



CHRYSLER

March 2011

Dealer Service Instructions for:

Safety Recall L09

Axle Fastener Torque

Models

2010 - 2011 (JK) Jeep® Wrangler

NOTE: This recall applies only to the above vehicles built from July 07, 2010 through September 10, 2010 (MDH 070710 through 091023).

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

Select suspension fasteners on about 18,300 of the above vehicles may not have been tightened properly during the vehicle manufacturing process. Under certain driving conditions loose suspension fasteners could cause a crash without warning.

Repair

Select suspension fasteners must be tightened to the correct torque specification.

Parts Information

No parts are required to perform this service procedure.

Special Tools

No special tools are required to perform this service procedure.

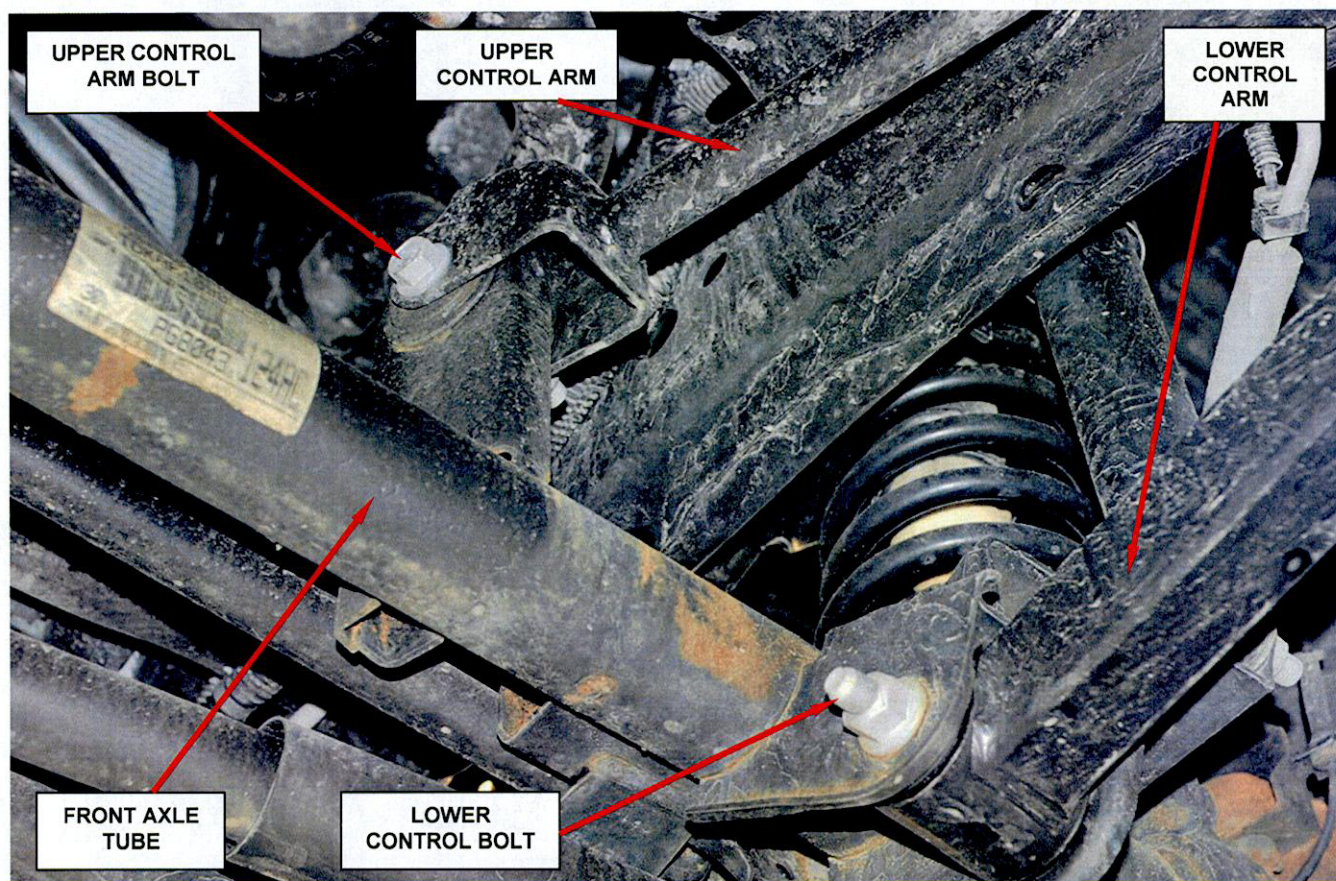
Service Procedure

1. Place the vehicle on a drive-on type hoist.

CAUTION: The front and rear suspension must have full vehicle weight on the suspension. Do not attempt to tighten any of the fasteners with the vehicle weight off the suspension (wheels hanging while on the hoist).

2. Tighten the following front suspension component fasteners:
 - a. Using an 18mm socket and torque wrench, loosen and then tighten the right and left front upper control arm-to-axle nut to **90 ft. lbs. (122 N·m)** (Figure 1).
 - b. Using an 21mm socket and torque wrench, loosen and then tighten the right and left front lower control arm-to-axle nut to **140 ft. lbs. (189 N·m)** (Figure 1).

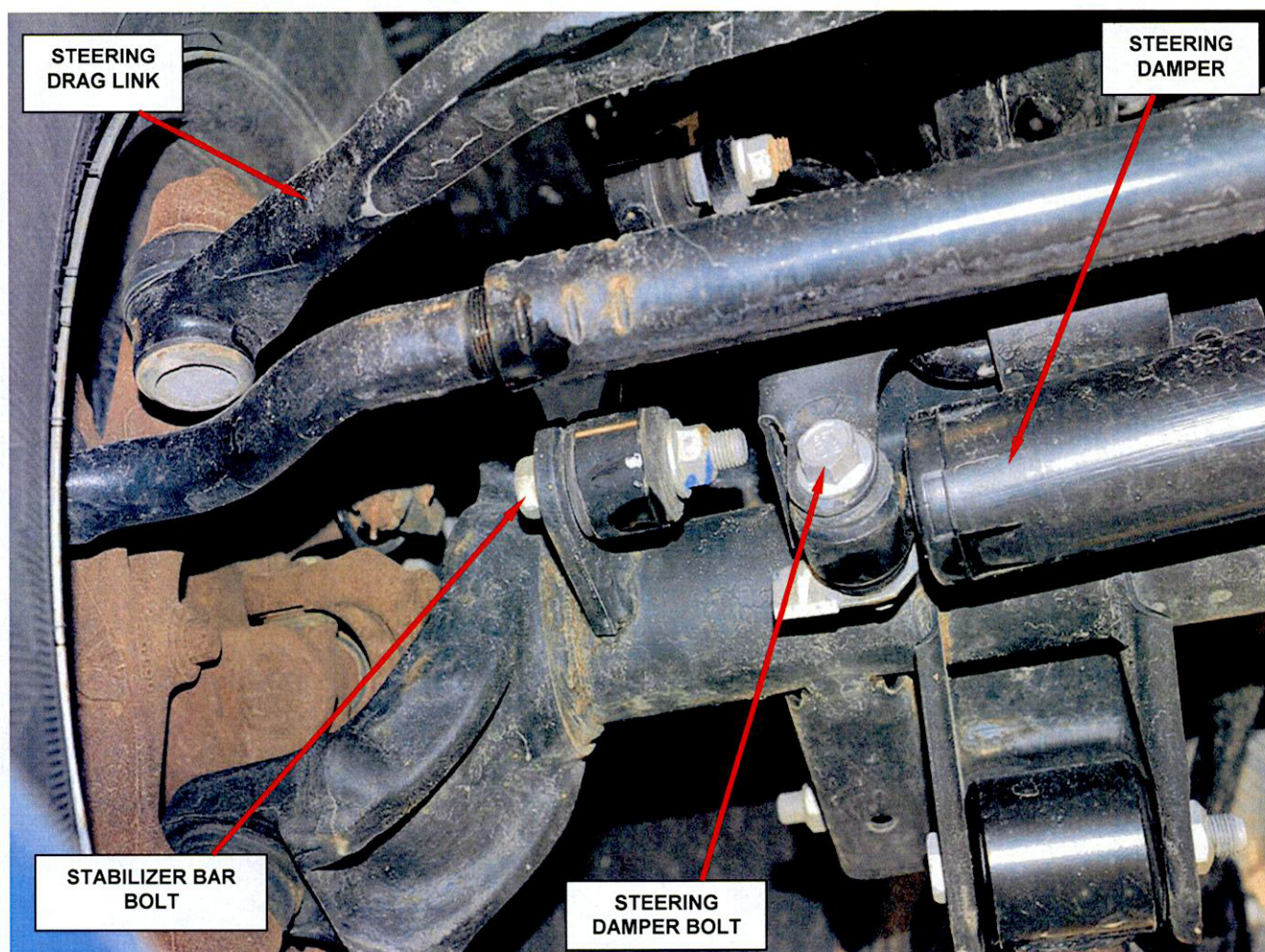
CAUTION: If the vehicle has had the lower control arm bolt knock-out plugs removed and the original bolt was replaced with a cam bolt a wheel alignment will be required. Very few vehicles will require an alignment.



**Figure 1 – Upper and Lower Control Arm Bolts
(Front Right Side Shown)**

Service Procedure (Continued)

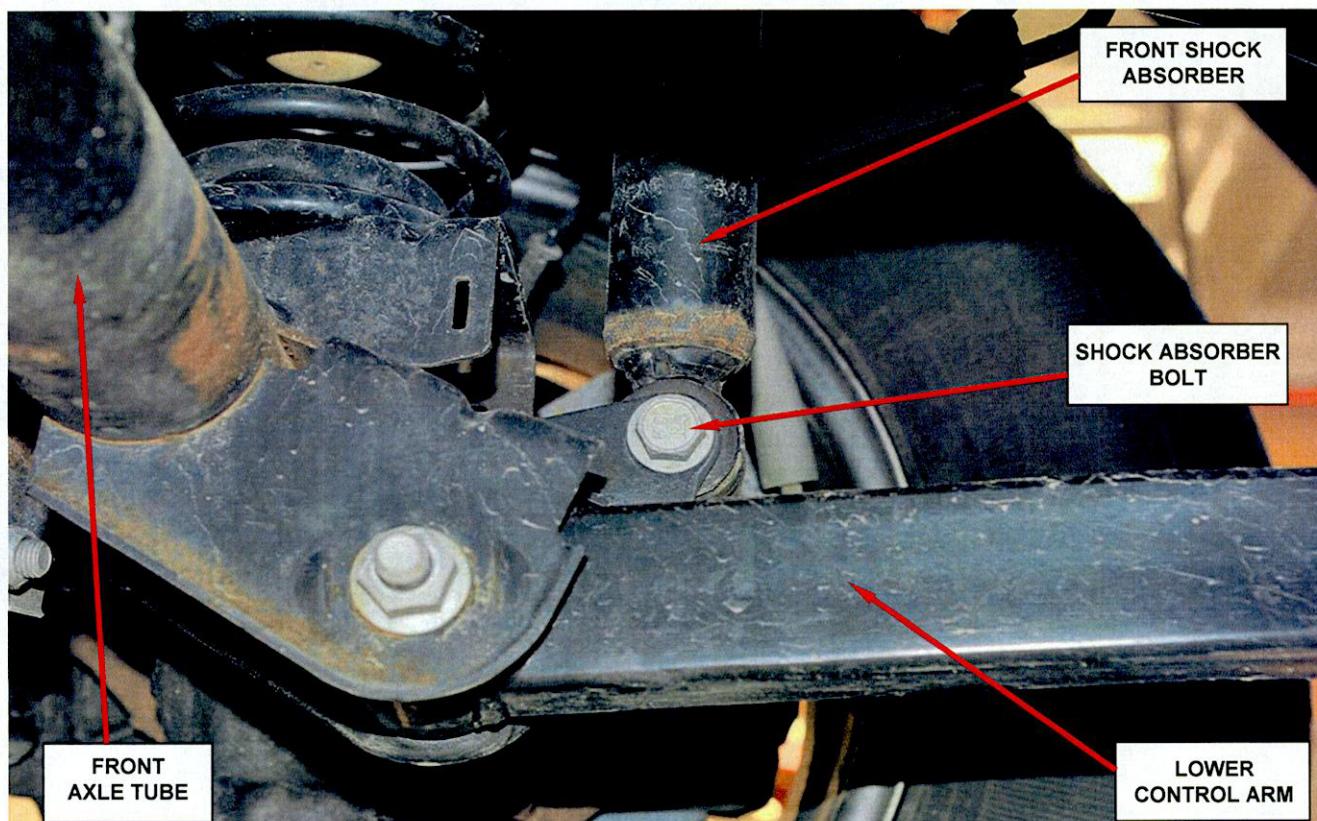
- c. Using an 18 mm socket and torque wrench, loosen and then tighten the steering damper-to-axle bolt to **65 ft. lbs. (88 N·m)** (Figure 2).
- d. Using an 18 mm socket and torque wrench, loosen and then tighten the right and left front stabilizer bar link-to-axle bolt (left side) and nut (right side) to **74 ft. lbs. (100 N·m)** (Figure 2).



**Figure 2 – Steering Dampener and Stabilizer Bolt
(Front Left Side Shown)**

Service Procedure (Continued)

- e. Using an 18 mm socket and torque wrench, loosen and then tighten the right and left front shock absorber-to-axle nut to **70 ft. lbs. (95 N·m)** (Figure 3).



**Figure 3 – Shock Absorber Bolt
(Front Right Side Shown)**

Service Procedure (Continued)

- f. Using an 21mm socket and torque wrench, loosen and then tighten the front track bar-to-axle bolt to **148 ft. lbs. (200 N·m)** (Figure 4).

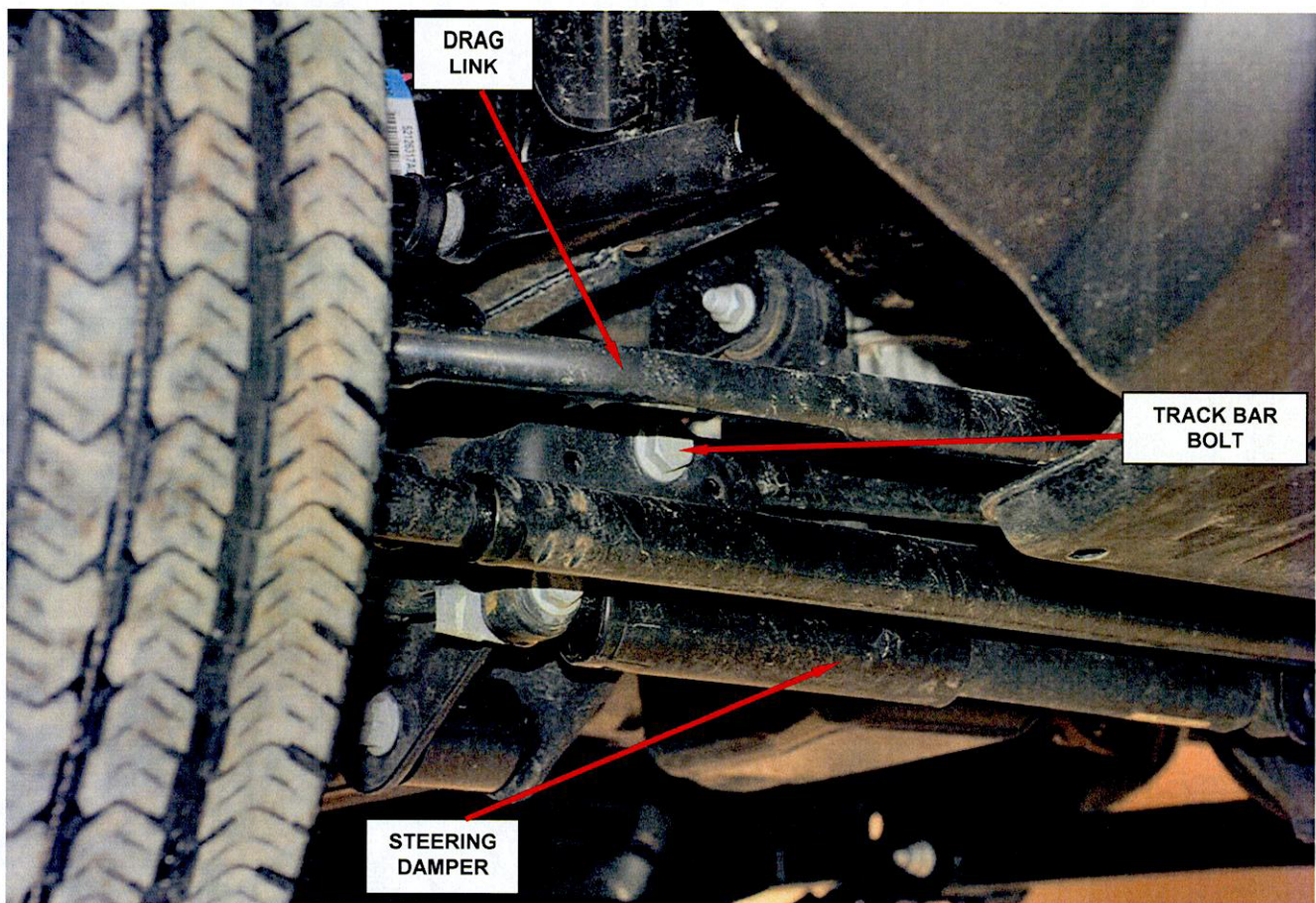
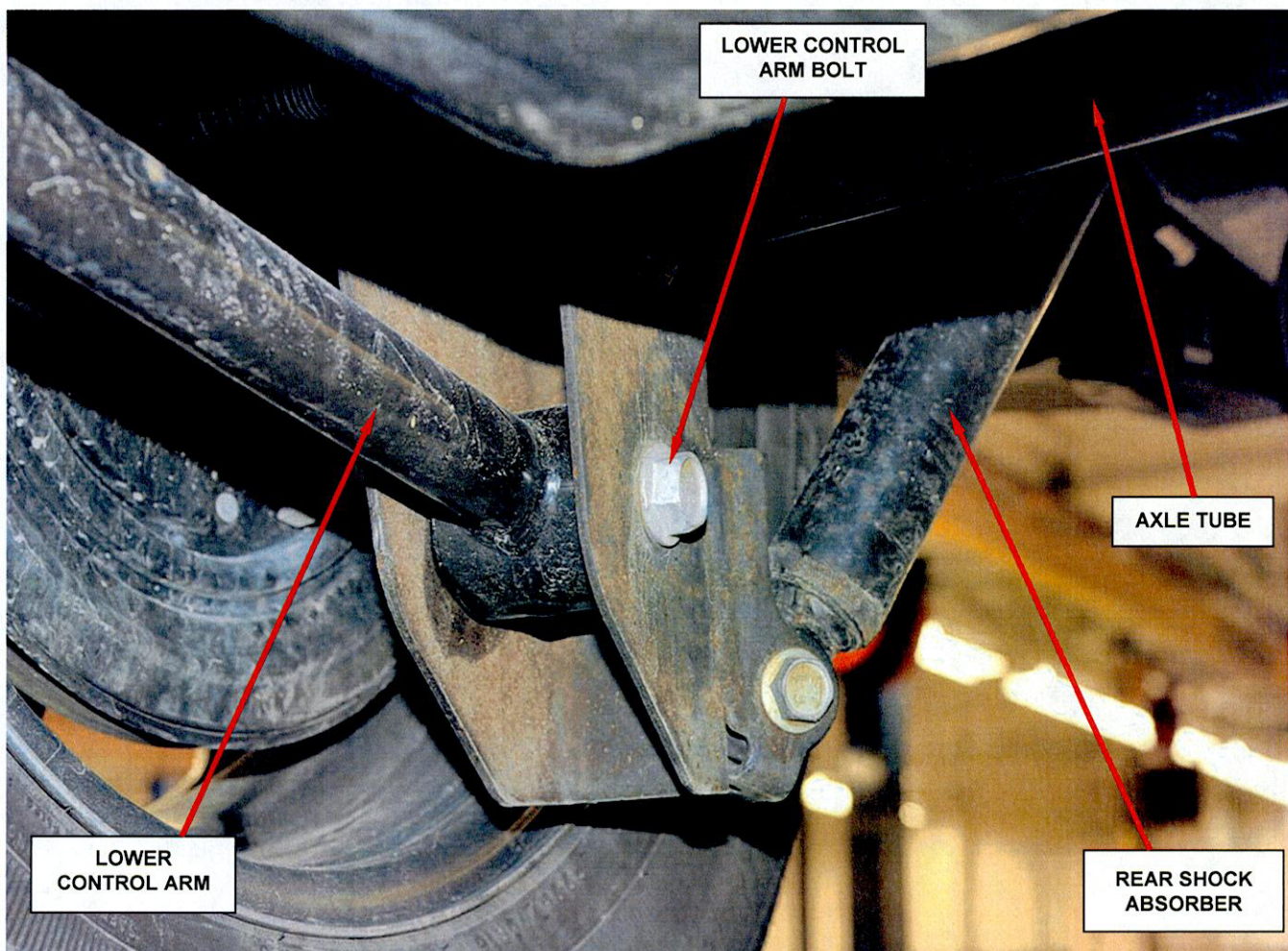


Figure 4 – Track Bar Bolt

Service Procedure (Continued)

3. Tighten the following rear suspension component fasteners:
 - a. Using an 21mm socket and torque wrench, loosen and then tighten the right and left rear lower control arm-to-axle nut to **140 ft. lbs. (189 N·m)** (Figure 5).

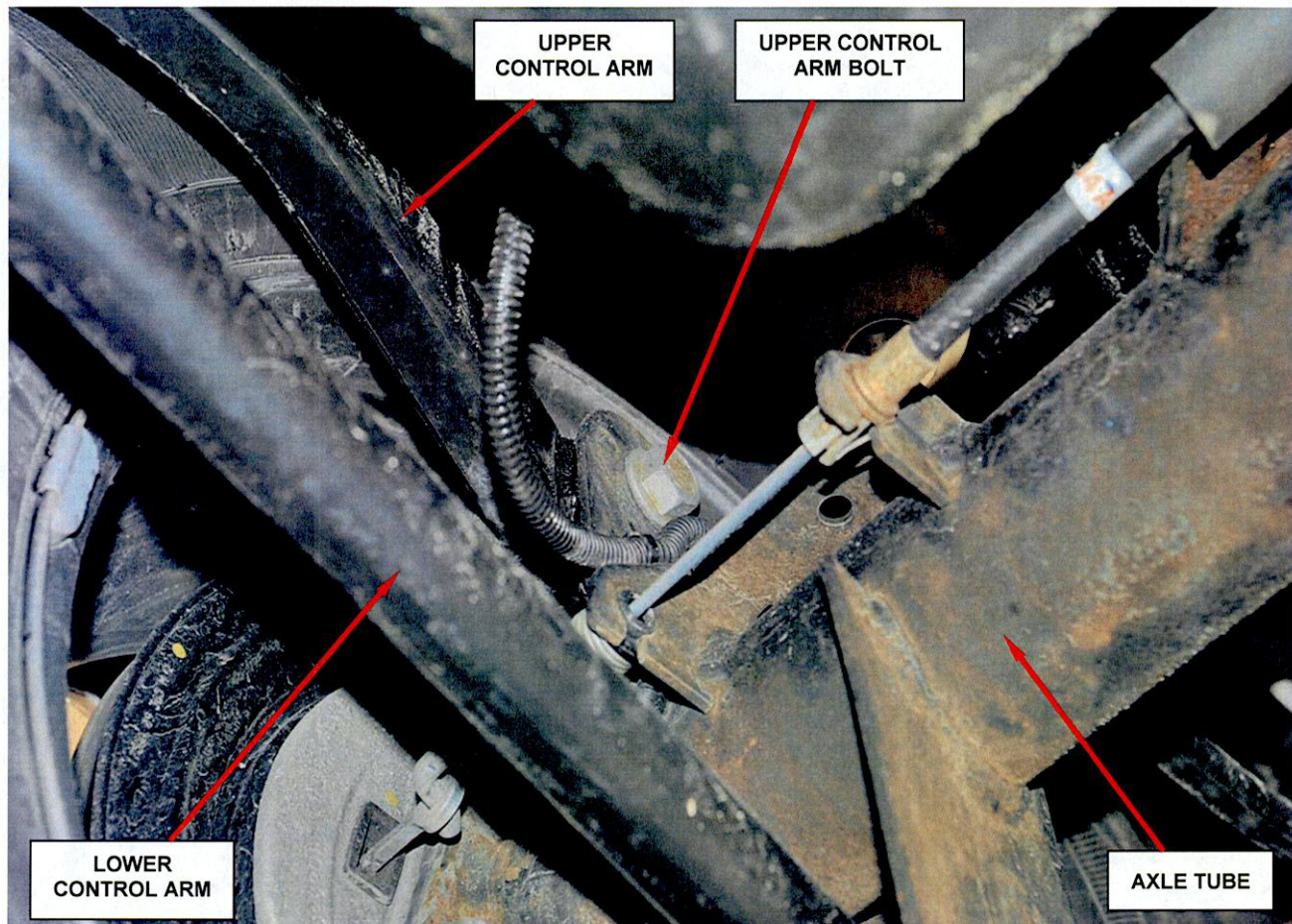


**Figure 5 – Lower Control Arm Bolt
(Rear Right Side Shown)**

Service Procedure (Continued)

- b. Using an 21mm socket and torque wrench, loosen and then tighten the right and left rear upper control arm-to-axle bolt to **150 ft. lbs. (203 N·m)** (Figure 6).

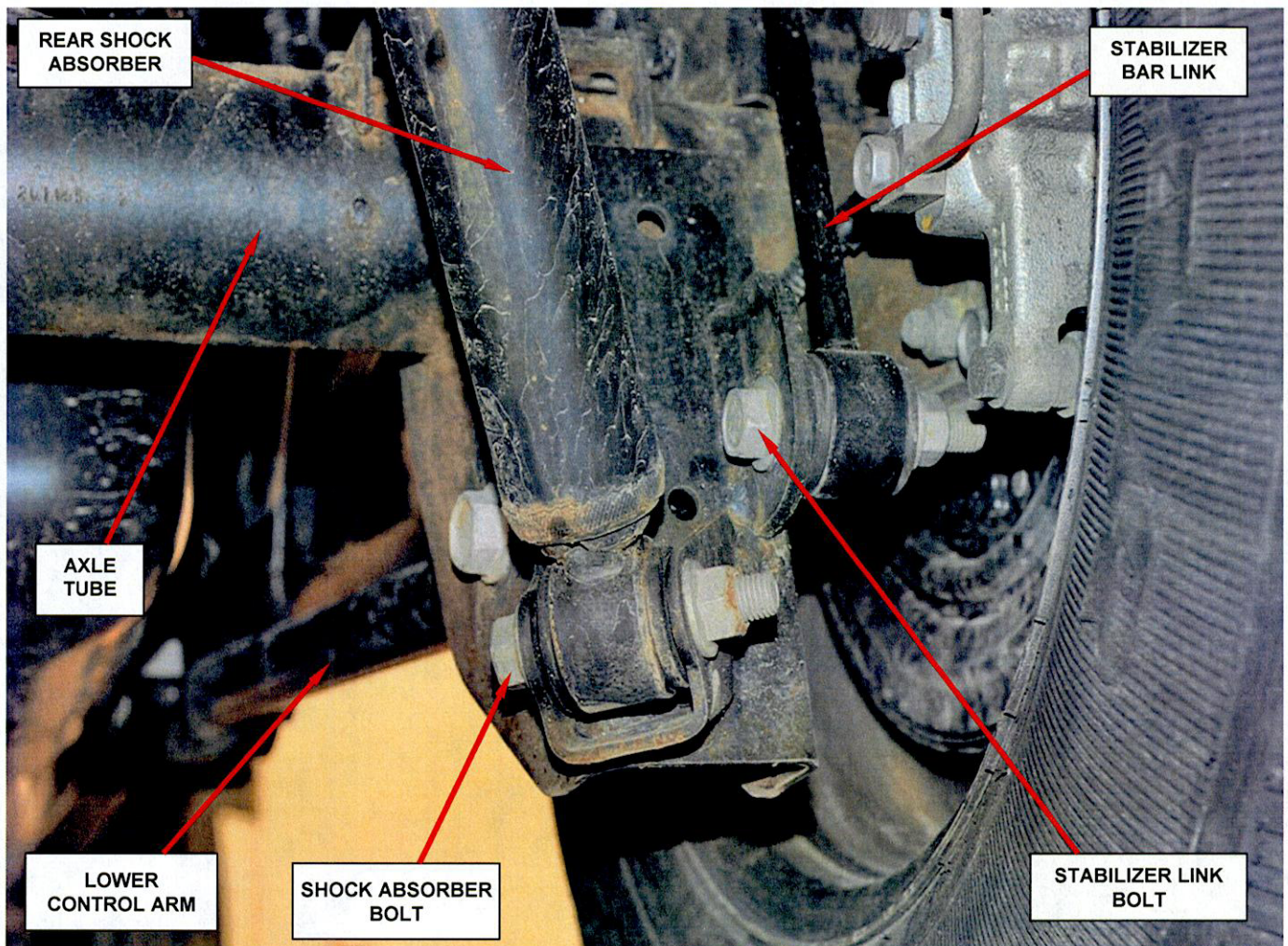
CAUTION: If the vehicle has had the upper control arm bolt knock-out plugs removed and the original bolt was replaced with a cam bolt a wheel alignment will be required. Very few vehicles will require a wheel alignment.



**Figure 6 – Upper Control Arm Bolt
(Rear Right Side Shown)**

Service Procedure (Continued)

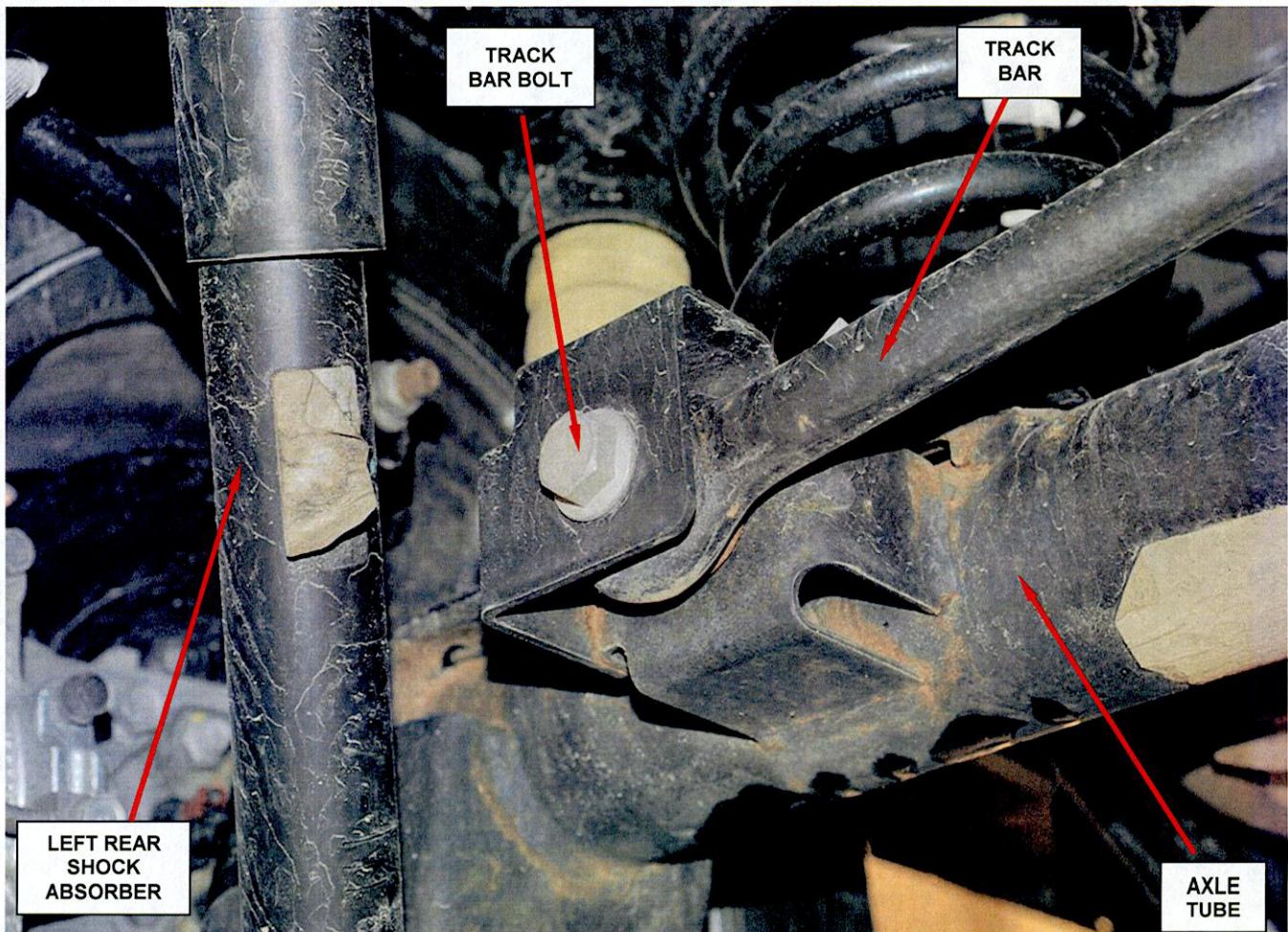
- c. Using an 18 mm socket and torque wrench, loosen and then tighten the right and left rear shock absorber-to-axle nut to **70 ft. lbs. (95 N·m)** (Figure 7).
- d. Using an 18 mm socket and torque wrench, loosen and then tighten the right and left rear stabilizer bar link-to-axle bolt to **74 ft. lbs. (100 N·m)** (Figure 7).



**Figure 7 – Shock Absorber Bolt
(Rear Right Side Shown)**

Service Procedure (Continued)

- e. Using an 21mm socket and torque wrench, loosen and then tighten the rear track bar-to-axle bolt to **148 ft. lbs. (200 N·m)** (Figure 8).
4. If the vehicle:
- **has not had** alignment cam bolts installed in the front and/or rear suspension during a previous service repair, remove the vehicle from the hoist and return to the customer.
 - **has had** alignment cam bolts installed in the front and/or rear suspension during a previous service repair, perform a wheel alignment. **VERY FEW VEHICLES WILL REQUIRE AN ALIGNMENT.**

**Figure 8 – Track Bar Bolt**

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:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Tighten suspension fasteners	02-L0-91-82	0.5 hours

Related Operation

Wheel alignment on vehicles with front and/or rear alignment cam bolts previously installed	02-L0-91-50	1.1 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



SAFETY RECALL L09 AXLE FASTENER TORQUE

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 **2010 and 2011 model year Jeep® Wrangler vehicles.**

The problem is... Select suspension fasteners on your vehicle (VIN: xxxxxxxxxxxxxxxxx) may not have been tightened properly during the manufacturing process. Under certain driving conditions loose suspension fasteners could cause 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 tighten specific suspension fasteners. The work will take about ½ hour 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, or Dodge dealer right away to schedule a service 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.jeep.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 L09

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