated</b>	08/04/2015 12:22:19	<b>By</b>	T6104LN		

### CONTACT

<b>Dealer</b>	45083	MAC HAIK DODGE CHRYSLER JEEP	<b>Phone</b>	(254) 773-4556	
<b>Address</b>	3207 SOUTH GENERAL BRUCE DRIVE				
<b>City</b>	TEMPLE	<b>State</b>	TX	<b>ZIP</b>	76504 6336
<b>Dealer Zone</b>	63	<b>County</b>	BELL	<b>Country</b>	USA
<b>Tech</b>	John Chase				
<b>STAR</b>	T6104LN				

### CUSTOMER CONCERN

NOTICED EXCESSIVE WEAR ON RF TIRE. WHILE CHANGING OIL I NOTICED ONE OF THE JAMB NUTS ON THE DRAG LINK HAD BACKED OFF ABOUT AN INCH, WHICH EXPLAINS THE ALIGNMENT WEAR. I HAVE HEARD THAT WE REPLACE THESE IN THIS INSTANCE. BUT WANTED TO GET GUIDANCE FROM STAR IN THIS MATTER.

Updated: 08/04/2015 11:53:58 By T6104LN

### RESOLUTION

Hi John, The repairs vary from tech to Tech/dealer to dealer. I have had techs use lok-tite on the threads but reports indicate that a few still came loose again because the threads were just too stretched.. I would recommend that you replace the parts and still use loktite on the new threads. Thanks! Larry n

Updated: 08/04/2015 11:53:58 By T6104LN

REPLACED PARTS AND USED LOC TITE ON NUTS.

Updated: 08/04/2015 12:22:19 By T6104LN

## Field Report

### VEHICLE

<b>Model Year</b>	2014	<b>Body</b>	DJ7L92	RAM 2500 ST CREW CAB 4X4	
<b>VIN</b>			<b>Built Date</b>		<b>Mileage</b> 22,856
<b>Plant</b>	G	Saltillo Assembly	<b>Market</b>	U	US
<b>Engine</b>	ESA	6.4L V8 MID DUTY HEMI MDS ENGINE			
<b>Transmission</b>	DFP	6-SPD AUTOMATIC 66RFE TRANSMISSION			
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT			

### GENERAL

<b>Case Ref</b>		<b>Component Group</b>	19 - STEERING		
<b>Customer Complaint</b>	AS	ALIGNMENT			
<b>Created</b>	08/12/2015 12:03:47	<b>By</b>	T5422JG		
<b>Updated</b>	08/13/2015 14:47:59	<b>By</b>	T5422JG		

### CONTACT

<b>Dealer</b>	45323	STEW HANSEN DODGE CITY JEEP	<b>Phone</b>	(515) 331-2900	
<b>Address</b>	12103 HICKMAN RD				
<b>City</b>	URBANDALE	<b>State</b>	IA	<b>ZIP</b>	50323 1801
<b>Dealer Zone</b>	51	<b>County</b>	POLK	<b>Country</b>	USA
<b>Tech</b>	Justin Brock				
<b>STAR</b>	T5422JG				

### CUSTOMER CONCERN

steering linkage appears to have broken in half  
*Updated: 08/12/2015 12:03:47 By T5422JG*  
ok will do. thanks.  
*Updated: 08/12/2015 12:16:33 By T5422JG*

### RESOLUTION

Hello Justin, We have seen some similar cases, and the best thing to do is to replace the Drag link, and on installation, use a little red thread lock tight. Just enough to where it will hold it tighter, but not too much because you dont want to lock it up and have issues when aligning the vehicle. If you need further assistance let me know, If not you can close out the ticket. Jesus G  
*Updated: 08/12/2015 12:03:47 By T5422JG*  
Thanks Justin  
*Updated: 08/12/2015 12:16:33 By T5422JG*  
replaced drag link  
*Updated: 08/13/2015 14:47:59 By T5422JG*

## Field Report

### VEHICLE

<b>Model Year</b>	2015	<b>Body</b>	D28H92	RAM 3500 SLT CREW CAB 4X4	
<b>VIN</b>	[REDACTED]		<b>Built Date</b>	[REDACTED]	<b>Mileage</b> 8,115
<b>Plant</b>	G	Saltillo Assembly	<b>Market</b>	U	US
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			
<b>Color</b>	PX8	BLACK CLEAR COAT			

### GENERAL

<b>Case Ref</b>	[REDACTED]	<b>Component Group</b>	02 - FRONT SUSPENSION		
<b>Customer Complaint</b>	K4		LOOSE		
<b>Created</b>	08/25/2015 17:44:06	<b>By</b>	T6104LN		
<b>Updated</b>	08/26/2015 10:29:46	<b>By</b>	T6104LN		

### CONTACT

<b>Dealer</b>	44939	CHRIS LEITH DODGE	<b>Phone</b>	(919) 570-5000	
<b>Address</b>	10936 STAR ROAD				
<b>City</b>	WAKE FOREST	<b>State</b>	NC	<b>ZIP</b>	27587 7772
<b>Dealer Zone</b>	66	<b>County</b>	WAKE	<b>Country</b>	USA
<b>Tech</b>	Brad Smith				
<b>STAR</b>	T6104LN				

### CUSTOMER CONCERN

STEERING WHEEL OFF CENTER - 2ND TIME THIS HAS HAPPENED - JAMB NUTS ON CENTERING LINK  
ADJUSTMENT SLEEVE COMING LOOSE - THIS IS NOT THE FIRST VEHICLE WE HAVE EXPERIENCED THIS WITH  
*Updated: 08/25/2015 17:44:06 By T6104LN*

### RESOLUTION

Hi Brad, Replace the parts with new and use Lok-Tite red. Once the threads become loose, the threading becomes spread and loses its grip. Regards, Larry  
*Updated: 08/25/2015 17:44:06 By T6104LN*  
PARTS ORDERED  
*Updated: 08/26/2015 10:29:46 By T6104LN*

## Field Report

### VEHICLE

<b>Model Year</b>	2015	<b>Body</b>	DJ7H81	RAM 2500 SLT MEGA CAB 4X4	
<b>VIN</b>		<b>Built Date</b>		<b>Mileage</b>	6,199
<b>Plant</b>	G	Saltillo Assembly	<b>Market</b>	U	US
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT			

### GENERAL

<b>Case Ref</b>		<b>Component Group</b>	19 - STEERING		
<b>Customer Complaint</b>	68	NOISY			
<b>Created</b>	09/03/2015 13:19:40	<b>By</b>	T6104LN		
<b>Updated</b>	09/10/2015 17:39:11	<b>By</b>	T6104LN		

### CONTACT

<b>Dealer</b>	41080	CARL BURGER DODGE CHRYSLER JEEP	<b>Phone</b>	(619) 463-9321	
<b>Address</b>	8355 HERCULES ST				
<b>City</b>	LA MESA	<b>State</b>	CA	<b>ZIP</b>	91942 2921
<b>Dealer Zone</b>	71	<b>County</b>	SAN DIEGO	<b>Country</b>	USA
<b>Tech</b>	Alan Phillips				
<b>STAR</b>	T6104LN				

### CUSTOMER CONCERN

DRAG LINK ADJUSTER KEEPS COMING LOOSE  
*Updated: 09/03/2015 13:19:40 By T6104LN*

### RESOLUTION

Hi Alan, Replace the drag link. When you go to put it together, use Lok-Tite red. The stresses on this drag link tend to pull and tug and after a bit the threads are pulled so just retightening it won't last long. Putting Lok-Tite on the parts currently on the vehicle won't work long either. Thanks, Larry  
*Updated: 09/03/2015 13:19:40 By T6104LN*

What is the latest with this repair? Can this ticket be closed? Larry n  
*Updated: 09/08/2015 17:38:27 By T6104LN*

REPLACED DRAG LINK ADJUSTER.  
*Updated: 09/10/2015 17:39:11 By T6104LN*

## Field Report

### VEHICLE

<b>Model Year</b>	2015	<b>Body</b>	DJ7R81	RAM 2500 LONGHORN MEGA CAB 4X4	
<b>VIN</b>	[REDACTED]		<b>Built Date</b>	[REDACTED]	<b>Mileage</b> 4,915
<b>Plant</b>	G	Saltillo Assembly	<b>Market</b>	U	US
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			
<b>Color</b>	PX8	BLACK CLEAR COAT			

### GENERAL

<b>Case Ref</b>	[REDACTED]	<b>Component Group</b>	02 - FRONT SUSPENSION		
<b>Customer Complaint</b>	K4	LOOSE			
<b>Created</b>	09/04/2015 10:37:17	<b>By</b>	T6104LN		
<b>Updated</b>	09/14/2015 13:28:15	<b>By</b>	T6104LN		

### CONTACT

<b>Dealer</b>	60379	LANDERS MCLARTY CHRYSLER DODGE	<b>Phone</b>	(256) 830-6450	
<b>Address</b>	6533 UNIVERSITY DR NW				
<b>City</b>	HUNTSVILLE	<b>State</b>	AL	<b>ZIP</b>	35806 1717
<b>Dealer Zone</b>	66	<b>County</b>	MADISON	<b>Country</b>	USA
<b>Tech</b>	James Hartman				
<b>STAR</b>	T6104LN				

### CUSTOMER CONCERN

CUSTOMER STATES THE THE STEERING WHEEL IS OFF CENTER,DURING INSPECTION FOUND JAM NUTS BACKED OFF ADJUSTER NUT,THIS IS THE FOURTH TRUCK WE HAS SEEN COME IN WITH THE JAM NUTS BACKED OFF  
*Updated: 09/04/2015 10:37:17 By T6104LN*

### RESOLUTION

Hi James, replace the rod with new but when you put it back together, use lok-tite red. Don't reuse any of the threaded parts as it is possible that the threads are now stretched and will not hold even with lok-tite. Larry  
*Updated: 09/04/2015 10:37:17 By T6104LN*  
What is the latest with this repair? Can this ticket be closed? larry n  
*Updated: 09/08/2015 17:35:08 By T6104LN*  
no response  
*Updated: 09/14/2015 13:28:15 By T6104LN*

## Field Report

### VEHICLE

<b>Model Year</b>	2014	<b>Body</b>	DJ7H91	RAM 2500 SLT CREW CAB 4X4	
<b>VIN</b>	[REDACTED]		<b>Built Date</b>	[REDACTED]	<b>Mileage</b> 13,216
<b>Plant</b>	G	Saltillo Assembly	<b>Market</b>	U	US
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			
<b>Color</b>	PX8	BLACK CLEAR COAT			

### GENERAL

<b>Case Ref</b>	[REDACTED]	<b>Component Group</b>	19 - STEERING		
<b>Customer Complaint</b>	AS	ALIGNMENT			
<b>Created</b>	10/02/2015 16:50:39	<b>By</b>	T5422JG		
<b>Updated</b>	10/02/2015 17:37:45	<b>By</b>	T5422JG		

### CONTACT

<b>Dealer</b>	58227	TRI-CITY CHRYSLER DODGE JEEP RAM	<b>Phone</b>	(603) 742-9262	
<b>Address</b>	189 ROUTE 108				
<b>City</b>	SOMERSWORTH	<b>State</b>	NH	<b>ZIP</b>	03878 1105
<b>Dealer Zone</b>	32	<b>County</b>	STRAFFORD	<b>Country</b>	USA
<b>Tech</b>	Greg Guilmette				
<b>STAR</b>	T5422JG				

### CUSTOMER CONCERN

Steering wheel is off center.  
*Updated: 10/02/2015 16:50:39 By T5422JG*

### RESOLUTION

Hello Greg, We have seen a lot of these and all that we are doing right now is replacing the sleeve and the links, and adding red lock tight to the threads. We have not had one vehicle return saying that it came loose again. Let me know if you need further assistance. Thanks, Jesus G  
*Updated: 10/02/2015 16:50:39 By T5422JG*  
advice  
*Updated: 10/02/2015 17:37:45 By T5422JG*

## Field Report

### VEHICLE

<b>Model Year</b>	2015	<b>Body</b>	D28L92	RAM 3500 ST CREW CAB 4X4	
<b>VIN</b>	[REDACTED]		<b>Built Date</b>	[REDACTED]	<b>Mileage</b> 23,558
<b>Plant</b>	G	Saltillo Assembly	<b>Market</b>	U	US
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT			

### GENERAL

<b>Case Ref</b>	[REDACTED]	<b>Component Group</b>	19 - STEERING		
<b>Customer Complaint</b>	AS	ALIGNMENT			
<b>Created</b>	10/19/2015 14:34:53	<b>By</b>	T7567M0		
<b>Updated</b>	10/19/2015 14:34:53	<b>By</b>	T7567M0		

### CONTACT

<b>Dealer</b>	41626	CHARLIE'S DODGE CHRYSLER JEEP RAM	<b>Phone</b>	(419) 893-0241	
<b>Address</b>	725 ILLINOIS AVENUE				
<b>City</b>	MAUMEE	<b>State</b>	OH	<b>ZIP</b>	43537 1711
<b>Dealer Zone</b>	42	<b>County</b>	LUCAS	<b>Country</b>	USA
<b>Tech</b>	Nicholas Schuchman				
<b>STAR</b>	T7567M0				

### CUSTOMER CONCERN

CUSTOMER WAITING [REDACTED] CHARLIES DODGE CHRYSLER JEEP RAM Nick sa 419-893-0241 e-mail: service@charliesdodge.com Customer concern:1) steering linkage nut comes loose while driving Current mileage:23558 Dealer diagnosis: 1) customer wants lock tight put on it Are there ANY modifications to the vehicle? Camper attached to bed Recommended repairs:1) do a lock tight and retork Estimated completion date? 10-19-15  
*Updated: 10/19/2015 14:34:53 By T7567M0*

### RESOLUTION

TS called and spoke with service. Technician already closed out RO after applying Loctite to jam nut. Vehicle no longer at dealer. TS closing case.  
*Updated: 10/19/2015 14:34:53 By T7567M0*

## Field Report

### VEHICLE

<b>Model Year</b>	2014	<b>Body</b>	D28L92	RAM 3500 ST CREW CAB 4X4	
<b>VIN</b>		<b>Built Date</b>		<b>Mileage</b>	59,905
<b>Plant</b>	G	Salttillo Assembly	<b>Market</b>	U	US
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			
<b>Color</b>	PAU	GRANITE CRYSTAL MET. CLEAR COAT			

### GENERAL

<b>Case Ref</b>		<b>Component Group</b>	19 - STEERING		
<b>Customer Complaint</b>	AS	ALIGNMENT			
<b>Created</b>	10/28/2015 10:26:40	<b>By</b>	T5422JG		
<b>Updated</b>	11/09/2015 14:01:52	<b>By</b>	T9274JC		

### CONTACT

<b>Dealer</b>	67311	FLETCHER CHRY PRODUCTS INC	<b>Phone</b>	(317) 738-4170	
<b>Address</b>	3099 NORTH MORTON				
<b>City</b>	FRANKLIN	<b>State</b>	IN	<b>ZIP</b>	46131 9744
<b>Dealer Zone</b>	42	<b>County</b>	JOHNSON	<b>Country</b>	USA
<b>Tech</b>	MATT HOWARD				
<b>STAR</b>	T9274JC				

### CUSTOMER CONCERN

alignment will not stay true and front tires wear on outside edge  
*Updated: 10/28/2015 10:26:40 By T5422JG*  
ordered steering linkage and waiting on parts. like always....  
*Updated: 11/05/2015 09:59:04 By T5422JG*

### RESOLUTION

Hello Matt, By any change when this vehicle is out of alignment, is the Draglink and the adjustment sleeve loose? We have seen concerns where these come loose and cause the alignment to go out of spec. The only way to correctly fix this would be to replace the adjustment sleeve and the draglinks and use red lock tight on the treads. Let me know your results. Thanks, Jesus G  
*Updated: 10/28/2015 10:26:40 By T5422JG*  
Matt, What is the status of this vehicle? If you no longer require assistance for this concern, please close out the ticket on your end. Thanks, Jesus G  
*Updated: 11/02/2015 17:39:12 By T5422JG*  
Thanks for the update Matt, I was just seeing where we were at with this vehicle. Keep me posted when they come in and you install the parts. Thanks, Jesus G  
*Updated: 11/05/2015 09:59:04 By T5422JG*  
replaced drag link assembly and performed alignment.  
*Updated: 11/09/2015 14:01:52 By T9274JC*

## Field Report

### VEHICLE

<b>Model Year</b>	2014	<b>Body</b>	DJ7R91	RAM 2500 LONGHORN CREW CAB 4X4	
<b>VIN</b>		<b>Built Date</b>		<b>Mileage</b>	24,053
<b>Plant</b>	G	Salttillo Assembly	<b>Market</b>	U	US
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			
<b>Color</b>	PX8	BLACK CLEAR COAT			

### GENERAL

<b>Case Ref</b>		<b>Component Group</b>	19 - STEERING
<b>Customer Complaint</b>	2Q	SHAKE/SHIMMY/SHUDDER/VIBRATION	
<b>Created</b>	10/28/2015 10:37:58	<b>By</b>	T6000JW
<b>Updated</b>	11/12/2015 14:11:41	<b>By</b>	T8256BC

### CONTACT

<b>Dealer</b>	66697	LEE CHRYSLER DODGE JEEP	<b>Phone</b>	(850) 244-7611	
<b>Address</b>	541 MARY ESTER CUTOFF				
<b>City</b>	FT WALTON BEACH	<b>State</b>	FL	<b>ZIP</b>	32548 5439
<b>Dealer Zone</b>	66	<b>County</b>	OKALOOSA	<b>Country</b>	USA
<b>Tech</b>	Dan Nichols				
<b>STAR</b>	T8256BC				

### CUSTOMER CONCERN

Steering wheel off center.  
*Updated: 10/28/2015 10:37:58 By T6000JW*

### RESOLUTION

Spoke with Dan and he states the nut on the drag link was loose, Advised we have seen similar cases and techs were advised to use red lock tight on the threads. Jim W  
*Updated: 10/28/2015 10:37:58 By T6000JW*  
Dan, What is the current status with this vehicle? If no further assistance is needed please close this ticket. Thank you, Jim W  
*Updated: 11/05/2015 11:27:14 By T6000JW*  
Added lock tight to jam nuts after setting steering straight.  
*Updated: 11/12/2015 14:11:41 By T8256BC*

## Field Report

### VEHICLE

<b>Model Year</b>	2014	<b>Body</b>	DJ7P91	RAM 2500 LARAMIE CREW CAB 4X4	
<b>VIN</b>	[REDACTED]		<b>Built Date</b>	[REDACTED]	<b>Mileage</b> 14,476
<b>Plant</b>	G	Salttillo Assembly	<b>Market</b>	U	US
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			
<b>Color</b>	PAU	GRANITE CRYSTAL MET. CLEAR COAT			

### GENERAL

<b>Case Ref</b>	[REDACTED]	<b>Component Group</b>	19 - STEERING
<b>Customer Complaint</b>	2E	PULLS	
<b>Created</b>	10/28/2015 15:52:03	<b>By</b>	T6000JW
<b>Updated</b>	11/10/2015 18:21:35	<b>By</b>	T2925LS

### CONTACT

<b>Dealer</b>	45118	LITHIA CHRYSLER JEEP DODGE OF	<b>Phone</b>	(707) 542-3331
<b>Address</b>	2727 DOWD DRIVE			
<b>City</b>	SANTA ROSA	<b>State</b>	CA	<b>ZIP</b> 95407 7818
<b>Dealer Zone</b>	71	<b>County</b>	SONOMA	<b>Country</b> USA
<b>Tech</b>	Don Crossler			
<b>STAR</b>	T2925LS			

### CUSTOMER CONCERN

Drag link jamb nuts come loose  
*Updated: 10/28/2015 15:52:03 By T6000JW*

### RESOLUTION

Don, We have seen several cases with the nuts coming loose, Suggest to use the red loctite which is the strongest. Jim W  
*Updated: 10/28/2015 15:52:03 By T6000JW*

Don, What is the current status with this vehicle? If no further assistance is needed please close this ticket. Thank you, Jim W  
*Updated: 11/05/2015 11:22:44 By T6000JW*

Writer called dealer and was transferred to service. The call ended in voicemail.  
*Updated: 11/10/2015 18:21:35 By T2925LS*

## Field Report

### VEHICLE

<b>Model Year</b>	2015	<b>Body</b>	DJ7P81	RAM 2500 LARAMIE MEGA CAB 4X4	
<b>VIN</b>		<b>Built Date</b>		<b>Mileage</b>	2,674
<b>Plant</b>	G	Saltillo Assembly	<b>Market</b>	U	US
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT			

### GENERAL

<b>Case Ref</b>		<b>Component Group</b>	19 - STEERING		
<b>Customer Complaint</b>	AS	ALIGNMENT			
<b>Created</b>	11/02/2015 17:05:08	<b>By</b>	T7485M0		
<b>Updated</b>	11/03/2015 10:49:33	<b>By</b>	T7485M0		

### CONTACT

<b>Dealer</b>	60581	LARRY H MILLER CHRYSLER JEEP	<b>Phone</b>	(623) 537-5000	
<b>Address</b>	13165 N AUTOSHOW AVE				
<b>City</b>	SURPRISE	<b>State</b>	AZ	<b>ZIP</b>	85388 5089
<b>Dealer Zone</b>	70	<b>County</b>	MARICOPA	<b>Country</b>	USA
<b>Tech</b>	Richard Bonfield				
<b>STAR</b>	T7485M0				

### CUSTOMER CONCERN

steering wheel off center  
*Updated: 11/02/2015 17:05:08 By T7485M0*  
THIS IS DONE FOR FYI ONLY HAVE SEEN SEVERAL TRUCKS WITH THE DRAG LINK TO STEERING GEAR BOX HAS BOTH JAM NUTS LOOSE AND NO WITNESS MARKS AT ALL  
*Updated: 11/02/2015 17:05:08 By T7485M0*  
TRUCK STILL PULLS RIGHT  
*Updated: 11/02/2015 17:05:08 By T7485M0*

### RESOLUTION

Hello Richard, First thing I will need a screenshot or printout of the alignment sent to me at Matthew.strohecker@fcagroup.com Include this ticket number in the subject line and update me when sent. What is this vehicle used for? Does this vehicle have any unusual tire wear? Matt S  
*Updated: 11/02/2015 17:05:08 By T7485M0*  
alignment centered steering wheel and tightened jam nuts with witness marks  
*Updated: 11/03/2015 10:49:33 By T7485M0*

## Field Report

### VEHICLE

<b>Model Year</b>	2015	<b>Body</b>	DD8L93	RAM 3500 CREW CAB CHASSIS 4X4	
<b>VIN</b>		<b>Built Date</b>		<b>Mileage</b>	19,132
<b>Plant</b>	G	Salttilo Assembly	<b>Market</b>	U	US
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			
<b>Color</b>	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT			

### GENERAL

<b>Case Ref</b>		<b>Component Group</b>	19 - STEERING		
<b>Customer Complaint</b>	AS	ALIGNMENT			
<b>Created</b>	11/03/2015 14:29:17	<b>By</b>	T7485M0		
<b>Updated</b>	11/05/2015 12:28:09	<b>By</b>	T7485M0		

### CONTACT

<b>Dealer</b>	52979	HUNTER DODGE CHRYSLER JEEP RAM	<b>Phone</b>	(661) 948-8411	
<b>Address</b>	1130 AUTO MALL DR				
<b>City</b>	LANCASTER	<b>State</b>	CA	<b>ZIP</b>	93534 6302
<b>Dealer Zone</b>	71	<b>County</b>	LOS ANGELES	<b>Country</b>	USA
<b>Tech</b>	HECTOR URIBE				
<b>STAR</b>	T7485M0				

### CUSTOMER CONCERN

customer states steering continues to go out range, not centered. he had truck aligned 3 times and every time the drag link nuts are loose.

Updated: 11/03/2015 14:29:17 By T7485M0

### RESOLUTION

Hello Hector, The only fix as of right now is to use lock tight on the threads. If no more assistance is needed on this vehicle lets close this ticket out. Thanks, Matt S

Updated: 11/03/2015 14:29:17 By T7485M0

I won't know until vehicle is driven several miles to see if nuts become loose again, I will add lock tight and see what happens, something else should be the fix for this concern

Updated: 11/05/2015 12:28:09 By T7485M0

## Field Report

### VEHICLE

<b>Model Year</b>	2015	<b>Body</b>	DJ7R91	RAM 2500 LONGHORN CREW CAB 4X4	
<b>VIN</b>		<b>Built Date</b>		<b>Mileage</b>	14,976
<b>Plant</b>	G	Salttilo Assembly	<b>Market</b>	U	US
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT			

### GENERAL

<b>Case Ref</b>		<b>Component Group</b>	19 - STEERING		
<b>Customer Complaint</b>	AS		ALIGNMENT		
<b>Created</b>	11/19/2015 13:42:03	<b>By</b>	T7485M0		
<b>Updated</b>	11/19/2015 15:04:40	<b>By</b>	T7485M0		

### CONTACT

<b>Dealer</b>	63566	BILLION CHRYSLER JEEP DODGE	<b>Phone</b>	(605) 361-1919	
<b>Address</b>	5910 S LOUISE AVE				
<b>City</b>	SIOUX FALLS	<b>State</b>	SD	<b>ZIP</b>	57108 2242
<b>Dealer Zone</b>	74	<b>County</b>	MINNEHAHA	<b>Country</b>	USA
<b>Tech</b>	Matt Wingert				
<b>STAR</b>	T7485M0				

### CUSTOMER CONCERN

steering wheel off center  
*Updated: 11/19/2015 13:42:03 By T7485M0*

### RESOLUTION

Matt called in regarding a customer complaint of the steering wheel being 180 degrees off. Drag link jam nuts are loose and caused toe to be off. He informed me he has had 4 or 5 trucks already with this concern. I advised him that currently the only fix is to use lock tight and retorque after setting toe. If no more assistance is needed on this vehicle lets close this ticket out. Thanks, Matt S  
*Updated: 11/19/2015 13:42:03 By T7485M0*  
tighten drag link nuts, applied lock tight  
*Updated: 11/19/2015 15:04:40 By T7485M0*

## Field Report

### VEHICLE

<b>Model Year</b>	2014	<b>Body</b>	D28R92	RAM 3500 LONGHORN CREW CAB 4X4	
<b>VIN</b>	[REDACTED]		<b>Built Date</b>	[REDACTED]	<b>Mileage</b> 33,000
<b>Plant</b>	G	Salttillo Assembly	<b>Market</b>	U	US
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			
<b>Color</b>	PX8	BLACK CLEAR COAT			

### GENERAL

<b>Case Ref</b>	[REDACTED]	<b>Component Group</b>	02 - FRONT SUSPENSION		
<b>Customer Complaint</b>	W4	WOBBLES			
<b>Created</b>	12/03/2015 10:50:36	<b>By</b>	T1806WJ		
<b>Updated</b>	12/16/2015 12:12:54	<b>By</b>	T1806WJ		

### CONTACT

<b>Dealer</b>	68874	COLBY DODGE CHRYSLER JEEP	<b>Phone</b>	(785) 460-3317	
<b>Address</b>	1000 TAYLOR AVENUE				
<b>City</b>	COLBY	<b>State</b>	KS	<b>ZIP</b>	67701 9053
<b>Dealer Zone</b>	74	<b>County</b>	THOMAS	<b>Country</b>	USA
<b>Tech</b>	Ryan Imhof				
<b>STAR</b>	T1806WJ				

### CUSTOMER CONCERN

RICK NEMETH, COLBY DODGE CHRYSLER JEEP, SM Ryan 785-460-3317, when hitting a bump the vehicle will shake out of control.

*Updated: 12/03/2015 10:50:36 By T1806WJ*

### RESOLUTION

TS called dealer and left message with Valerie for Ryan to call TS back. Walter

*Updated: 12/03/2015 10:50:36 By T1806WJ*

TS called dealer and Ryan was not available and TS left message with Valerie for Ryan to call TS back. Walter

*Updated: 12/03/2015 16:15:54 By T1806WJ*

TS called dealer and spoke with Ryan and he stated that James is the technician and he is working on the vehicle and Ryan will have James call TS when he is available. Walter

*Updated: 12/04/2015 09:18:28 By T1806WJ*

James called and TS reviewed diagnostics with tech and James will call TS back with findings. Walter

*Updated: 12/04/2015 16:41:24 By T1806WJ*

TS called dealer and spoke to James and he states that they have replaced the front steering damper as the gas charge was gone and damper could be collapsed with little effort. James stated that he is currently checking the track bar and it looks OK at this time and James will check the tires and call TS back with findings. Walter

*Updated: 12/11/2015 11:37:03 By T1806WJ*

TS called dealer and spoke to Ryan and he stated that James was at lunch and that James found the drag link loose. TS asked that James call TS back to further discuss. Ryan also stated that customer traded vehicle in and no longer owns this vehicle. Walter

*Updated: 12/15/2015 14:20:47 By T1806WJ*

TS called dealer and spoke with Ryan and he stated that they believe that the vehicle is repaired they just need to test drive vehicle more. Ryan also re-stated that customer has traded vehicle in and no longer owns this vehicle. TS let Ryan know that TS was closing case at this time since vehicle was no longer owned by original customer and that Ryan could call TS if further assistance is required. Walter

*Updated: 12/16/2015 12:12:54 By T1806WJ*

## Field Report

### VEHICLE

<b>Model Year</b>	2015	<b>Body</b>	D28L92	RAM 3500 ST CREW CAB 4X4	
<b>VIN</b>	[REDACTED]		<b>Built Date</b>	[REDACTED]	<b>Mileage</b> 32,756
<b>Plant</b>	G	Salttillo Assembly	<b>Market</b>	U	US
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DF2	6-SPD 865 TORQUE OUTPUT AISIN TRANS			
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT			

### GENERAL

<b>Case Ref</b>	[REDACTED]	<b>Component Group</b>	19 - STEERING
<b>Customer Complaint</b>	W3	WANDERS	
<b>Created</b>	12/09/2015 15:48:51	<b>By</b>	T7567M0
<b>Updated</b>	12/10/2015 16:15:36	<b>By</b>	T7567M0

### CONTACT

<b>Dealer</b>	57344	JOHN GREENE CHRYSLER DODGE JEEP	<b>Phone</b>	(828) 584-5337
<b>Address</b>	910 JAMESTOWN ROAD			
<b>City</b>	MORGANTON	<b>State</b>	NC	<b>ZIP</b> 28655 9276
<b>Dealer Zone</b>	66	<b>County</b>	BURKE	<b>Country</b> USA
<b>Tech</b>	Jeffery Ennis			
<b>STAR</b>	T7567M0			

### CUSTOMER CONCERN

[REDACTED] JOHN GREENE CHRYSLER DODGE , SM Jeff, 828-584-5337 or cell phone [REDACTED]  
Steering bolts keep coming loose on multipule vehicles of same make and model.  
*Updated: 12/09/2015 15:48:51 By T7567M0*

### RESOLUTION

TS called and spoke to SM Jeff. TS advised to use red loc-tite on drag link jam nuts to prevent them from coming loose. SM will call back once repairs have been completed so that rental days and repairs can be entered into DM notes.  
*Updated: 12/09/2015 15:48:51 By T7567M0*  
TS received call from SA. Added mastic tape to the cowl for exhaust. Applied Loctite to jam nuts. TS entered DM notes for repairs, diagnostics and warranty. Advised to return vehicle to customer. TS closing case.  
*Updated: 12/10/2015 16:15:36 By T7567M0*

## Field Report

### VEHICLE

<b>Model Year</b>	2015	<b>Body</b>	D28H92	RAM 3500 SLT CREW CAB 4X4	
<b>VIN</b>		<b>Built Date</b>		<b>Mileage</b>	10,064
<b>Plant</b>	G	Salttilo Assembly	<b>Market</b>	U	US
<b>Engine</b>	ESA	6.4L V8 MID DUTY HEMI MDS ENGINE			
<b>Transmission</b>	DFP	6-SPD AUTOMATIC 66RFE TRANSMISSION			
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT			

### GENERAL

<b>Case Ref</b>		<b>Component Group</b>	19 - STEERING		
<b>Customer Complaint</b>	AS	ALIGNMENT			
<b>Created</b>	12/23/2015 16:40:05	<b>By</b>	T5422JG		
<b>Updated</b>	01/04/2016 16:17:02	<b>By</b>	T2925LS		

### CONTACT

<b>Dealer</b>	24099	ORANGE COAST CHRYSLER JEEP DODGE	<b>Phone</b>	(714) 549-8023	
<b>Address</b>	2929 HARBOR BLVD				
<b>City</b>	COSTA MESA	<b>State</b>	CA	<b>ZIP</b>	92626 3912
<b>Dealer Zone</b>	71	<b>County</b>	ORANGE	<b>Country</b>	USA
<b>Tech</b>	Trevor Baker				
<b>STAR</b>	T2925LS				

### CUSTOMER CONCERN

lock nut on center drag link came loose 2 times  
*Updated: 12/23/2015 16:40:05 By T5422JG*

### RESOLUTION

Hello Trevor, This concern has been pretty common lately and the only way to correct this concern as of now is to replace the drag links, and replace the sleeve, when installing them apply thread lock to the links and the sleeve. Let me know if you have any questions and keep me posted with your results. Thanks, Jesus G  
*Updated: 12/23/2015 16:40:05 By T5422JG*

Writer called dealer. Writer waited with no response. Writer will try later.  
*Updated: 12/31/2015 14:20:45 By T2925LS*

REPLACE CENTER DRAG LINK ASSEMBLY(R.O. in QNA).  
*Updated: 01/04/2016 16:17:02 By T2925LS*

## Field Report

### VEHICLE

<b>Model Year</b>	2016	<b>Body</b>	DJ7R81	RAM 2500 LONGHORN MEGA CAB 4X4		
<b>VIN</b>	[REDACTED]		<b>Built Date</b>	[REDACTED]	<b>Mileage</b>	2,223
<b>Plant</b>	G	Saltillo Assembly	<b>Market</b>	U	US	
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

### GENERAL

<b>Case Ref</b>	[REDACTED]	<b>Component Group</b>	19 - STEERING
<b>Customer Complaint</b>	BRR	SERVICE BULLETINS / RECALLS / RRT	
<b>Created</b>	01/14/2016 16:02:25	<b>By</b>	T7485M0
<b>Updated</b>	01/20/2016 17:36:01	<b>By</b>	T2925LS

### CONTACT

<b>Dealer</b>	45118	LITHIA CHRYSLER JEEP DODGE OF	<b>Phone</b>	(707) 542-3331	
<b>Address</b>	2727 DOWD DRIVE				
<b>City</b>	SANTA ROSA	<b>State</b>	CA	<b>ZIP</b>	95407 7818
<b>Dealer Zone</b>	71	<b>County</b>	SONOMA	<b>Country</b>	USA
<b>Tech</b>	Don Crossler				
<b>STAR</b>	T2925LS				

### CUSTOMER CONCERN

DRAG LINK JAMB NUTS CAME LOOSE, BACKED OFF 1.5". STEERING WHEEL UPSIDE DOWN. As in the past I have seen many trucks with low mileage where this occurred. I am submitting this along with others. Is there a TSB in the works yet. This is a potential dangerous condition of loss of steering control.

*Updated: 01/14/2016 16:02:25 By T7485M0*

I will send you pictures on then next 2 or 3 that I see. It wont' be long due to the amount I have seen come through this shop alone. So just a pic of the drag link assembly or steering wheel too?.. I have kept a record and photocopy's of the repair orders.. I'll need to scan them at home, we don't have a scanner here then send them if you like? Or just the VIN #'s will suffice?

*Updated: 01/14/2016 16:28:02 By T7485M0*

### RESOLUTION

Hello Don, We are aware of this concern and as of now we have no permanent fix. All we can do now is lock tight these nuts and re-torque them. If possible I would like you to send me a couple pictures of this condition. Send pictures to me at [Matthew.strohecker@minacs.com](mailto:Matthew.strohecker@minacs.com) Include ticket number in subject line. Also, can you could tell me the VIN numbers of the other trucks with this concern? Matt S

*Updated: 01/14/2016 16:02:25 By T7485M0*

Just a picture of the jam nuts, adjuster sleeve and link. Just the VINS would be good, just so I can add to my list. Thanks, Matt S

*Updated: 01/14/2016 16:28:02 By T7485M0*

CENTERED THE STEERING WHEEL AND TIGHTENED BOTH JAM NUTS(R.O. in QNA).

*Updated: 01/20/2016 17:36:01 By T2925LS*

## Field Report

### VEHICLE

<b>Model Year</b>	2014	<b>Body</b>	DJ7L92	RAM 2500 ST CREW CAB 4X4	
<b>VIN</b>			<b>Built Date</b>		<b>Mileage</b> 85,384
<b>Plant</b>	G	Saltillo Assembly	<b>Market</b>	U	US
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT			

### GENERAL

<b>Case Ref</b>		<b>Component Group</b>	19 - STEERING		
<b>Customer Complaint</b>	AS	ALIGNMENT			
<b>Created</b>	01/16/2016 10:31:21	<b>By</b>	T1182BM		
<b>Updated</b>	01/16/2016 12:14:56	<b>By</b>	T1182BM		

### CONTACT

<b>Dealer</b>	45141	FENTON DODGE CHRYSLER JEEP	<b>Phone</b>	(806) 665-8404	
<b>Address</b>	101 N HOBART ST				
<b>City</b>	PAMPA	<b>State</b>	TX	<b>ZIP</b>	79065 6101
<b>Dealer Zone</b>	63	<b>County</b>	GRAY	<b>Country</b>	USA
<b>Tech</b>	JEREL EDWARDS				
<b>STAR</b>	T1182BM				

### CUSTOMER CONCERN

lost control of steering. very MAD ! CUSHING EVERONE , telling everyone how bad dodge sucks, ,just a FYI. OF WHAT HAPPEN HERE, HEtook the truck last night  
*Updated: 01/16/2016 10:31:21 By T1182BM*

### RESOLUTION

Hello Jerel. Your case has been noted. There have been no noted cases of lock nuts backing off. As the cust is returning to his dealer for repair please close this ticket and print it for your records, or update me if you need any other assistance. Thank you. BrianM.  
*Updated: 01/16/2016 10:31:21 By T1182BM*  
declined  
*Updated: 01/16/2016 12:14:56 By T1182BM*

## Field Report

### VEHICLE

<b>Model Year</b>	2014	<b>Body</b>	D28P92	RAM 3500 LARAMIE CREW CAB 4X4	
<b>VIN</b>		<b>Built Date</b>		<b>Mileage</b>	17,092
<b>Plant</b>	G	Salttilo Assembly	<b>Market</b>	U	US
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT			

### GENERAL

<b>Case Ref</b>		<b>Component Group</b>	02 - FRONT SUSPENSION		
<b>Customer Complaint</b>	AS	ALIGNMENT			
<b>Created</b>	02/08/2016 13:47:29	<b>By</b>	T8714J2		
<b>Updated</b>	02/25/2016 14:03:51	<b>By</b>	T8714J2		

### CONTACT

<b>Dealer</b>	45602	COLLIERVILLE CHRYSLER DODGE JEEP	<b>Phone</b>	(901) 854-5337	
<b>Address</b>	393 S BYHALIA RD				
<b>City</b>	COLLIERVILLE	<b>State</b>	TN	<b>ZIP</b>	38017 9393
<b>Dealer Zone</b>	63	<b>County</b>	SHELBY	<b>Country</b>	USA
<b>Tech</b>	Sean Williams				
<b>STAR</b>	T8714J2				

### CUSTOMER CONCERN

wearing tires badly

*Updated: 02/08/2016 13:47:29 By T8714J2*

Pics have been sent. I do not have the alignment readings as that was performed at another dealer.

*Updated: 02/09/2016 09:14:08 By T8714J2*

The customer has a receipt only which states that the Technician reset the toe. I will try to reduce the file size and resend the pics.

*Updated: 02/09/2016 16:53:13 By T8714J2*

RECENT THE PICS AND ALIGNMENT READINGS.

*Updated: 02/10/2016 13:29:14 By T8714J2*

That's going to take a minute as we are having printer issues with our actual alignment machine. We got the one I sent you from our Hawkeye on the service lane.

*Updated: 02/10/2016 13:38:00 By T8714J2*

Well, the printer is still down but, The angles are sai .13 and thrust is .01. ride height is 3.75 inches on the front and 3.5 on the rear. I guess I could have them set it back up and try to take a pic of the monitor if needed.

*Updated: 02/17/2016 16:05:32 By T8714J2*

Will do.

*Updated: 02/19/2016 08:10:49 By T8714J2*

Pics have been sent.

*Updated: 02/19/2016 10:54:43 By T8714J2*

No. Total toe is off by more than .30 and SAI is .13. The front end was just aligned about 1k ago. The customer has had issues with this truck and the alignment as early as 5k miles. When you align it, it will not hold for long. I really believe that the spring seat on the drivers side is the whole issue. It is literally touching the spindle mount. I've compared it to 3 other like vehicles and 2 were equal on both sides and 1 was closer on the drivers side but not by much. The spring seat is definitely welded in the wrong place. With the bottom of the spring setting to the outside it is applying more pressure to the opposite side causing the truck to drift right due to uneven load distribution. The alignment wont hold due to the driver having to compensate for the pull. Also, if there are more of these out there, this may have something to do with our track bar frame

bracket issues. With the lower portion of the spring off center, it has to be putting a great deal of pressure on the track bar. Let me know what you think.

*Updated: 02/19/2016 13:17:33 By T8714J2*

Will I be able to cover the tires as consequential damage?

*Updated: 02/19/2016 15:20:43 By T8714J2*

## RESOLUTION

Hello Sean, go ahead and send that picture to Jason.Westfall@minacs.com with the ticket number in the subject line. Can you also send either a copy or a picture of the alignment sheet if available. Please update case when pictures sent. Thanks, Jason.

*Updated: 02/08/2016 13:47:29 By T8714J2*

Sean, the pictures did not attach to the email that I received. Does the customer have an alignment sheet provided by the other dealer. Not to say that they did not do the alignment properly, but it helps to be able to know what the alignment measurements are currently. Let me know. -Jason

*Updated: 02/09/2016 09:14:08 By T8714J2*

Sean, thanks for the update. Let me know when sent. Do you have an alignment rack we can put this vehicle on to get some base measurements to make sure everything is within spec? Thanks, Jason.

*Updated: 02/09/2016 16:53:13 By T8714J2*

Sean, I did receive the pictures and have attached them to the ticket. Please send me a picture of the full alignment sheet including SAI reading along with the curb height measurements per the service procedure so that I can review with my MC and make sure that we don't have a twisted axle. Thanks, Jason.

*Updated: 02/10/2016 13:29:14 By T8714J2*

Thanks for the update. Let me know once you get it fixed and sent over. We will need those measurements to determine how to proceed. Thanks, Jason.

*Updated: 02/10/2016 13:38:00 By T8714J2*

Sean, were you able to get the printer fixed for the alignment machine? -Jason

*Updated: 02/15/2016 16:03:15 By T8714J2*

Sean, sorry for the inconvenience, but could you please take a picture of the readings and send them to the email address listed above. Let me know when sent. Thanks, Jason.

*Updated: 02/17/2016 16:05:32 By T8714J2*

Sean, have you had a chance to take a picture of the alignment? Thanks, Jason.

*Updated: 02/19/2016 08:10:49 By T8714J2*

Sean, is the SAI measurement you provided the number you're getting for total toe? Without seeing the other side of the screen I don't know exactly what each measurement is for sure, but it looks like your front toe is off on both sides which could be causing our wear issue. We have seen some issues with the drag links on these vehicle coming loose, has that happened on this vehicle at all? Thanks, Jason.

*Updated: 02/19/2016 10:54:43 By T8714J2*

Sean, sorry it's taken this long to get to this point, I just needed to cover all of my bases. Based on the pictures and information you have sent versus the specs, I am in agreement with you that it looks like the axle tube needs to be replaced. Keep me posted, Jason.

*Updated: 02/19/2016 13:17:33 By T8714J2*

Sean, unfortunately that is not something that we can authorize here. I would advise to have your warranty admin or service manager contact your area manager to find out if they can be covered under warranty. Thanks, Jason.

*Updated: 02/19/2016 15:20:43 By T8714J2*

Sean, please provide an update. If the vehicle is repaired, please note what fixed the vehicle and close the ticket. If the vehicle is not repaired, please provide an update within the next 24 hours. If no response is received within the next 24 hours, we will close the case. You can reopen this ticket if it is closed and further repair guidance is needed. Thanks, Jason.

*Updated: 02/24/2016 10:44:02 By T8714J2*

Closing due to no response.

*Updated: 02/25/2016 14:03:51 By T8714J2*

## Field Report

### VEHICLE

<b>Model Year</b>	2015	<b>Body</b>	DJ7R81	RAM 2500 LONGHORN MEGA CAB 4X4	
<b>VIN</b>		<b>Built Date</b>		<b>Mileage</b>	8,689
<b>Plant</b>	G	Salttillo Assembly	<b>Market</b>	U	US
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION			
<b>Color</b>	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT			

### GENERAL

<b>Case Ref</b>		<b>Component Group</b>	02 - FRONT SUSPENSION		
<b>Customer Complaint</b>	K4	LOOSE			
<b>Created</b>	02/09/2016 10:42:38	<b>By</b>	T5422JG		
<b>Updated</b>	02/19/2016 11:05:17	<b>By</b>	T5422JG		

### CONTACT

<b>Dealer</b>	26911	TRUCK TOWN CHRYSLER DODGE JEEP RAM	<b>Phone</b>	(806) 872-5484	
<b>Address</b>	1611 LUBBOCK HWY				
<b>City</b>	LAMESA	<b>State</b>	TX	<b>ZIP</b>	79331 3331
<b>Dealer Zone</b>	63	<b>County</b>	DAWSON	<b>Country</b>	USA
<b>Tech</b>	Michael Lopez				
<b>STAR</b>	T5422JG				

### CUSTOMER CONCERN

customer keeps saying bolts on the draglink keep coming loose causing his steering wheel to be off center

*Updated: 02/09/2016 10:42:38 By T5422JG*

TIGHTEN DRAGLINK NUT SLEEVE ADJUSTER AND HEX NUTS WITH BLUE LOCK TIGHT AND PUT TO FACTORY SPECS RE ALIGNED VEHICLE TEST DROVE VEHICLE WENT DOWN ROAD STRAIGHT RELEASED TO CUSTOMER AND FOUND CUSTOMER TO BRING VEHICLE BACK NOW COMPLAINING ABOUT A VIBRATION IN THE SEAT GOING DOWN THE ROAD WITH NO PASTURE. COMPARED TO NEW TRUCK AND FOUND SITUATION TO BE THE SAME, ALSO CONTACTED BOB WYRE

*Updated: 02/17/2016 10:00:10 By T5422JG*

### RESOLUTION

Hello Michael, We have seen this concern before and the way to correct this concern is to replace the links and the sleeve, and than when tightening them add blue lock tight to the treads and torque to spec. Let me know if you have further questions. Thanks, Jesus G

*Updated: 02/09/2016 10:42:38 By T5422JG*

Michael, What is the status of this vehicle? If no further assistance is needed for this concern, suggest closing out the ticket on your end. Thanks, Jesus G

*Updated: 02/15/2016 17:01:07 By T5422JG*

Thanks for the update Michael, I'm glad to see that one concern is corrected now. Now the concern with the seat vibrating that is normal condition because the seat has nothing to dampen vibrations of the wheels and tires while driving. The only thing we can do to lessen this concern is to get wheels and tires road forced balanced within spec, if they are within spec and it still happens have someone apply slight pressure to the seat acting like a dampener, the seat should stop, and like I stated its a normal characteristic of the design of the vehicle, and you have proved it already by comparing it too a like vehicle. Let me know if you have further questions or concerns. Thanks, Jesus G

*Updated: 02/17/2016 10:00:10 By T5422JG*

customer took vehicle after explanation of the tire vibrations

*Updated: 02/19/2016 11:05:17 By T5422JG*

## Field Report

### VEHICLE

<b>Model Year</b>	2014	<b>Body</b>	D28P92	RAM 3500 LARAMIE CREW CAB 4X4	
<b>VIN</b>		<b>Built Date</b>		<b>Mileage</b>	31,840
<b>Plant</b>	G	Salttilo Assembly	<b>Market</b>	U	US
<b>Engine</b>	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE			
<b>Transmission</b>	DF2	6-SPD AUTO AISIN AS69RC HD TRANS			
<b>Color</b>	PX8	BLACK CLEAR COAT			

### GENERAL

<b>Case Ref</b>		<b>Component Group</b>	22 - WHEELS/TIRES		
<b>Customer Complaint</b>	TT	WEAR			
<b>Created</b>	02/12/2016 15:48:09	<b>By</b>	T5422JG		
<b>Updated</b>	02/19/2016 09:42:16	<b>By</b>	T7158SA		

### CONTACT

<b>Dealer</b>	42736	COOK MOTORCARS LTD	<b>Phone</b>	(410) 272-1500	
<b>Address</b>	1136 S PHIL BLVD				
<b>City</b>	ABERDEEN	<b>State</b>	MD	<b>ZIP</b>	21001
<b>Dealer Zone</b>	35	<b>County</b>	HARFORD	<b>Country</b>	USA
<b>Tech</b>	William Killian				
<b>STAR</b>	T7158SA				

### CUSTOMER CONCERN

c/s that front tires are wearing abnormally

Updated: 02/12/2016 15:48:09 By T5422JG

Will put vehicle back on alignment rack and how should I send you the alignment results?

Updated: 02/15/2016 12:02:53 By T5422JG

Jesus you should have email

Updated: 02/16/2016 12:40:53 By T5422JG

jesus, the toe in red was before I centered the wheel. After center the wheel it was in spec.

Updated: 02/16/2016 13:40:25 By T5422JG

Adjusted caster on both sides keeping cams in phase. all angles now in spec.

Updated: 02/16/2016 13:40:25 By T5422JG

just sent you the email

Updated: 02/16/2016 13:40:25 By T5422JG

Adjusted caster on both sides keeping cams in phase. all angles now in spec.

Updated: 02/16/2016 13:40:25 By T5422JG

Jesus, the customer never had a alignment pull concern only that his tires are wearing prematurely. Which I didn't understand based on the specs. I did also reek the toe slightly after correcting the caster. It should be good to go now. Thx for your input with this concern. Bill k.

Updated: 02/16/2016 17:06:15 By T5422JG

Jesus, the customer never had a alignment pull concern only that his tires are wearing prematurely. Which I didn't understand based on the specs. I did also reek the toe slightly after correcting the caster. It should be good to go now. Thx for your input with this concern. Bill k.

Updated: 02/16/2016 17:06:15 By T5422JG

### RESOLUTION

Hello William, Can you please send me a copy of the alignment printout and please make sure the SAI angle reading is present on the print out. Also, every how many miles does the customer rotate his tires? Because Caster will only cause a pull not tire wear. Let me know. Thanks, Jesus G