



CHRYSLER

April 2011

Dealer Service Instructions for:

Safety Recall K36

Rear Axle Fluid Drain-Back Flow Restrictor

Models

2011 (DS) Ram Truck

NOTE: This recall applies only to the above vehicles built through December 04, 2010 (MDH 120401).

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The rear axle pinion bearing on about 60,000 of the above vehicles may not receive adequate lubrication under certain driving conditions. This lack of lubrication condition could cause the pinion bearing to seize and cause a loss of vehicle control and/or cause a crash without warning.

Repair

A rear axle pinion bearing fluid drain-back flow restrictor and new axle cover with a revised fluid fill level access hole must be installed.

Parts Information

<u>Part Number</u>	<u>Description</u>
CBL0K360AA	Axle Fluid Drain Back Flow Restrictor Package

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Restrictor, Axle Fluid Drain Back Flow
1	Cover, Axle Rear
1	Plug, Axle Cover

<u>Part Number</u>	<u>Description</u>
04874469	Lubricant, Axle Fluid
04318060AB	Additive, Limited Slip
68065196AA	Cleaner, Brake Parts
CBH0K361AA or 05013477AA	RTV, Axle (Orange Colored RTV)

NOTE: One tube of Axle-RTV will repair two vehicles.

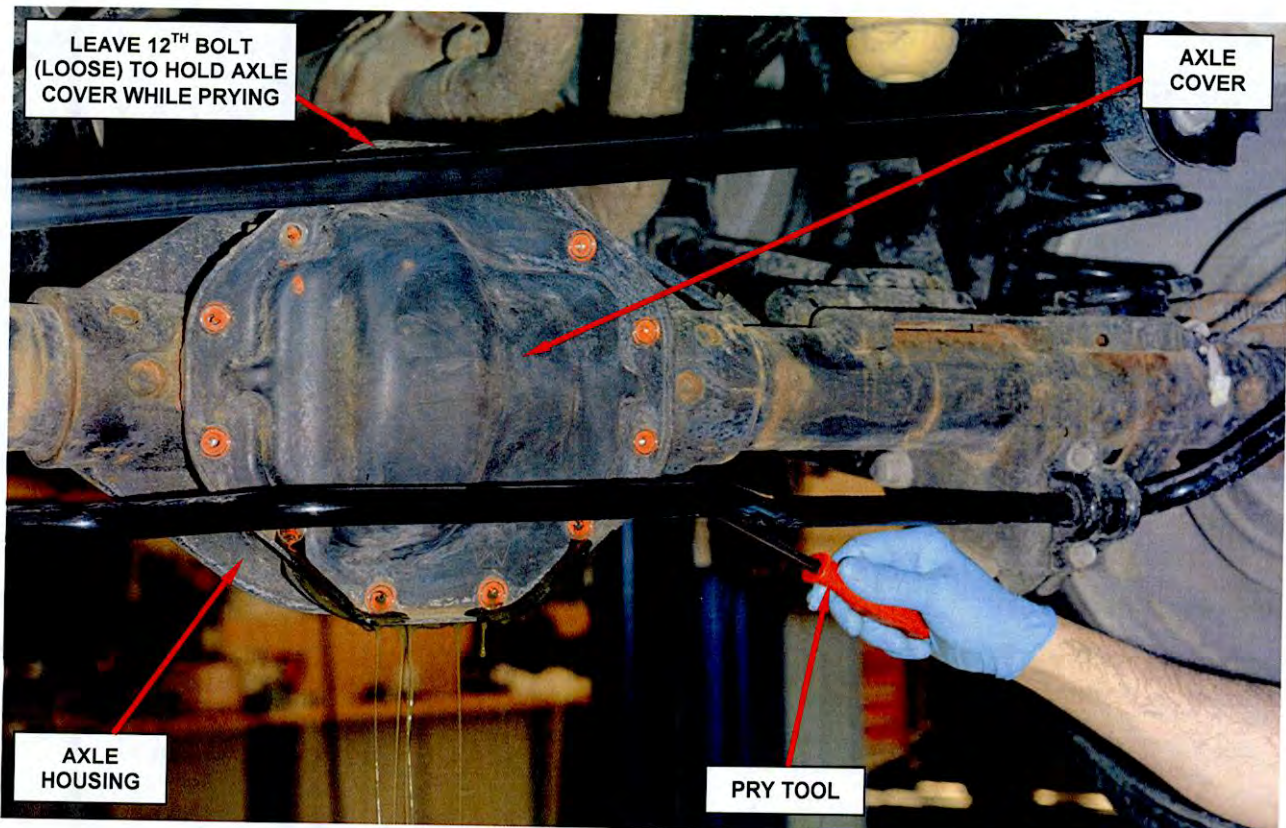
CAUTION: DO NOT SUBSTITUTE RTV listed above with 05013477AB (grey RTV). Use only CBH0K361AA or 05013477AA (Orange Axle-RTV) to perform this repair.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Lift the vehicle on an appropriate hoist.
2. Clean the axle cover and surrounding area to prevent dirt and debris from entering the differential when the cover is removed.
3. Remove and save 11 of the 12 rear axle cover retaining bolts. Only loosen the 12th retaining bolt at the 12 o'clock position. This will prevent the axle cover from falling while draining the fluid (Figure 1).
4. With a drain pan in place under the axle cover, slowly pry the bottom of the axle cover from the axle housing (Figure 1).
5. Allow the axle fluid to drain into a drain pan and dispose of the axle fluid in an environmentally friendly manner.
6. Remove and save the 12th axle cover retaining bolt (Figure 1).

**Figure 1 – Axle Cover Removal and Fluid Drain**

Service Procedure (Continued)

7. Remove and discard the original axle cover.
8. Using a gasket scraper, carefully clean the axle cover mating surface on the axle housing (Figure 2).
9. Using Mopar brake cleaner, clean the axle cover mating surface on the axle housing and any remaining gear oil from inside the axle assembly (Figure 2).
10. Clean the old RTV from the 12 axle cover retaining bolts.

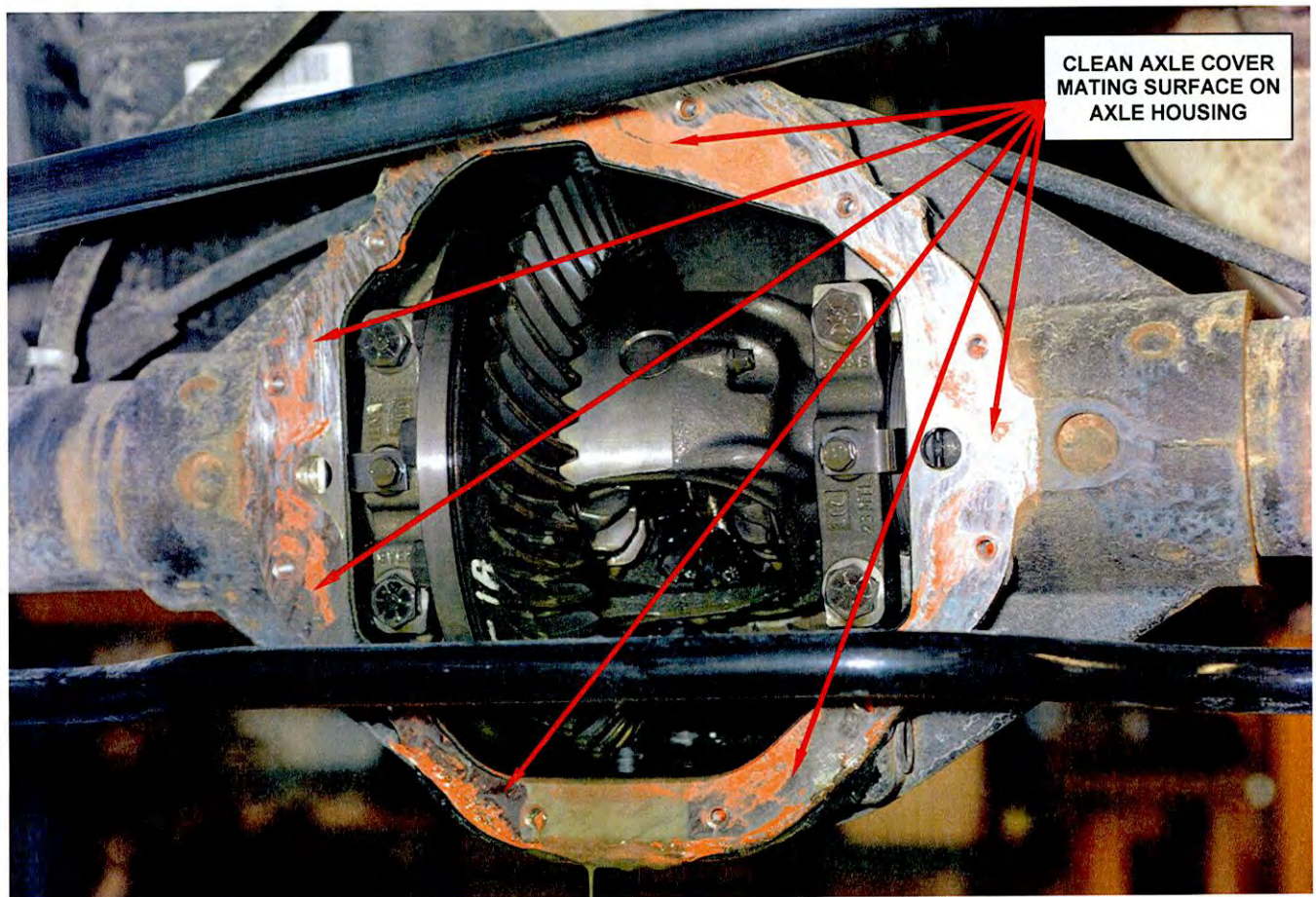


Figure 2 – Clean Axle Cover Mating Surface on Axle Housing

Service Procedure (Continued)

- Using a dead blow hammer, install the axle fluid drain-back flow restrictor into the axle housing drain-back channel. Rotation of the pinion may be required to allow the axle fluid drain-back flow restrictor to clear the pinion teeth (Figures 3 and 4).

NOTE: The axle fluid drain-back flow restrictor is spring loaded and will require a significant hit(s) from a hammer to install. Use the same technique used to drive a nail into wood to install the flow restrictor into the axle housing (Figure 4).

CAUTION: The axle fluid drain-back flow restrictor will snap into place once fully installed. You should not be able to pull the restrictor out by hand if installed correctly.

NOTE: If the axle fluid drain-back flow restrictor is removed for any reason after installation, do not reuse (one time use only).

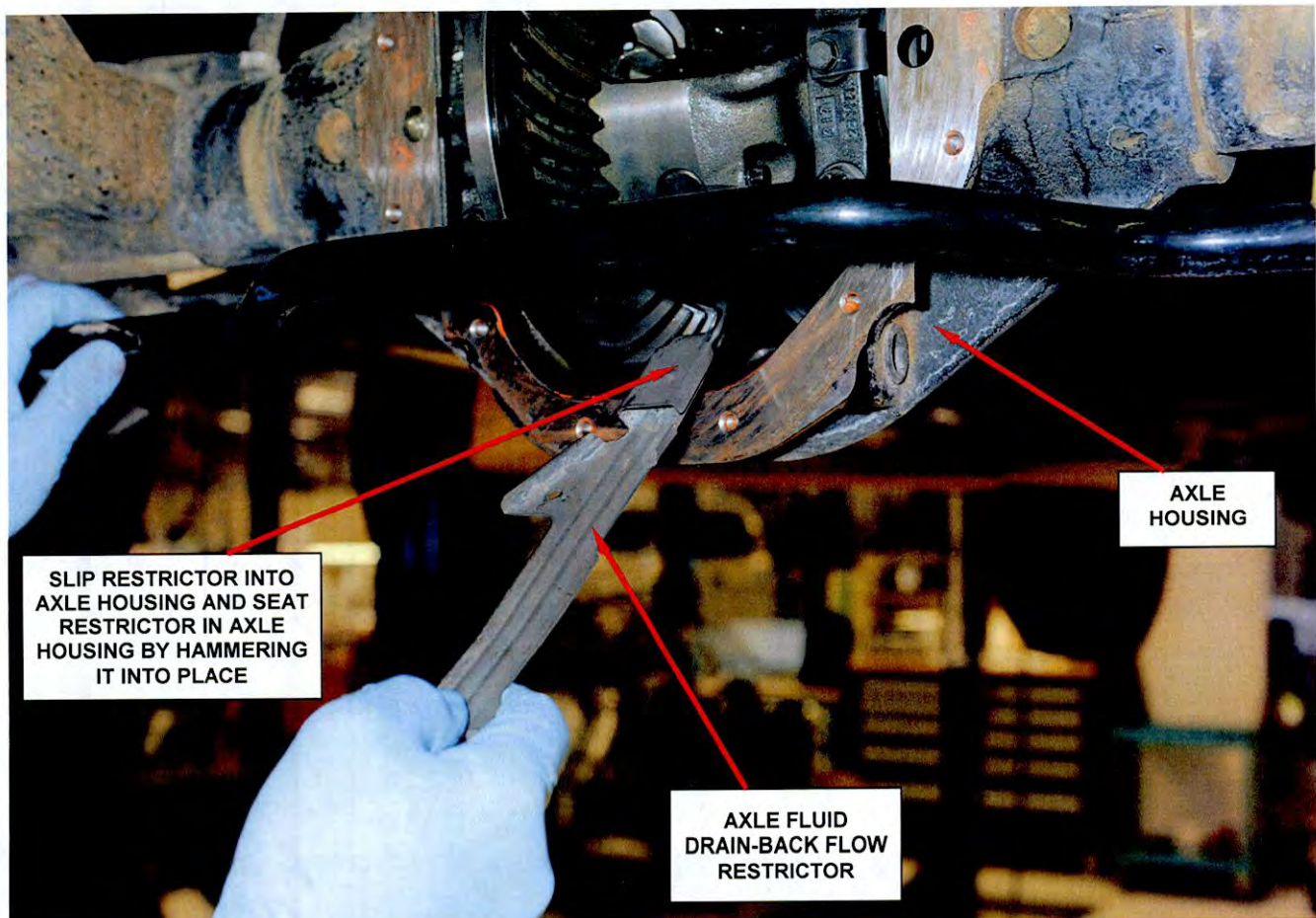


Figure 3 – Axle Fluid Drain-Back Flow Restrictor Installation Orientation

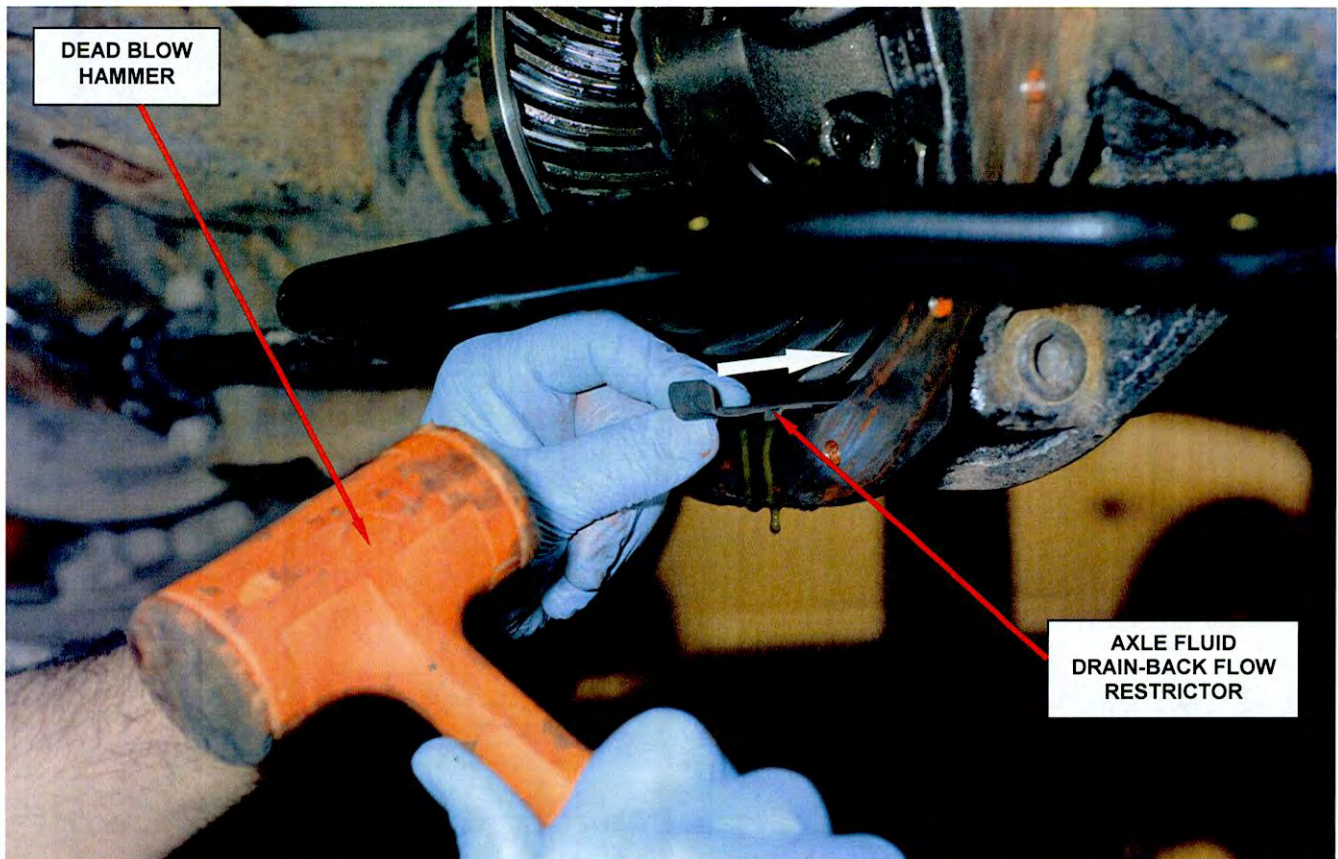
Service Procedure (Continued)

Figure 4 – Hammer the Axle Fluid Drain-Back Flow Restrictor into the Axle Housing

12. Using Mopar Axle-RTV (P/N CBH0K361AA or 05013477AA), apply a ¼ inch wide continuous bead on the new axle cover surface that mates to the axle housing.

Service Procedure (Continued)

13. Carefully install the new axle cover to the axle housing (Figure 5).

CAUTION: Use extreme care not to wipe off the bead of RTV while installing the cover onto the axle housing.

CAUTION: Saturate a rag with Mopar Brake Parts Cleaner and wipe the axle cover mating surface on the axle housing just prior to installing the cover to ensure that the housing mating surface is free of any residual axle lubricant.

14. Install the axle cover retaining bolts. Tighten the bolts in a crisscross pattern to 33 ft. lbs. (44 N·m).

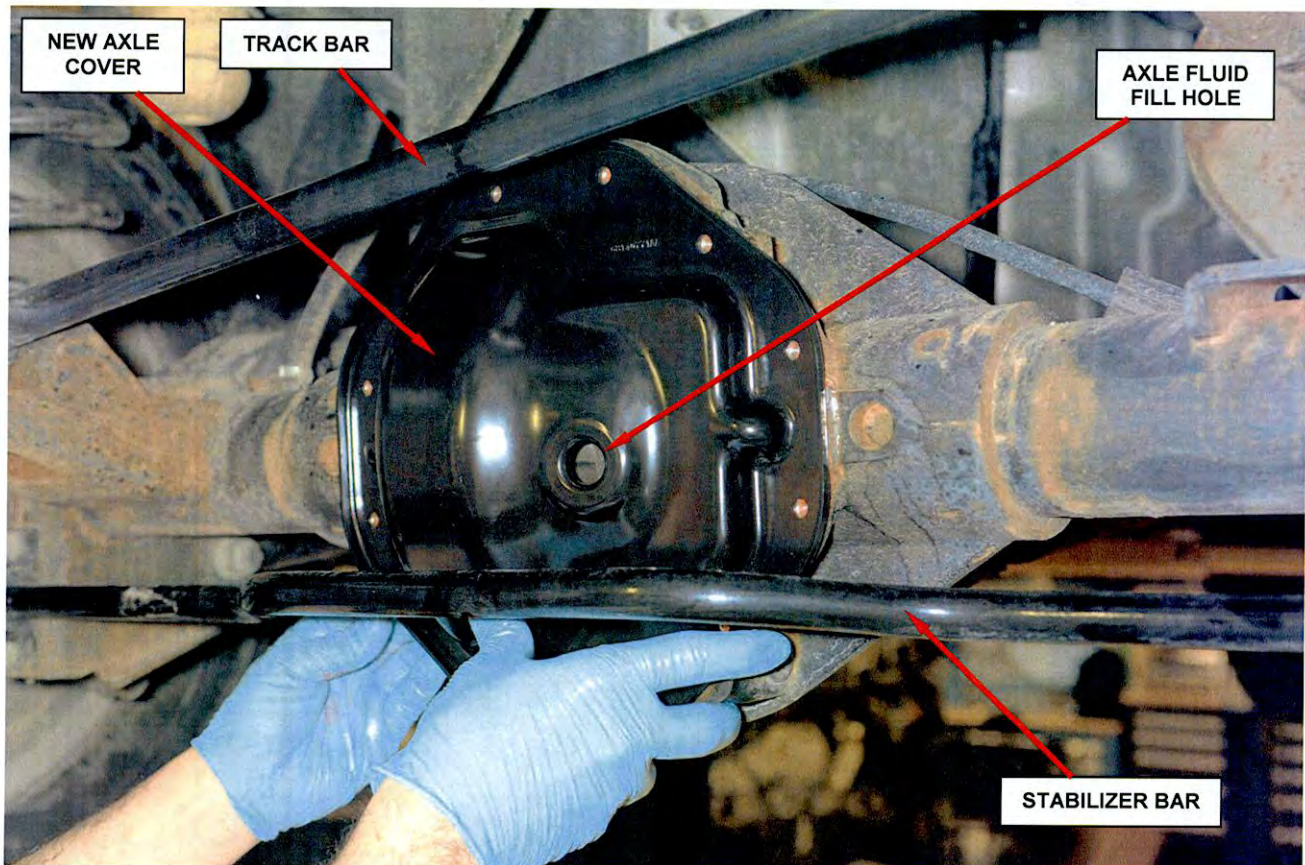


Figure 5 – Install New Axle Cover

Service Procedure (Continued)

15. **On vehicles equipped with a limited slip differential**, install 5 ounces (1 and ¼ bottles) of Mopar Limited Slip Additive (Friction Modifier) (P/N 04318060AB).

CAUTION: DO NOT install more, or less, than the recommended 5 ounces of Mopar Limited Slip Additive (Friction Modifier).

16. Fill the rear axle with Mopar Synthetic Gear & Axle Lubricant (SAE 75W-140) (P/N 04874469). With the vehicle level, the axle fluid level must be even with the bottom of the fill hole on the new axle cover (Figure 5).

CAUTION: The original fill plug on the axle housing will no longer be used. DO NOT fill the axle to the bottom of the original fill plug hole on the axle housing, the axle will be under filled. Fill and check axle fluid level using the fill hole on the new axle cover (Figure 5).

17. Install the new rubber fill hole plug into the fill hole on the new axle cover (Figure 5).
18. Wipe any residual axle lube from the axle cover, fill plug and surrounding area after the plug is installed.
19. Lower the vehicle from the hoist.

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 Chrysler to record recall service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Install axle fluid drain-back flow restrictor	03-K3-61-82	0.7 hours

Related Operation

Install limited slip additive in axles equipped with a limited slip differential	03-K3-61-50	0.1 hours
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Add the cost of the recall parts package plus applicable dealer allowance to your claim.

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

Dealer Notification

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

Owner Notification and Service Scheduling

All involved vehicle owners known to Chrysler 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.

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
Chrysler Group LLC



SAFETY RECALL K36 REAR AXLE FLUID DRAIN-BACK FLOW RESTRICTOR

Dear: (Name)

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2011 model year Ram 1500 series trucks**.

The problem is... The rear axle pinion bearing on your truck (VIN: xxxxxxxxxxxxxxxxxxx) may not receive adequate lubrication under certain driving conditions. This lack of lubrication condition could cause the pinion bearing to seize and cause a loss of vehicle control and/or a crash without warning.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will install a pinion bearing fluid drain-back flow restrictor and a new axle cover with a revised fluid fill level access hole. The work will take about 1½ hours to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, Ram or Dodge dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at www.dodge.com/ownersreg.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations
Chrysler Group LLC
Notification Code K36

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.