



FIAT CHRYSLER AUTOMOBILES

PE 19-017

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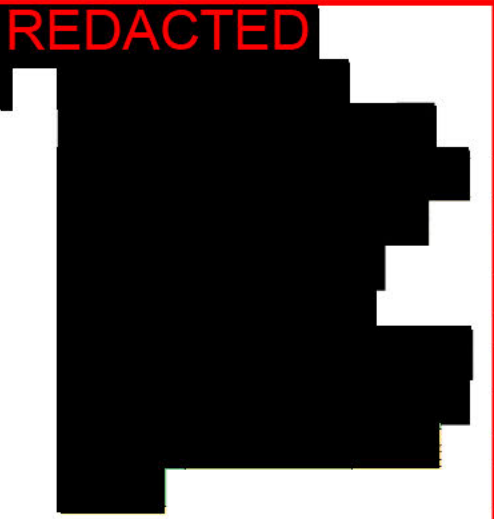
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## Warranty (Failing Category)

### Warranty Count

Count of Warranty per VIN				
Problem Code Description	5500			
INTERNAL DEFECT	462			
NOISY	32			
OIL LEAK	65			
PLANETARY GEAR FAILED	75			
SLIP YOKE	1			
CASTING PROCESS DEFECT	16			
U-JOINT	26			
SHAFT	15			
BROKEN	73	15	126	175



### Warranty %

% of Warranty per VIN				
Problem Code Description	5500	4500	3500	2500
INTERNAL DEFECT	0.91933	0.552598	0.039658	0.02622
NOISY	0.063677	0.033695	0.003741	0.002447
OIL LEAK	0.129343	0.107824	0.003741	0.002098
PLANETARY GEAR FAILED	0.149242	0.114563	0.005238	0.003496
SLIP YOKE	0.00199	0	0.003741	0
CASTING PROCESS DEFECT	0.031838	0.020217	0.000748	0.001049
U-JOINT	0.051737	0.013478	0.030679	0.023074
SHAFT	0.029848	0.006739	0.005238	0.004545
BROKEN	0.145262	0.087607	0.094282	0.060481

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# FCA US Enhanced Service Communication Plan




## One Page Information Sheet



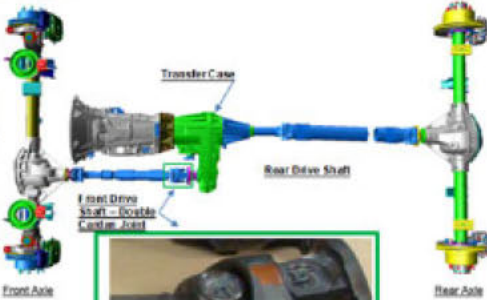
### RAM HEAVY DUTY FRONT UNIVERSAL JOINT MAINTENANCE

Due to lack of proper maintenance, failures of the double cardan universal joints ("u-joints") have occurred on some heavy-duty Ram front drive shafts.


The joint must be lubricated with a **Needle Nose Grease Gun Adapter** during scheduled maintenance every 8000 miles (gas)/7500 miles (diesel).



Under Hood Maintenance Label



Front Drive Shaft - Double Cardan Joint



Double Cardan Grease Fitting

Lubricate the double cardan joint per the maintenance schedule using Mopar type MS-6560 lithium based grease or an equivalent. Lubrication requirements are detailed in service information and the owners' manual.


There is an under hood reminder sticker on the left front fender (see above images).







The double cardan joint is equipped with a low profile needle point grease fitting that may require cleaning to insure proper greasing. The needle point greasing adapter tool is included in the MOPAR Express Lane tool kit and also readily available through other tool providers.

Inspect the double cardan joint near the transfer case front output shaft during service. Check for signs of distress include gaps in the bearing area and rusty powder on the yoke surfaces and repair as necessary.

**Proper maintenance at the required interval will greatly reduce the potential for premature double cardan joint failure.**

Recommended Needle Nose Grease Gun Adapters:  
 Snap-on YA761 or YA801  
 Lincoln G901 or 5803 (Tip)  
 Matco MCOGGA3A / GGA3A



# FCA US Enhanced Service Communication Plan

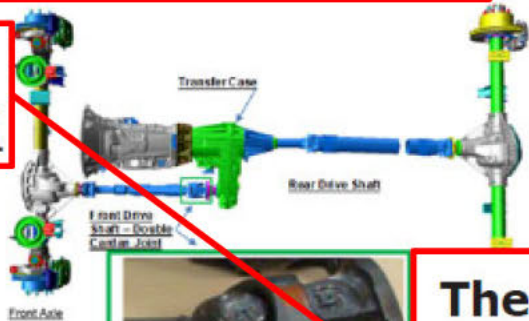


Due to lack of proper maintenance, failures of the double cardan universal joints ("u-joints") have occurred on some heavy-duty Ram front drive shafts.

## MOPAR At your service UNIVERSAL JOINT MAINTENANCE

Due to lack of proper maintenance, failures of the double cardan universal joints ("u-joints") have occurred on some heavy-duty Ram front drive shafts.

The joint must be lubricated with a Needle Nose Grease Gun Adapter during scheduled maintenance every 8000 miles (gas)/7500 miles (diesel).



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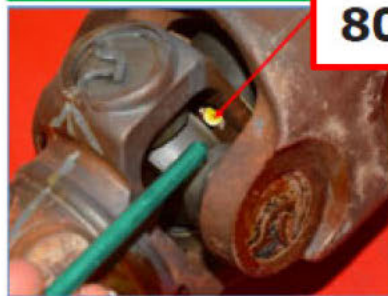
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# FCA US Enhanced Service Communication Plan



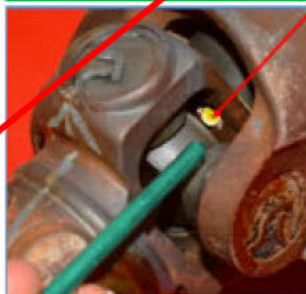
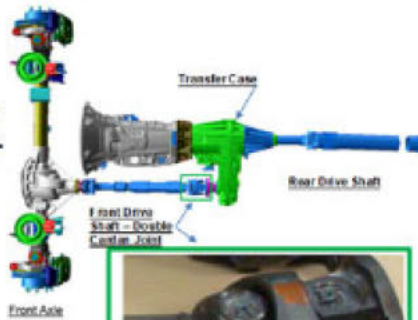
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# FCA US Enhanced Service Communication Plan



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800

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Maintenance Label

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CHRYSLER DODGE JEEP RAM SRT



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Double Cardan Grease Fitting



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# Service Communication Definitions



## ▪ One Pager/Content Communication Channels:

- Information Only TSB - REDACTED
- STAR Online - REDACTED
- DealerCONNECT Banner - REDACTED
- DCMail/Dealer Comdash Communication - REDACTED
- Tech Authority Website Link - REDACTED
- REDACTED
- REDACTED
- Body Builder Guides - REDACTED
- Service Library Banner - REDACTED
- Service Information Update - REDACTED
  - ▲ Video Slide Show - REDACTED
- Learning Center Home Page - REDACTED
- Tech Training - REDACTED
- Tech Tube - REDACTED

# Service Communication Definitions



- Information Only TSB - **REDACTED**
- STAR Online - **REDACTED**

**Developed Communication**

**RAM HEAVY DUTY FRONT UNIVERSAL JOINT MAINTENANCE**

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**Info Only TSB**

**TECHNICAL SERVICE BULLETIN** NUMBER: 03-002-21  
 GROUP: 03 - Differential and Driveline  
 DATE: July 17, 2021

**SUBJECT:** Ram Heavy Duty Front Universal Joint Maintenance

**OVERVIEW:** Due to lack of proper maintenance, failures of the ("u-joints") have occurred on heavy-duty Ram front drive shafts double cardan universal joints (Fig. 1).

**NOTE:** Proper maintenance at the required intervals will greatly reduce the potential for premature double cardan joint failure (Fig. 1).

MODEL:	Model	Vehicle
2011 - 2018	DJ	RAM 2500 Pickup
2011 - 2018	D2	RAM 3500 Pickup
2011 - 2018	DD	RAM 3500 Cab Chassis
2011 - 2018	DP	RAM 4500/5500 Cab Chassis
2016 - 2018	DF	RAM 3500 <10K Cab Chassis

**STAR ONLINE PUBLICATION**

**SOL**

Case Number: S211600001

Release Date: July 2021

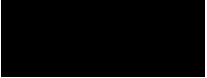
Symptom/Vehicle Issue: Ram Heavy Duty Universal Joint Maintenance

**Discussion:**  
 Due to lack of proper maintenance, failures of the double cardan universal joints ("u-joints") have occurred on some heavy-duty Ram front drive shafts. These vehicles come equipped with a grease fitting to provide lubrication to the pivot ball of the double cardan. The front drive shaft does require routine maintenance. The below document provides information on the front drive shaft double cardan assembly and how to maintain it.



**\*\*Service Info License FTP Server**

# Service Communication Definitions



- DCMail/Dealer Comdash Communication -

**REDACTED**

TOPIC	SUBTOPIC	TITLE	PUBLISH DATE	ID
Mopar Field Operations	Communications	Customer Satisfaction Notification W84 - Tigershark Oil Consumpti...	3/17/20	73267
Mopar Field Operations	Communications	Safety Recall VE4 - Occupant Restraint Control Module - Now Eligi...	1/1/20	73239
Mopar Field Operations	Communications	Safety Recall W58 - Loss of Crank Position - Overlap with V08/V11...	1/1/20	72498
Mopar Field Operations	Communications	Safety Recall W09 - Driver Air Bag Emblem - Updated Dealer Instru...	1/1/20	72301
Mopar Field Operations	Communications	Customer Satisfaction Notifications: W20/W84/W80 Tigershark Oil C...	1/1/20	72131
Mopar Field Operations	Communications	Customer Satisfaction Notifications: W20/W84/W80 Tigershark Oil C...	1/1/20	71103
Mopar Field Operations	Communications	Bridgestone Tire Recall - Dealership Action Required	10/20/20	70821
Mopar Field Operations	Communications	Fleet Recall Ordering Process Pilot	10/30/2020	69556
Mopar Field Operations	Communications	Safety Recall W81 Front Lower Control Arm	10/28/2020	69484

[CLICK HERE TO VIEW THE DOUBLE CARDAN UNIVERSAL JOINT MAINTENANCE VIDEO.](#)

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Under Hood Maintenance Label

Double Cardan Grease

Lubricate the double cardan joint per the

# Service Communication Definitions



- DealerCONNECT Banner - **REDACTED**

The screenshot displays the DealerCONNECT website interface. The top navigation bar includes links for HOME, SALES, SERVICE CONTRACTS, SERVICE, PARTS, CUSTOMER EXPERIENCE, NETWORK, TRAINING, and DCMail. A search bar is located on the right. The main content area is divided into several sections:

- RECALL RESOURCES:** Features the RECALL CENTRAL logo and a link to Recalls.
- ANNOUNCEMENTS:** Contains two banners circled in red:
  - MOPAR - RAM HEAVY DUTY FRONT UNIVERSAL JOINT MAINTENANCE:** A banner with an image of a vehicle's front drive shafts. Text: "Due to lack of proper maintenance, failures of the double cardan universal joints ('u-joints') have occurred on some heavy-duty Ram front drive shafts. Please click here for more details." Published: 7/19/21.
  - Courtesy Transportation Program Advanced Training:** A banner with an image of a person at a computer. Text: "Hosted by Stellantis and TSD Mobility Solutions. Stellantis will provide a Courtesy Transportation Program overview. Attendees will have the opportunity to ask questions after the discussion. Click here to register and for more information." Published: 7/7/21.
- VEHICLE INFORMATION PLUS (VIP):** Includes links for Single VIN Inquiry, Multiple VIN Inquiry, LPLW 5-Year Powertrain Inspection Worksheet, and wADVISOR (Service Write-up).
- CLAIM ADMINISTRATION:** Includes links for Claim Entry, Quick Claim Builder, Claim Acknowledgement, Chargebacks, Chargeback Appeals, Labor Operations, and a warning about claim submission.
- WARRANTY ADMINISTRATION:** Includes links for Pre-Authorization Programs, Powertrain Service Center, Digital Imaging, Submission Related Issues / Q & A, Powertrain Pre-Authorization Quick Reference Guide, and Repair Pre-Authorization LOP Checker.

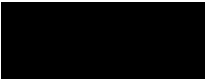
# Service Communication Definitions



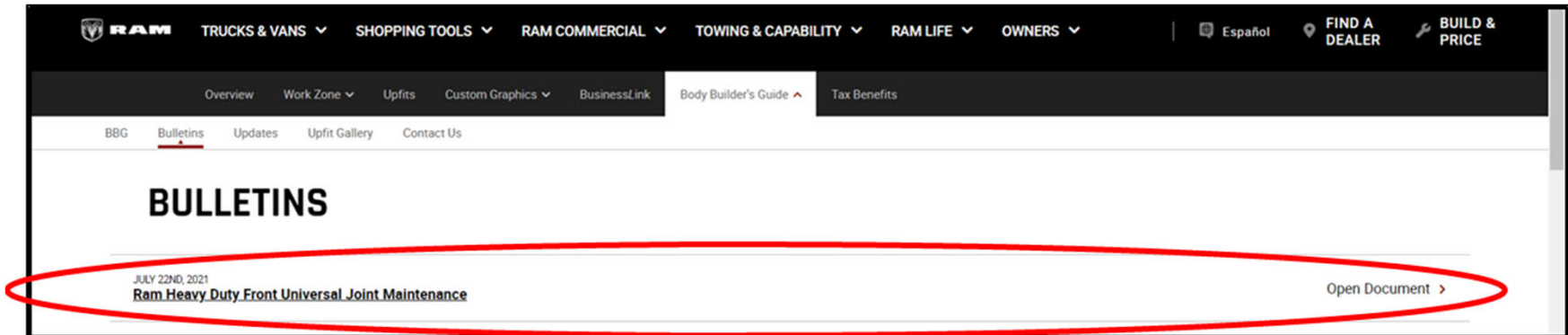
- Tech Authority Website Link - **REDACTED**

The screenshot shows the Tech Authority website interface. At the top, there are navigation options for 'North America' and 'English (United States)', along with a 'Login' button. Below this is a shopping cart icon and text indicating 'Cart: 0 ITEM(S) - \$0.00'. The main header features the MOPAR logo, the 'TECH AUTHORITY' text, and logos for Chrysler, Dodge, Jeep, and Ram. A search bar is prominently displayed with the word 'SEARCH' and a magnifying glass icon. Navigation buttons for 'HOME', 'REGISTER', and 'CONTACT US' are also visible. The main content area is titled 'Home > Related Documents and Links' and contains a list of links. The link 'Ram Heavy Duty Front Universal Joint Maintenance' is circled in red. Other links include 'Auto Auth High Level Overview', 'CAP', 'Chrysler J2534 Application: User Manual', 'Chrysler Scan Tool and Flash Knowledge Base', 'Contact Us', 'Diagnostic Acronyms', 'DRB III Emulator Kit', 'Flash Availability - Chrysler Scan Tools', 'Flash Availability - J2534/Pass Thru Device', 'Minimum PC Requirements', 'Owner's Manuals', 'PCM Initialization Service Bulletin', 'Return Instructions', 'Sebring Stratus Coupe Service Bulletin', 'Security Gateway Module FAQ', 'Technical Assistance Toll Free Numbers', 'UConnect Consumer Software Download', 'Vehicle to Diagnostic Tool Reference Chart', 'wiTECH 2.0 Aftermarket', 'wiTECH Order Form', 'wiTECH Premium Support Help Desk for Aftermarket & Fleet Customers', and 'V06 - Drag Link Repair Procedures Clarifications'. A footer at the bottom contains links for 'Related Documents and Links', 'Online Service Information', 'Order History', 'Login/Register', 'Shopping Cart', and 'Contact Us'.

# Service Communication Definitions



- Body Builder guides - **REDACTED**



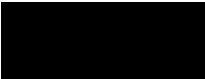
# Service Communication Definitions



- Service Library Banner - **REDACTED**

The screenshot displays the Service Library interface. At the top, there is a navigation bar with 'SERVICE LIBRARY' on the left, a search field containing 'Enter VIN', and user information 'Support Hub' and 'Clint Chadwell'. Below the navigation bar, the breadcrumb trail shows '2016 > DP - RAM 4500/5500... > 6.7L I6 CUMMINS TU...'. A search bar on the right prompts 'Search Type search term and press enter'. On the left side, a vertical menu lists various sections: Vehicle Dashboard, System Explorer, Collision Info, Owners Manual, Parts, Reference, Service Bulletins/Recalls, Service Information, Video Library, and Wiring. The main content area features a prominent red 'VEHICLE ALERT' banner with a close button (X) in the top right corner. The alert text reads: 'There has been an update to the torque on the wheel studs using changed nuts as per T20. New torque is 175Nm. Due to lack of proper maintenance, failures of the double cardan universal joints (Tj-joints?) have occurred on some heavy-duty Ram front drive shafts. Click Here to view PDF. Applies to DK1 or DK3 sales code for 4wd vehicles'. A yellow oval highlights this alert. Below the alert, the 'System Explorer' section is visible, listing vehicle systems: BODY, CHASSIS, COMMUNICATION, ELECTRICAL, and INTERIOR. Each system has a list of sub-links, such as 'Back-Up Camera System', 'Blind Spot', 'Body Exterior', etc., under the BODY section.

# Service Communication Definitions



- Service Information News and Updates -

**REDACTED**

**Service Library** | Enter VIN | Support Hub | Clint Chadwell

Choose a Year | Search | Type search term and press enter

**SELECT BRAND**

Alfa Romeo | Chevrolet | Dodge | Fiat | Jeep | RAM | WAGONEER

Show International Brands | Show Legacy Brands

**News & Announcements**

**RAM HEAVY DUTY FRONT UNIVERSAL JOINT MAINTENANCE**  
Due to lack of proper maintenance, failures of the double cardan universal joints ("u-joints") have occurred on some heavy-duty Ram front drive shafts. [Click Here](#) to view PDF

**INCIDENT REPORTING**

**NEW! Incident Reporting**

Dear Service Library User, June 2021

Thank you for your valuable feedback. We are continuously improving Service Library experience based on your comments and suggestions.

MOPAR Technical Service Operations  
Service Library Team

**Personal Notifications**

**FIXED FIRST VISIT INFORMATION**

FFV Dashboard

Surveys (Last 365 days)

Positive: 0 New 0

Positive: 0 New 0

Scores

No FFV information available.

**TECHDIRECT**

No new messages.

**TECH2TECH**


You have no open threads.  
1260 open threads by other techs

# Service Communication Definitions



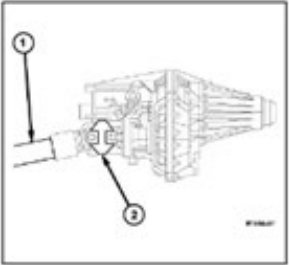
- Service Information Update - **REDACTED**

### Driveshaft Standard Procedure (LUBRICATION)



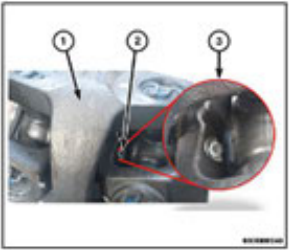
Vehicles with double cardan universal joint front driveshaft (1) are equipped with a needle point grease fitting (2).

- The joint must be lubricated with a needle nose grease gun adapter during scheduled maintenance. The scheduled maintenance is every 7500 miles for gas engines and every 8000 miles for diesel engines.
- Use Mopar type MS-6560 lithium based grease or equivalent.



Inspect the double cardan joint for wear such as gaps in the bearing area and rusty powder on the yoke surfaces and repair as necessary.


Always clean the needle point grease fitting and surrounding area and grease the double cardan universal joint (1) at each oil change using a recommended grease gun and needle point adaptor at the fitting (2). Inset (3) shows a close up view of the grease fitting (2).



Recommended needle point grease gun adapters:

- Snap-on Blue Point YA801
- Snap-on YA761
- Lincoln G901
- Lincoln S803
- Matco MCOGGA3A/GGA3A

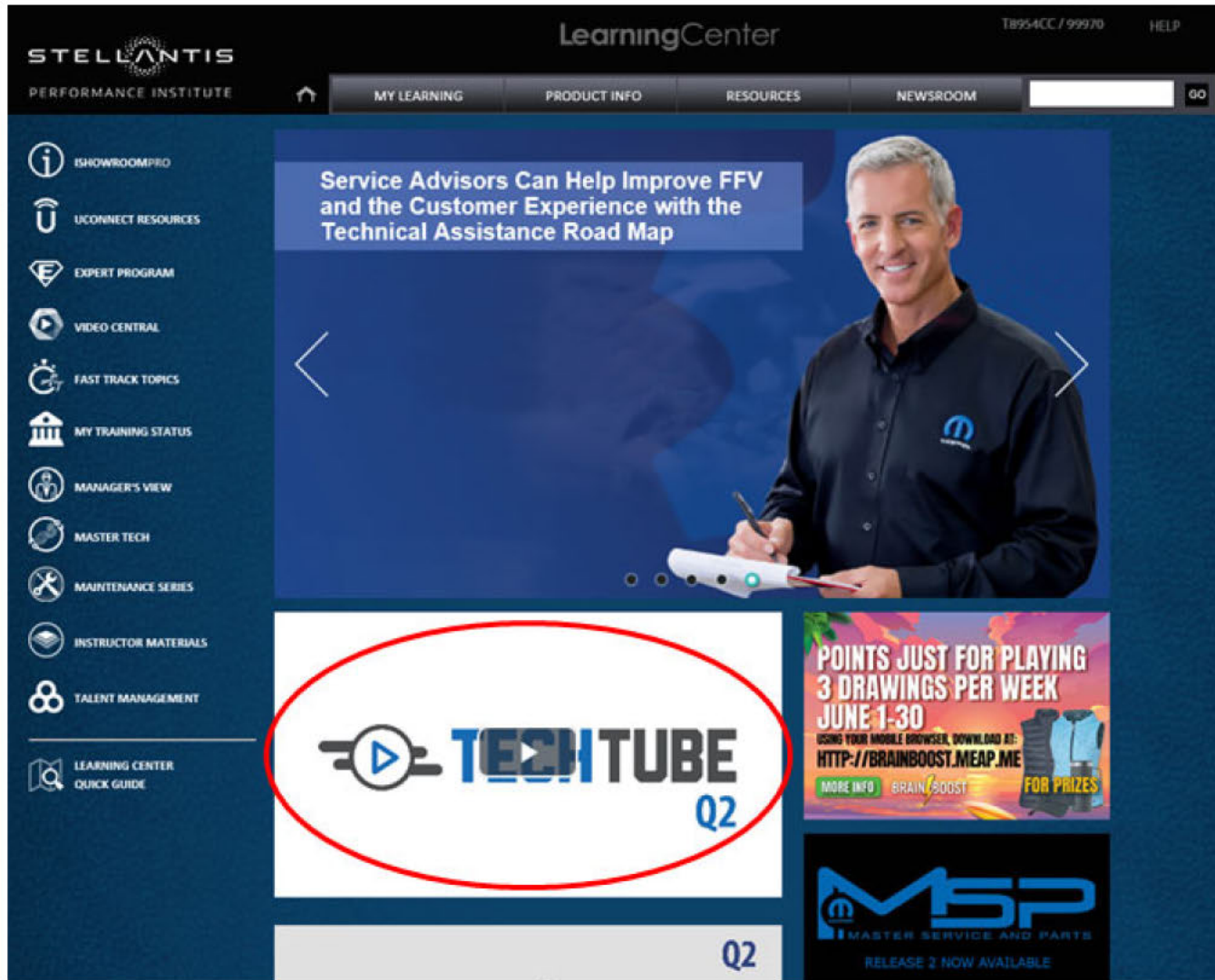
If the needle point grease fitting (1) fails to pass grease into the joint or is damaged, it can be readily replaced unscrewing it and screwing in a new one.



# Service Communication Definitions



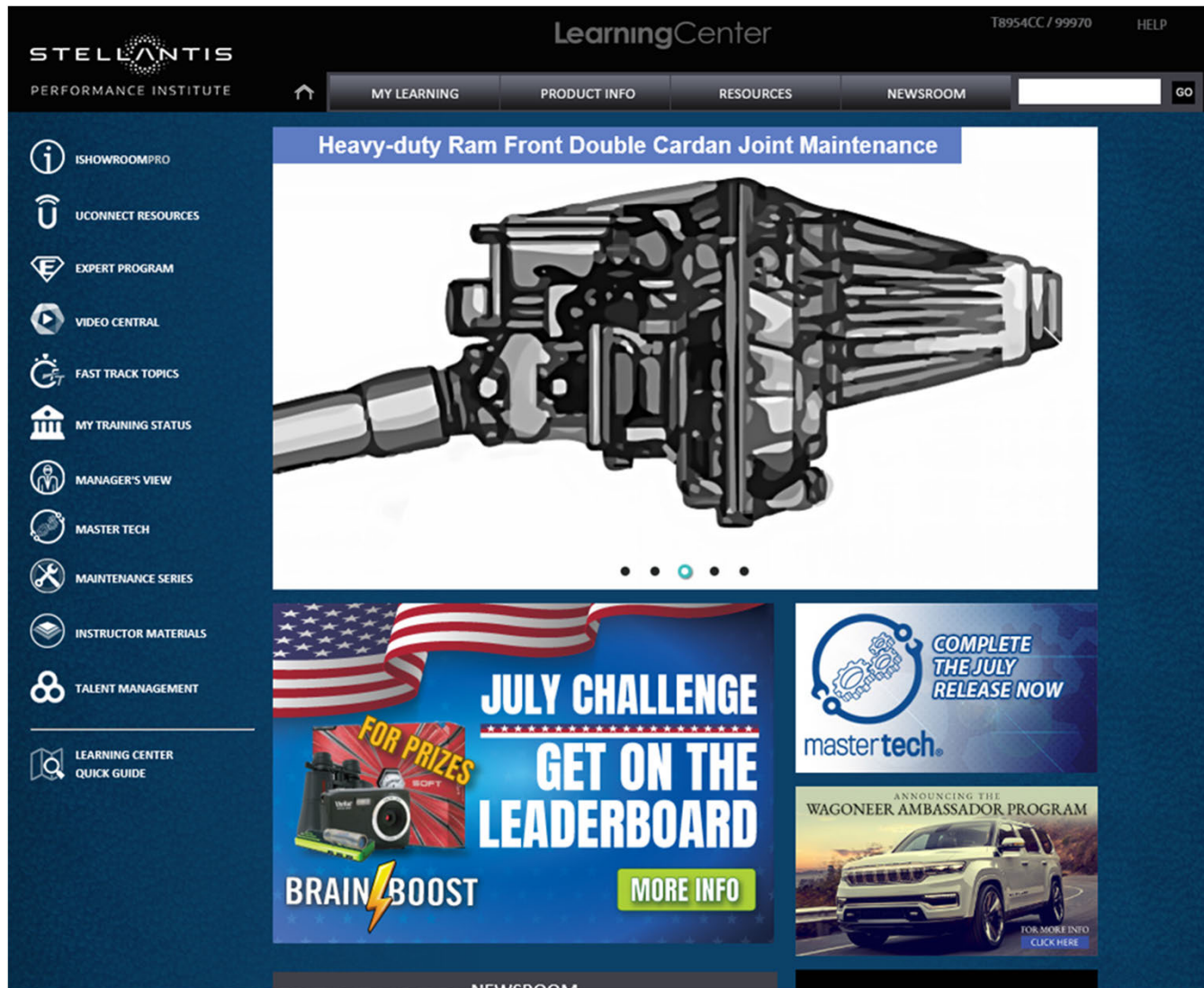
- Tech Tube - **REDACTED**



# Service Communication Definitions



- Learning Center Home Page - **REDACTED**



# Commercially Available Needle Nose Adapters

Matco: GGA3A

Lincoln: G901 (4" kit)

Lincoln: 5803 (needle nozzle tip)

Snap-on: YA761

Snap-on Blue Point: YA801

Grainger (Westward brand): 13X057



# Express Lane Toolkit List



TOOL KIT OFFERING TO SERVICE  
ALL MAKES AND MODELS

## MCOMELTOOLKI

### Complete Matco Tool Kit

Includes the Following Items:

FREE Freight Included!

Item	Part Number	Qty.	Description
1	MCO0102UC	1	2-1/2" Quick Change Chuck
2	MCO09007MC	1	#2 Phillips Power Bit X 2"
3	MCO09025MC	1	#2 Phillips Power Bit X 2-1/2"
4	MCO09067MC	1	#2 Phillips Power Bit X 6"
5	MCO093761MC	1	1/4" Socket Adaptor
6	MCO093794MC	1	3/8" Socket Adaptor
7	MCOA101A	1	Dual Foot Inflator
8	MCO0FR118G	1	3/8" Drive Ratchet - Matco Handle 88
9	MCO0BP99	1	Brake Lining Gauges
10	MCO0SATX7A	1	1/4" Drive 7-Piece Torx Quick Bits
11	MCO0BQ4KA	1	3/8" Drive 24" Extension
12	MCO0BX3WKA	1	3" Wobble Chrome Extension 1/2" Drive
13	MCO0BXY10M	1	3/8" Drive Stubby 10 mm Hex Socket
14	MCO0BXY98M	1	3/8" Drive Stubby 8 mm Hex Socket
15	MCO0CFR158G	1	1/2" Drive Ratchet - Matco Handle 88
16	MCO0CX95D	1	1/2" Drive Impact Extension 3"
17	MCO0CXY14M	1	1/2" Drive 14 mm Hex Socket
18	MCO0B45	1	45 oz. Dead Blow Hammer
19	MCO0SB410S	1	Pyramex Integra Safety Glasses, Clear Lens
20	MCO0G45A	1	Pistol Grip Grease Gun
21	MCO0GA21600	1	Right Angle Grease Gun Adaptor
22	MCO0HKM8	1	8 mm Allen Wrench
23	MCO0LSC4487	1	Hood Clamps
24	MCO0LT240	1	Lugnut Socket 21/21.5 mm
25	MCO0LT250	1	Lugnut Socket 18.5/19.5 mm
26	MCO0LT260	1	Lugnut Socket 22/22.5 mm
27	MCO0MC24M2K	1	24 mm Wrench
28	MCO0MSG10	1	10" X 1/2" Touch Release Tape Measure
29	MCO0MS160B	1	3-Jaw Oil Filter Wrench
30	MCO0MT2779	1	1/2" Composite Air Impact Wrench
31	MCO0MT10G	1	Metal Tire Depth Gauge
32	MCO0MCL214W	1	12 Volt Cordless 1/4" Impact Wrench Kit
33	MCO0FSD10D	1	10-Piece Oil Filter Wrench Set
34	MCO0F5075A	1	Oil Filter Pliers

Item	Part Number	Qty.	Description
35	MCO0F5095	1	Oil Filter Pliers
36	MCO0F571	1	No-Slip Oil Filter Wrench
37	MCO0F572	1	No-Slip Oil Filter Wrench
38	MCO0F573	1	No-Slip Oil Filter Wrench
39	MCO0F574	1	No-Slip Oil Filter Wrench
40	MCO0F632	1	Oil Filter Wrench - Adjustable
41	MCO0F636	1	Oil Filter Wrench - Adjustable
42	MCO0FS6906	1	Toyota Tundra Oil Filter Tools - 5.7L and 4.7L
43	MCO0FSR6024	1	Oil Filter - 3/8" Square Drive 24 mm
44	MCO0FSR6032	1	3/8" Square Drive 32 mm Oil Filter Socket
45	MCO0FSR6027	1	3/8" Drive 27 mm Oil Filter Housing Socket
46	MCO0L3SA	1	3-Piece Pliers Set - PBD08, PND8, PC10
47	MCO0SAM106TB	1	1/4" Drive 10-Piece Socket Set 5 mm - 14 mm
48	MCO0S80M146TA	1	14-Piece 3/8" Deep Metric Sockets 6-Point
49	MCO0SBLXK3	1	3-Piece 3/8" Drive Locking Extension Set
50	MCO0S8M156TA	1	15-Piece 1/2" Drive Metric Sockets
51	MCO0S8X5TA	1	5-Piece 1/2" Drive Extension Set
52	MCO0SF198	1	Super Funnel
53	MCO0S8375MLC	1	Safe Grip Microflex Gloves/Case
54	MCO0SMCL92K	1	9-Piece SAE Long Combo Wrench Set
55	MCO0SMCLM122K	1	12-Piece Metric Long Combo Wrench Set
56	MCO0SP05CA	1	5-Piece Screwdrivers - Slotted/Phillips
57	MCO0STTF56P	1	5-Piece Wheel Lug Flip-Socket Set
58	MCO0TT32	1	Rubber Mallet
59	MCO0WSP2	1	Wheel Stud Installer, 12m x 1.25
60	MCO0SCC3	1	Anti-Freeze Hydrometer
61	MCO0GG3A	1	4" Needle Nose Adaptor
62	MCO0GG3A	1	4" Needle Nose Adaptor
63	MCO0M69200	1	Yellow Motormen of Flashlight
64	MCO0EVM614	1	3/8" Drive 14 mm Hex Socket
65	MCO0H212	1	Kevlar Heat Sleeve
66	MCO0S8M156TA	1	15-Piece 1/2" Drive Metric Sockets
67	MCO0F5075A	1	Oil Filter Pliers

Please allow 4 weeks for delivery.

1 Free freight offer only valid within the United States including AK and HI. Does not apply to **MCOTLS788** MSE Torque Socket Set.

### Also Available:

**MCOMCL2012IK** MCL2012IKW Cordless Impact (battery operated; includes charger, battery and carrying case)

**NOTE:** MSE Torque Sticks not included in Matco tool kit. Please order **MCOTLS788** separately through MSE.

**MCOTLS788** Torque Limiting Aluminum Extension Set, 10-Piece. (See page 12 for details)

62	MCO0GG3A	1	4" Needle Nose Adaptor
63	MCO0M69200	1	Yellow Motormen of Flashlight

Complete package cost:  
**\$4305.40**

For pricing or to place an order call **1-855-298-2687** or visit **MoparEssentialTools.com**.

Pricing is for Alfa Romeo, Chrysler, Dodge, Fiat, Jeep, and RAM dealers only. Pricing is noted in US Dollars. Pricing and product information are subject to change without notice.

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All sales F.O.B. shipping point. All applicable freight, installation and tax will be added at time of invoice. For estimated freight, please call 1-855-298-2687.

# Grease/Lubrication Equipment




## Key Catalog Listings (Keyword “Grease” Search)

<https://www.moparesentialtools.com/search.aspx?searchLink=no&keyword=grease>


	MCOGG45A	<a href="#">Pistol Grip Grease Gun</a> Supplied by MATCO TOOLS ( <a href="#">see all</a> ) Availability: Direct from 3rd Party Supplier	\$55.00	<a href="#">Add To Cart</a>
	MCOGGA21600	<a href="#">Right Angle Grease Gun</a> Supplied by MATCO TOOLS ( <a href="#">see all</a> ) Availability: Direct from 3rd Party Supplier		
	MCOGGA3A	<a href="#">4 inch Needle Nose Adapter</a> Supplied by MATCO TOOLS ( <a href="#">see all</a> ) Availability: Direct from 3rd Party Supplier	\$28.60	<a href="#">Add To Cart</a>
	YA761	<a href="#">Needle Nozzle and Adapter</a> Supplied by SNAP-ON TOOLS ( <a href="#">see all</a> ) Availability: Direct from 3rd Party Supplier	\$54.45	<a href="#">Add To Cart</a>
	YA801	<a href="#">Needle-Type Adaptor</a> Supplied by SNAP-ON TOOLS ( <a href="#">see all</a> ) Availability: Direct from 3rd Party Supplier	\$14.58	<a href="#">Add To Cart</a>

<https://www.moparesentialtools.com/online-catalog.aspx>  
Catalog has two main sections: Mopar Approved Equipment (Commercially Available) & Mopar Essential Tools (Not Commercially Available “Special/Unique”)  
Both the Grease Gun and Needle Adapter are listed under Approved Equipment as both are commercially available

# FCA US Express Lane 2 Technician Process Checklist



**Two Technician Process**  
Two Post Diesel Inspection with V.G. O&B



**Pre-Service Guidelines:**  
 - Ensure Technicians are wearing proper PPE (i.e. Mask, gloves....etc.)  
 - Highly recommended that only the Dry Technician should be responsible for filling out the paper MFI form.

**Step 1-D**

- Reset oil change reminder
- Start engine and note Diesel Exhaust Fluid level, Fuel Filter Life
- Turn off radio and roll down front windows
- Drive vehicle into bay and leave running
- Operate horn
- Respond to light **call-outs**
- Cycle windshield washers and inspect for streaking
- Inspect windshield for damage and record
- Release hood latch

**Step 2-D**

- Test interior lights, map, dome, mirror, dimmer, glove box
- Operate and inspect parking brake operation
- Turn off vehicle when instructed
- When exiting vehicle note tire pressure specs on door jamb placard on MPI
- Inspect driver's side floor mat
- Call-out** service to be performed and tire pressure specs.
- Record tire pressure specs on MPI
- Inspect fuel cap gasket for defects/close fuel door

**Step 3-D**

- Set driver's side lift equipment
- Verify equipment are properly set and **call-out**
- Roll tool cart in front of vehicle

**Step 4-D**

- Remove oil cap and place on hood latch.
- Remove red plastic cover from positive (+) terminal and inspect battery for corrosion and condition
- Disconnect and isolate driver's side negative cable.
- Test driver's side battery as "Out of Vehicle" and **call-out**
- Connect negative cable and reinstall plastic cover
- Repeat process for passenger side battery
- Move to lift controls and **Call-out "All clear to lift"**
- Lift vehicle until wheels off ground
- Lift vehicle to inspection height when stability verified

**Step 5-D**

- Inspect steering components, suspension components, and front wheel bearings
- Inspect for fluid leaks from engine, transmission, differential(s), and transfer case
- Inspect axles and driveshaft for damage/leaks
- Inspect brake lines and fuel line
- Measure brake pads with Sealey VS 058 and **call-out**
- Check driveline fluids (differential(s) T case)

**Step 6-D**

- Review inspection with "W" Tech to verify all measurements and recommendations have been recorded.
- Quarter Time SM
- 1/4 TIME Inspections Rule is the Science of Proper Inspection Time**
- Return to bay

**Step 7-D**

- Inflate tires to specification including spare.
- Lubricate outer tie rod ends
- Gather impact and occats for next step

**Step 8-D**

- Move to lift controls
- Call-out "All clear"**
- Lower vehicle to rotate height
- Remove lug nuts in a clockwise manner (if rotate sold)
- Install lug nuts in a clockwise manner (if rotate sold)

**Note:** Do not over torque the lug nuts. Only use a 100 lbs torque stick and finish torquing the lug nuts with a hand torque wrench


- Step to lift controls and **Call-out "All clear to lift"**
- Raise vehicle to inspection height

**Step 9-D**


- Tighten lug nuts to specification with torque wrench in a clockwise fashion
- Add Diesel Exhaust Fluid as needed to fill
- Add transmission fluid as required
- Install oil change reminder sticker
- Start engine and run for 30 seconds
- Shut down engine
- Move vehicle to staging area and park

## Step 5-D

- Inspect steering components, suspension components, and front wheel bearings
- Inspect for fluid leaks from engine, transmission, differential(s), and transfer case
- Inspect axles and driveshaft for damage/leaks
- Inspect brake lines and fuel line
- Measure brake pads with Sealey VS 058 and **call-out**
- Check driveline fluids (differential(s) T case)



**Two Technician Process**  
Two Post Diesel Inspection with V.G. O&B



**Step 1-W**

- Direct vehicle into bay
- Call-out** horn operation
- Call-out** operation of headlights, high/low beams, turn signals, running lights, and fog lights
- Inspect all lights for cracks/damage
- Visually and physically inspect wiper blades and WS glass for damage
- Open hood
- Perform front jounce test (jounce using bumper or radiator support)
- Install fender covers
- Check transmission fluid level and **Call-out**
- Move to rear of vehicle

**Step 2-W**

- Call-out** operation of brake and reverse lights, turn signals and cargo lights
- Visually inspect license plate lights
- Inspect all lights for cracks/damage
- Perform rear jounce test
- Call-out "Ok to shut down"**
- Move to passenger side of vehicle

**Step 3-W**

- Inspect cabin air filter (earlier models may have been retrofitted)
- If Cabin Air Filter requires replacement, place on bench.
- Set passenger side lift equipment
- Verify proper placement of lift arms and **Call-out**

**Step 4-W**

- Check engine air filter and record (Reinstall if good)
- Inspect coolant level and perform hydrometer test and record
- Check pre-service oil level and record
- Inspect brake fluid and power steering fluid and record
- Visually inspect belts and hoses and record
- Receive **call outs** from "D" Tech
- Step away from vehicle
- Test vehicle stability and **Call-out "Vehicle stable"**

**Step 5-W**

- Move oil drain bucket into position under pan
- Remove oil drain plug
- Measure tread depth in 3 places across tread including spare
- Record brake **call-outs** from "D" Tech
- Lower drain bucket basin

**Step 6-W**

- Review inspection results with "D" Tech.

**Step 7-W**

- Replace frame mounted rear fuel filter (if pre-sold)
- Lubricate outer tie rod ends (2012 and older) if applicable
- Lubricate cardan joint (4x4 only)

**Step 8-W**

- Step away from vehicle and answer "All clear"
- Remove wheels in a clockwise manner (if rotate sold)
- Change fender mounted oil filter
- Install wheels in a clockwise manner (if rotate sold)
- Install frame mounted fuel filter if applied
- Step away from vehicle and **Call-out "Clear"**
- Install drain plug and tighten to specifications

**Step 9-W**

- Add oil to crankcase per vehicle specifications
- Install new air filter if up sold
- Install top mounted fuel filter if sold
- Install oil fill cap
- Drain water from separator (if applicable)
- Verify all caps and cases secure, tools and rags removed from engine compartment
- Call-out "Ok to start"**
- Verify no leaks and notify "D" Tech
- Prepare bay for next vehicle

## Step 7-W

- Replace frame mounted rear fuel filter (if pre-sold)
- Lubricate outer tie rod ends (2012 and older) if applicable
- Lubricate cardan joint (4x4 only)

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# Summary



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**FCA US respectfully requests the Agency close this investigation**



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# Questions