

DAIMLERCHRYSLER

December 2004

Dealer Service Instructions for:

Safety Recall D47 - Upper Ball Joints

Models

2000 - 2003 (AN) Dodge Dakota 4x4 Pick-Up Truck

2000 - 2003 (DN) Dodge Durango 4x4

NOTE: This notification applies only to the above vehicles built through December 31, 2002 (MDH 1231XX).

IMPORTANT: Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this repair on these vehicles before retail delivery. Dealers should also perform this repair on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

Water may enter into the front suspension upper ball joints on about 600,000 of the above vehicles and cause corrosion and premature wear. Excessive wear of the upper ball joint may cause the front wheel to separate from the vehicle and result in a loss of control. A seriously worn ball joint may cause a "clunking" noise to develop in the front suspension. However, vehicle occupants may not always hear this "clunking" noise. Losing control of the vehicle could result in a crash.

Repair

Both front suspension upper ball joints must be replaced.

Parts Information

Part Number Description
CEXMD471 Upper Ball Joint Package

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
2	Upper Ball Joints
6	Bolts
6	Nuts
2	Cotter Pins
2	Castle Nuts

Each dealer to whom vehicles in the notification were invoiced will receive TWO (2) upper ball joint packages.

Special Tools

The following special tool applies to this service procedure:

➤ **MB991113 Ball Joint Separator**

Service Procedure

Replace Upper Ball Joints

1. Raise the vehicle on an appropriate hoist.
2. Remove the front wheel and tire assemblies.
3. Position a hydraulic jack under the left side lower control arm and raise the jack to unload the rebound bumper.

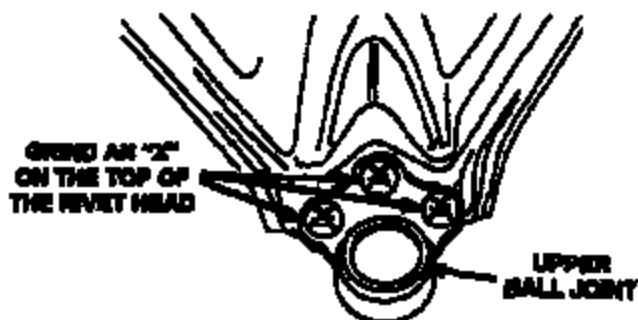


Figure 1

4. Remove the cotter pin from the upper ball joint castle nut.
5. Remove the upper ball joint castle nut from the upper ball joint stud.
6. Using a die grinder equipped with a cut-off wheel, grind an "X" through each of the three upper ball joint rivet heads (Figure 1).

CAUTION: Do not grind into the control arm.

7. Using an air chisel, chisel the three rivet heads off of the upper ball joint.
8. Punch out the rivets using a drift and hammer.
9. Separate the upper ball joint from the steering knuckle with special tool MB991113.
10. Remove and discard the old ball joint.
11. Using 100 grit emery cloth, lightly sand the top surface of the steering knuckle to remove any rust and/or scale from the steering knuckle (Figure 2).

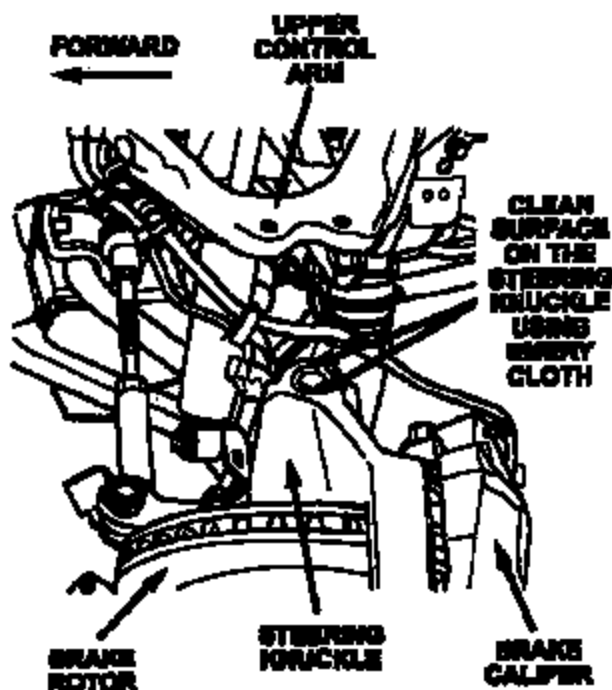


Figure 2 – Left Side Shown

Service Procedure (Continued)

12. Insert the bolts supplied with the ball joint package from the bottom side of the control arm (Figure 3).
13. Place the new ball joint onto the control arm and install retaining nuts (Figure 3). Tighten the nuts to 50 ft. lbs. (68 N·m).
14. Position the steering knuckle onto the upper ball joint stud.

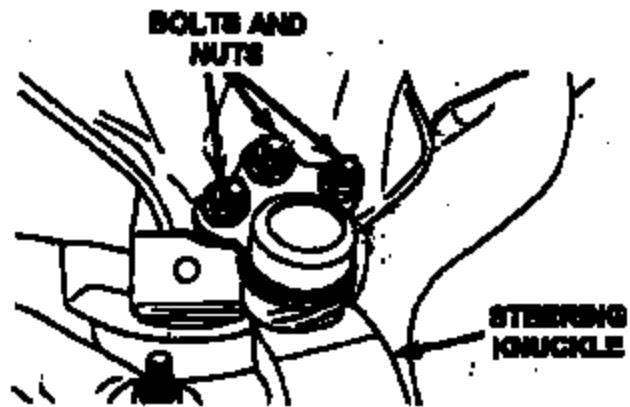


Figure 3

15. Install the castle nut onto the ball joint stud. Tighten the upper ball joint castle nut to 60 ft. lbs. (81 N·m).

NOTE: If the castle nut slots do not line up with the cotter pin hole in the ball joint stud, continue tightening the nut until the next set of castle nut slots line up with the cotter pin hole. Do not loosen the nut.

16. Install the cotter pin through the castle nut and secure it by bending the arms of the pin.
17. Install the wheel and tire assembly. Tighten the lug nuts to 100 ft. lbs (135 N·m).
18. Repeat Steps 3 through 17 on the right side of the vehicle.
19. Lower the vehicle from the hoist.
20. Place the vehicle on an alignment rack.
21. Install the wheel alignment equipment onto the vehicle per alignment equipment manufacturer's instructions and set toe to $+ 0.10^\circ (\pm 0.06^\circ)$.

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims submitted will be used by DaimlerChrysler to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Replace right and left upper ball joints (includes toe adjustment)	02-D4-71-82	1.6 hours

Add the cost of the parts package if necessary plus applicable dealer allowance to your claim.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete claim processing instructions.

Dealer Notification

All dealers will receive a copy of this dealer recall notification letter by mail. Two additional copies will be sent through the DCMMS. To view this recall on DealerCONNECT, select TechCONNECT on the Service tab, click on "Search Bulletins/Recalls", enter the recall code and then click on the "Search" button.

Owner Notification and Service Scheduling

All involved vehicle owners known to DaimlerChrysler are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

Vehicle Lists, Global Recall System, VIP and Dealer Follow Up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed. Involved dealers were also mailed a copy of their vehicle (VIN) list with the dealer recall notification letter.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the "Service" tab and then click on "Global Recall System." Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers must perform this repair on all unsold vehicles before retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services Field Operations
DaimlerChrysler Corporation