CHRYSLER

February 2011

Dealer Service Instructions for:

Safety Recall K28
Left Tie Rod End

Models

2008 – 2010 (DM) Ram Truck (4500/5500 series cab chassis)

NOTE: This recall applies only to the above vehicles built through February 19, 2010 ***(MDH 021901)****.*

2011 (DP) Ram Truck (4500/5500 series cab chassis)

NOTE: This recall applies only to the above vehicles built through September 02, 2010 ***(MDH 090223)****.*

IMPORTANT: Many of the vehicles within the above build period have already been inspected or repaired and, therefore, have been excluded from this recall.

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 left outer tie rod end on about 15,500 of the above vehicles may fracture due to a misalignment condition. Under certain driving conditions, this may lead to a weakening and eventual fracture of the left outer tie rod ball stud. A fractured tie rod end could cause a loss of directional stability and a crash without warning.

Repair

The left outer tie rod end must be replaced, toe-in must be set, and the tie rod ends must be aligned using an inclinometer tool.

Parts Information

Part Number	Description
CBCCK280AA	**Tie Rod End Package (left side)**

Each package contains the following components:

Quantity	Description
1	Tie Rod End
1	Nut, Tie Rod End Castle
1	Pin, Cotter

05012249AB **Compound, Anti-Seize**
(NOTE: One container of compound will repair 100 trucks)

68065196AA **Cleaner, Mopar Brake**

Special Tools

The following special tool is required to perform this repair:

- 10326 Kit, Tie Rod Alignment
- 8677 Puller, Tie Rod End

NOTE: Special Tool 10326 was released to dealers in November of 2010. Service Bulletin 19-001-11 was also issued to alert dealers to the new service tool and procedure for setting toe on the affected, and all subsequent, vehicles.

Service Procedure

1. Lift the vehicle on an appropriate hoist.

2. Remove the left front wheel.

3. Loosen the left tie rod adjuster clamp nut and bolt (Figure 1).

4. Apply Mopar Rust Penetrant (P/N 04318039AC) or equivalent to the tie rod end threads (Figure 1).

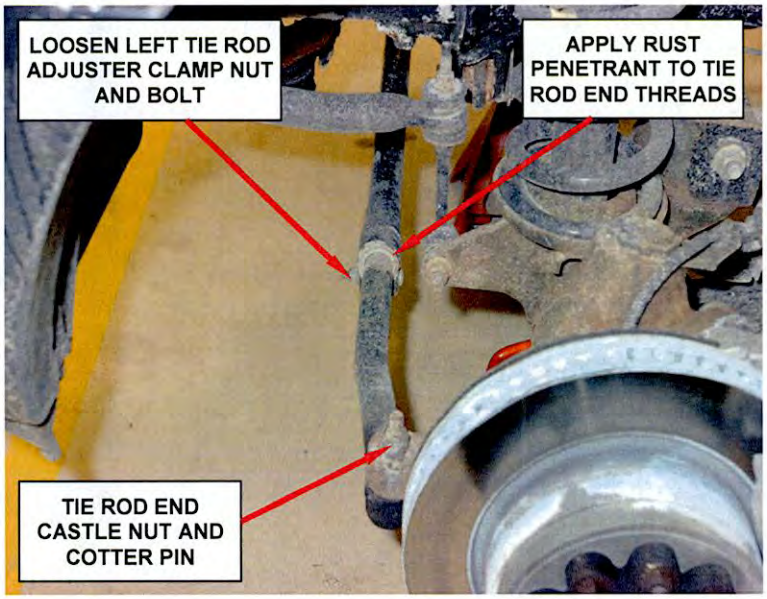

Figure 1 – Steering Components

5. Remove and discard the tie rod end castle nut and cotter pin (Figure 1).

6. Remove the tie rod from the left knuckle using Special Tool 8677 (Figure 2).

7. While counting the number of turns, unscrew the original tie rod from the drag link.

   NOTE: The threads on the tie rod end are right handed threads.

8. Discard the original tie rod end.

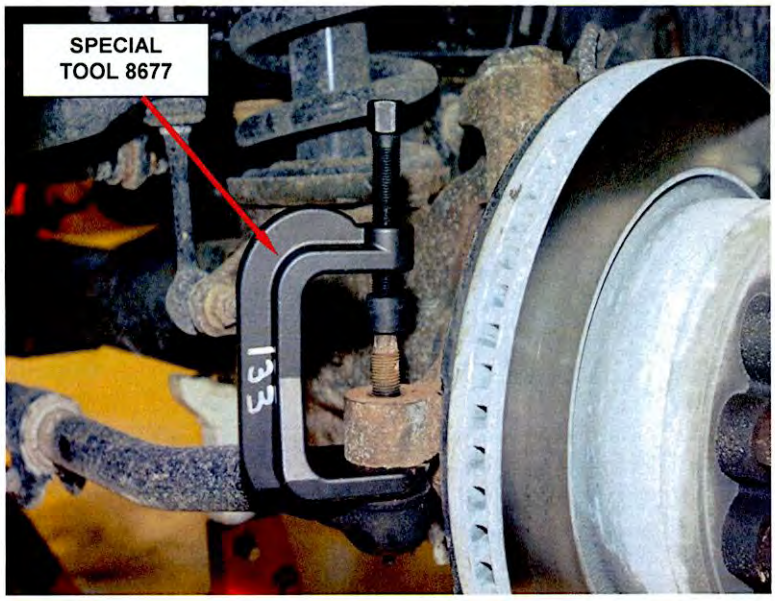

Figure 2 – Special Tool 8677

Service Procedure (Continued)

9. Apply a light coat of Mopar Anti-Seize Lubricant (P/N05012249AB) or equivalent to the threads of the new tie rod end (Figure 3).

Figure 3 – Apply Light Coat of Anti-Seize

10. Thread the new tie rod end into the drag link the number of turns noted in Step 5 of this procedure.

11. Clean the tapered bore in the steering knuckle with Mopar Brake Cleaner (P/N 04897150AB) or equivalent (Figure 4).

CAUTION: Failure to clean the steering knuckle arm tapered hole may cause the tie rod end connection to the steering knuckle to not seat properly. The steering knuckle arm tapered hole must be clean and dry.

12. Remove any grease or dirt from the tie rod end stud before installing the stud into the steering knuckle arm tapered hole (Figure 4).

13. Place the tie rod end stud into the steering knuckle arm and install the tie rod retaining nut. Tighten the nut to 75 ft. lbs. (102 N·m).

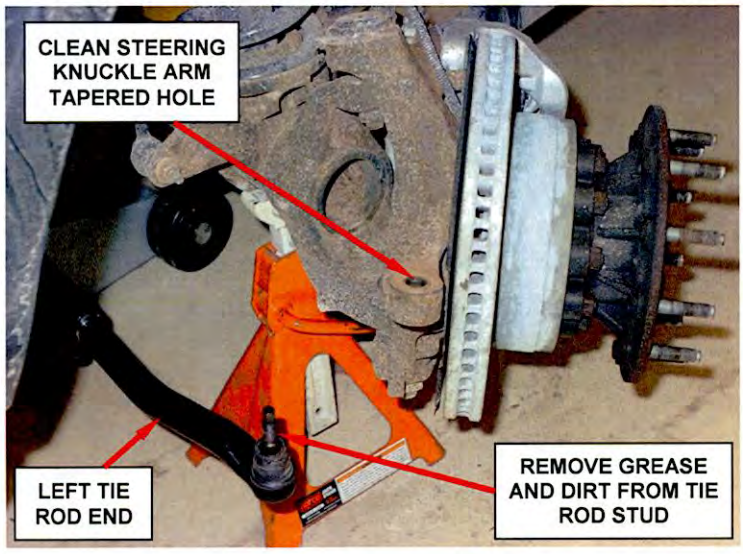

Figure 4 – Clean Steering Knuckle Arm Tapered Hole and Tie Rod End Stud

Service Procedure (Continued)

14. Install a new cotter pin through the castle nut.

    CAUTION: If the castle nut slots do not line up with the cotter pin hole in the tie rod end shaft, continue tightening the castle nut until the cotter pin hole lines up with the next slot in the castle nut. NEVER loosen the castle nut to get the slots to line up with the hole in the tie rod end shaft.

15. Snug the tie rod adjuster clamp bolt.

16. Using a grease gun, grease the right and left tie rod ends through the grease fittings on the tie rod end (Figure 5).

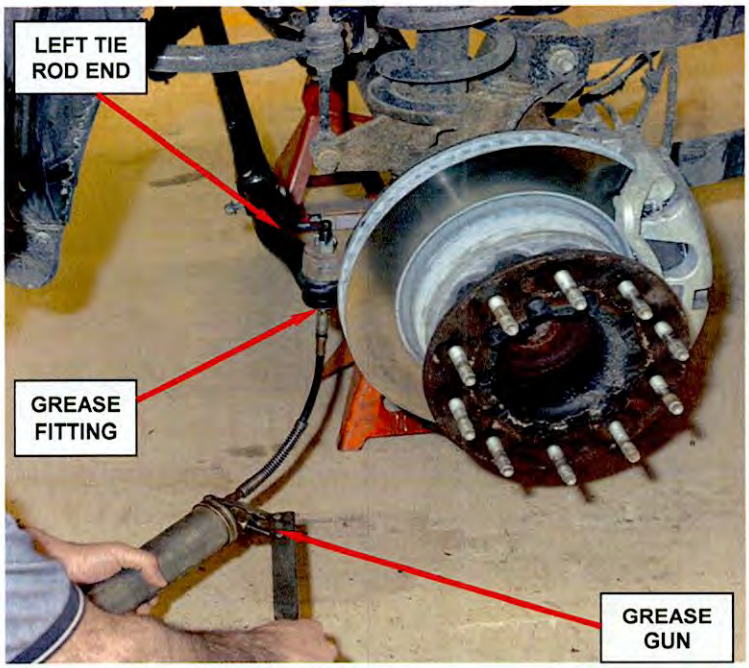

Figure 5 – Grease Both Outer Tie Rod Ends (Left Side Shown)

    CAUTION: Be sure to wipe off the grease fitting before connecting the grease gun.

17. Install the left front wheel. Tighten the wheel lug nuts to 148 ft. lbs. (200 N·m)

18. Lower the vehicle from the hoist and move the vehicle to an appropriate alignment rack.

19. Set the toe-in and center the steering wheel following the alignment rack manufacturer's instructions.

    NOTE: Toe should be set to +0.20° total toe on all models.

20. The vehicle must meet the following criteria before measuring the tie rod end angles:

    - Vehicle on level surface.
    - Full vehicle weight on front tires.
    - Bottom side of both tie rod ends must be clean.
    - Bottom side of both tie rods must not have burrs.

Service Procedure (Continued)

21. Install Special Tool 10326-1 and 10326-2 onto the bottom surface of the right side tie rod end as shown in Figure 6. The grease fitting should be centered in the hole on Special Tool 10326-1.

22. Measure the angle of the right side tie rod end. Record the number displayed on the inclinometer gauge.

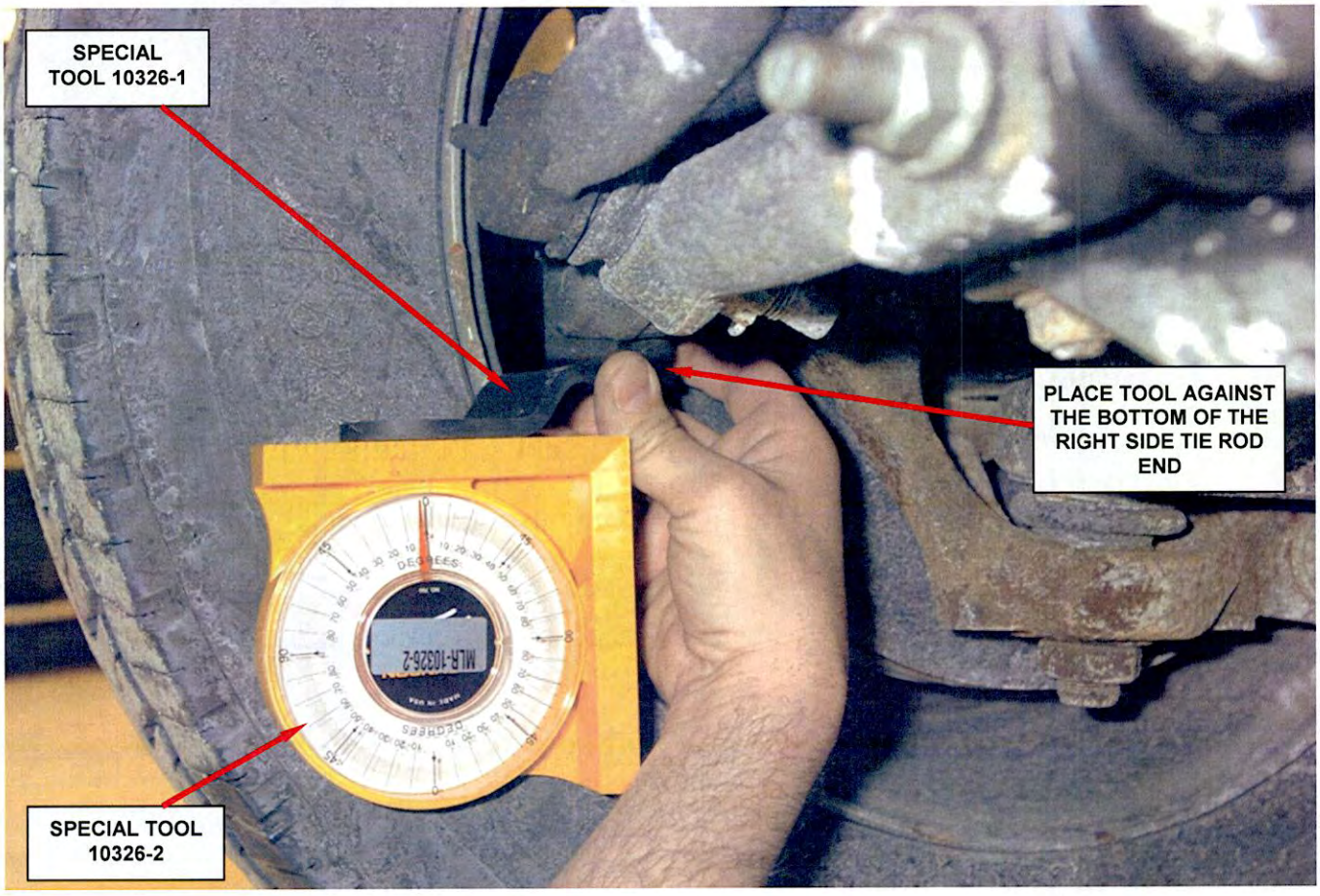

Figure 6 – Measure Right Side Tie Rod End Angle

Service Procedure (Continued)

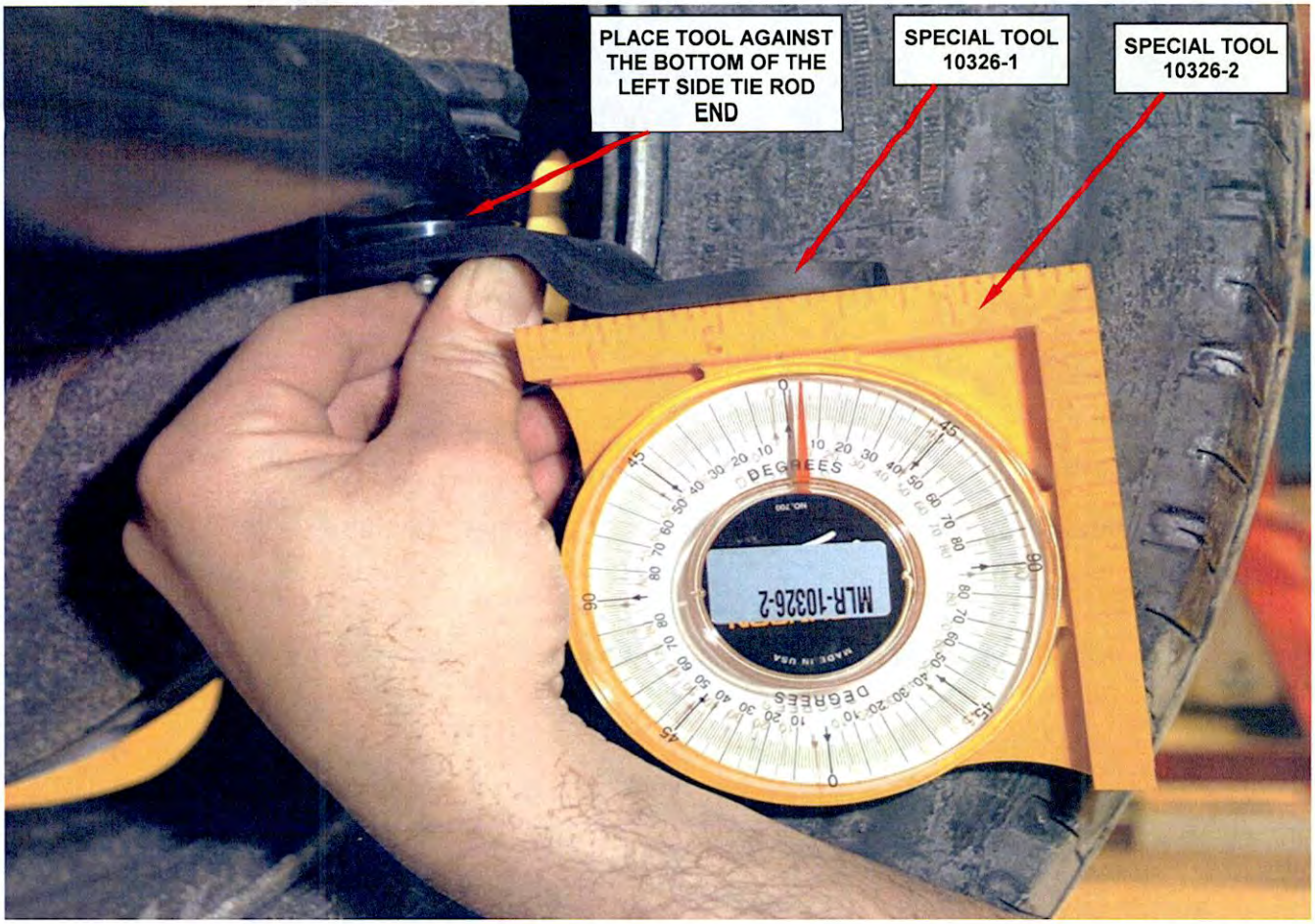

Figure 7 – Adjust the Left Tie Rod End Angle to Match Right Tie Rod End Angle

23. Install Special Tool 10326-1 and 10326-2 onto the bottom surface of the left side tie rod end as shown in Figure 7.

24. Adjust the left tie rod end so that the same angle appears on the inclinometer gauge as was measured on the right tie rod end.

    NOTE: The objective is to have both tie rod ends at the same angle.

25. Tighten tie rod adjuster clamps to 40 ft. lbs. (54 N·m).

26. Recheck both right and left tie rod end angles. The right and left tie rod end angles must be the same. If the tie rod end angles are different, loosen the left tie rod adjuster clamp and readjust left tie rod as required.

    WARNING: Failure to have the same right and left tie rod end angles will cause the condition this recall is addressing to still be present.

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 number and time allowance:

	Labor Operation Number	Time Allowance
Replace the left tie rod end, set toe, and align tie rod ends	19-K2-81-82	1.2 hours

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