CHRYSLER

September 2011

Dealer Service Instructions for:

Safety Recall L16 - Left Tie Rod

Models

2008 (DH) Ram Truck 2500 series (4x4)

NOTE: This recall applies only to the above vehicles equipped with four wheel drive and built at the St Louis Assembly Plant ***("J" in the 11th VIN Position)*** *from February 14, 2008 through September 22, 2008* ***(MDH 021400 through 092217).***

2008	**(DH) Ram Truck 1500 Mega Cab (4x4)**
2008 – 2009	**(DH) Ram Truck 2500 (4x4)**
2008 - 2009	**(D1) Ram Truck 3500 (4x4)**
2010 - 2011	**(DJ) Ram Truck 2500 (4x4)**
2010 - 2011	**(D2) Ram Truck 3500 (4x4)**
2008 - 2010	**(DC) Ram Truck 3500 Cab Chassis**
2011	**(DD) Ram Truck 3500 Cab Chassis**

NOTE: This recall applies only to the above vehicles built at the Saltillo Assembly Plant ***("G" in the 11th VIN Position)*** *from February 14, 2008 through March 28, 2011* ***(MDH 021400 through 032823).***

2003 – 2004	**(DR) Ram Truck 2500/3500 (4x4)**
2006 – 2008	**(DH) Ram Truck 1500 Mega Cab (4x4)**
2006 – 2008	**(D1) Ram Truck 3500 (4x4)**
2007 – 2008	**(DC) Ram Truck Cab Chassis**
2005 – 2008	**(DH) Ram Truck 2500 (4x4)**
2005	**(DH) Ram Truck 3500 (4x4)**

NOTE: This recall applies only to the above vehicles that were in for service and had the steering linkage replaced with Mopar service parts between July 12, 2002 through February 13, 2008 ***(MDH 071206 through 021323).***

Models (Continued)

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 tie rod ball stud on about 208,000 of the above vehicles may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.

The same vehicles may also have a loose front track bar bolt. This could cause a rattle or banging noise under certain driving conditions.

Repair

The right and left tie rod angles must be measured. If the tie rod angles are not within specification, the left tie rod must be replaced.

Also, the front track bar mounting bolt must be tightened to the proper torque specification on all affected vehicles.

Parts Information

Part Number	Description
CBRCL160AA	**Left Tie Rod Package**

Each package contains the following components:

Quantity	Description
1	Tie Rod
1	Nut, Hex Lock

Each dealer to whom vehicles in the recall were assigned will receive enough Left Tie Rod Packages to service about 5% of those vehicles.

Special Tools

The following special tool is required to perform this repair:

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

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

A. Inspect Tie Rod Angles

1. The vehicle must meet the following criteria before measuring the tie rod angles:
   - Vehicle on level surface.
   - Full vehicle weight on front tires.
   - Bottom side of both tie rods must be clean and free of any burrs.
2. Install Special Tool 10326-1 and 10326-2 onto the bottom surface of the right side tie rod as shown in Figure 1. Special Tool 10326-1 should be centered on the tie rod.
3. Measure the angle of the right side tie rod. Record the number displayed on the inclinometer gauge.

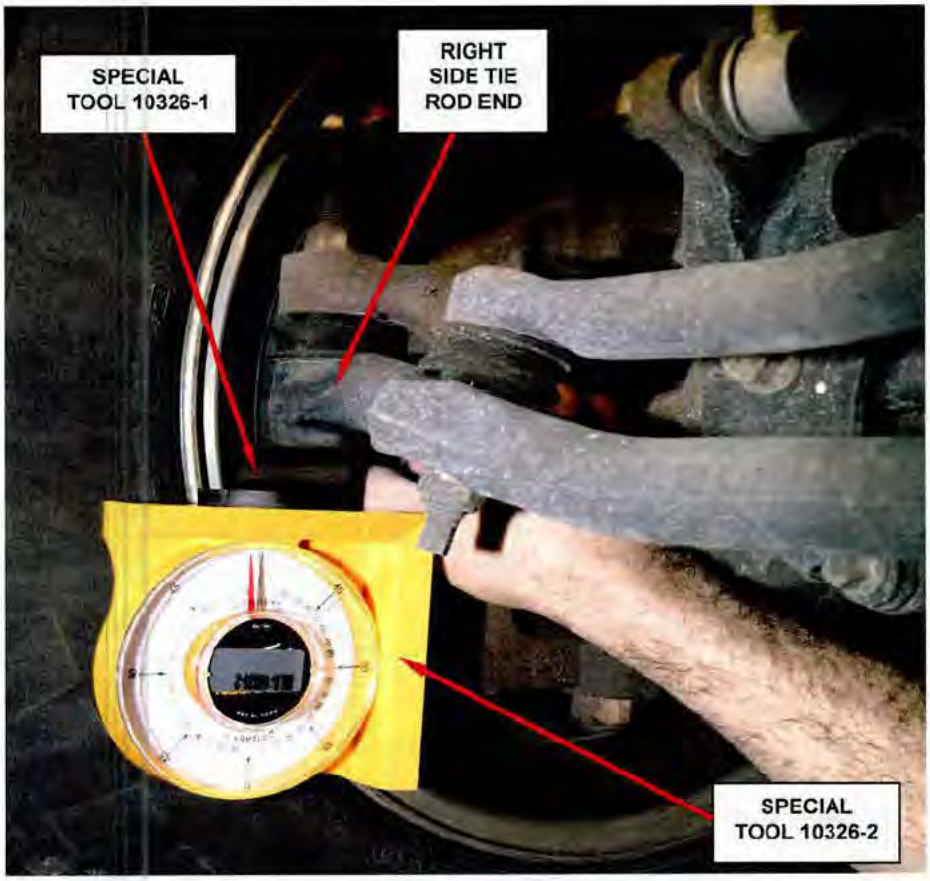

Figure 1 - Measure Right Side Tie Rod Angle

Service Procedure (Continued)

3. Install Special Tool 10326-1 and 10326-2 onto the bottom surface of the left side tie rod as shown in Figure 2. Special Tool 10326-1 should be centered on the tie rod.

4. Measure the angle of the left side tie rod. Record the number displayed on the inclinometer gauge.

5. Determine how many degrees difference there is between the right and left tie rod:

   - If the difference in the angle of the right and left tie rod is 5 degrees or less, the tie rod does not need to be replaced. Continue with **Section C. Tighten Front Track Bar Bolt**.

   - If the difference in the angle of the right and left tie rod is more than 5 degrees, replace the tie rod. Continue with **Section B – Replace Left Tie Rod.**

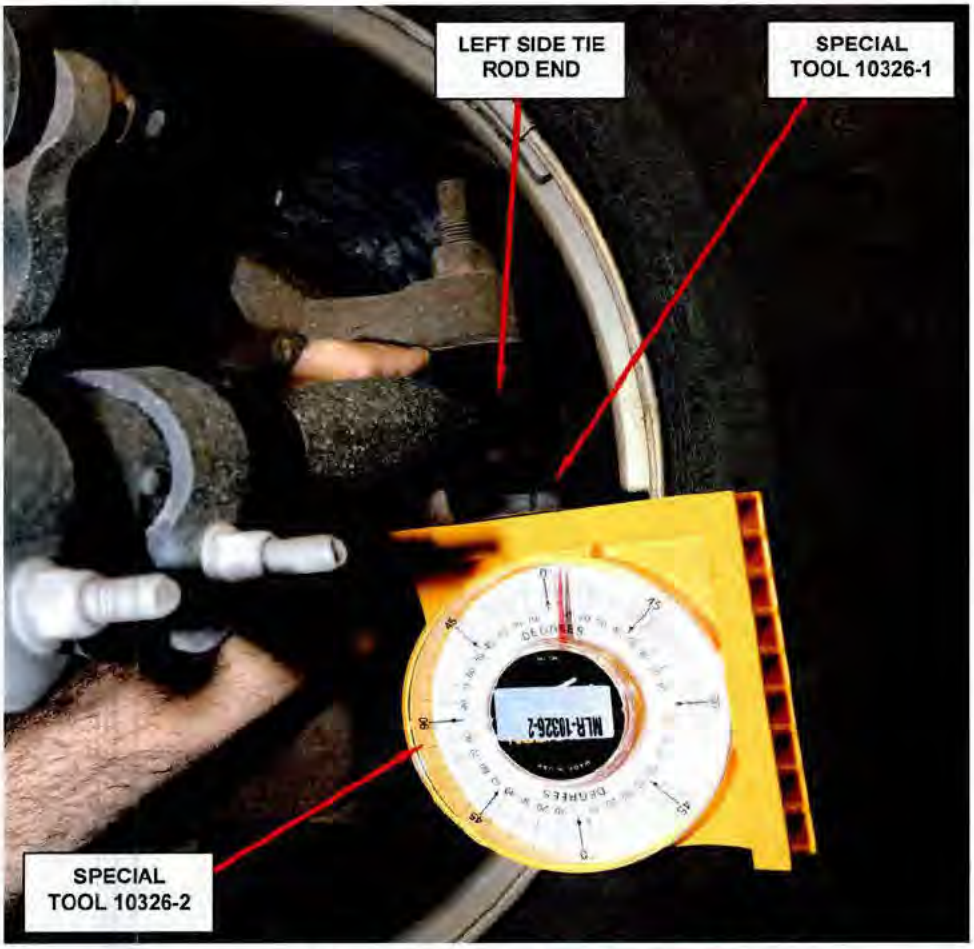

Figure 2 - Measure Left Side Tie Rod Angle

Service Procedure (Continued)

B. Replace Left Tie Rod

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 3).

4. Apply Mopar Rust Penetrant (P/N 04318039AC) or equivalent to the tie rod threads (Figure 3).

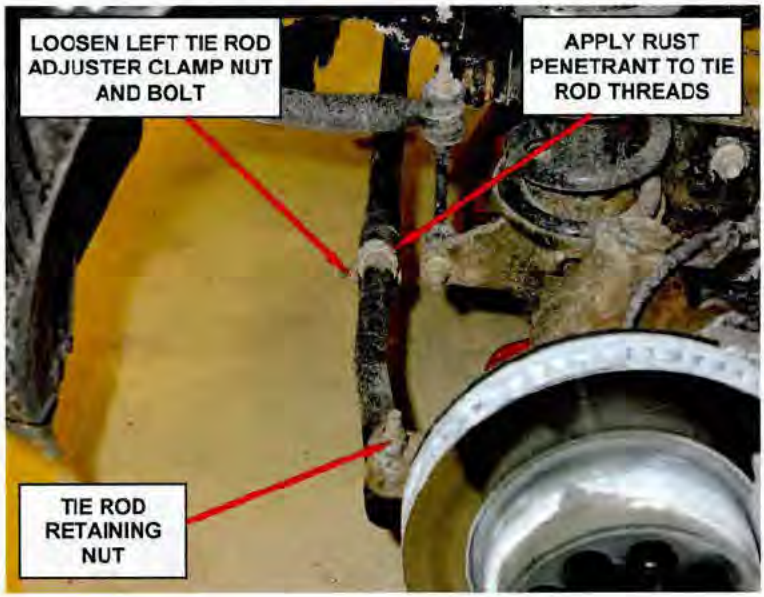

Figure 3 – Steering Components

5. Remove and discard the tie rod retaining nut (Figure 3).

6. Separate the tie rod from the left knuckle using Special Tool 8677 (Figure 4).

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

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

8. Discard the original tie rod.

Figure 4 – 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 (Figure 5).

Figure 5 – Apply Light Coat of Anti-Seize

10. Thread the new tie rod into the drag link the number of turns noted in Step 7 of this procedure.

    NOTE: There should be the same amount of exposed threads on each side of the tie rod sleeve.

11. Clean the tapered bore in the steering knuckle with Mopar Brake Cleaner (P/N 04897150AB) or equivalent (Figure 6).

    CAUTION: Failure to clean the steering knuckle arm tapered hole may cause the tie rod 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 stud before installing the stud into the steering knuckle arm tapered hole (Figure 6).

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

Figure 6 – Clean Steering Knuckle Arm Tapered Hole and Tie Rod Stud

Service Procedure (Continued)

14. Snug the left tie rod adjuster clamp nut and bolt.

15. Install the left front wheel. Tighten the wheel lug nuts to:
    - Lug Nut 9/16 x 18 with 60° Cone (1500) 130 ft. lbs. (176 N·m).
    - Lug Nut 9/16 x 18 with 60° Cone (2500, 3500 - SRW) 140 ft. lbs. (190 N·m).
    - Lug Nut 9/16 x 18 with Flat Washer (3500 - DRW) 145 ft. lbs. (197 N·m).

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

17. 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.

18. The vehicle must meet the following criteria before measuring the tie rod angles:
    - Vehicle on level surface.
    - Full vehicle weight on the tires.
    - Bottom side of both tie rods must be clean.
    - Bottom side of both tie rods must not have burrs.

Service Procedure (Continued)

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

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

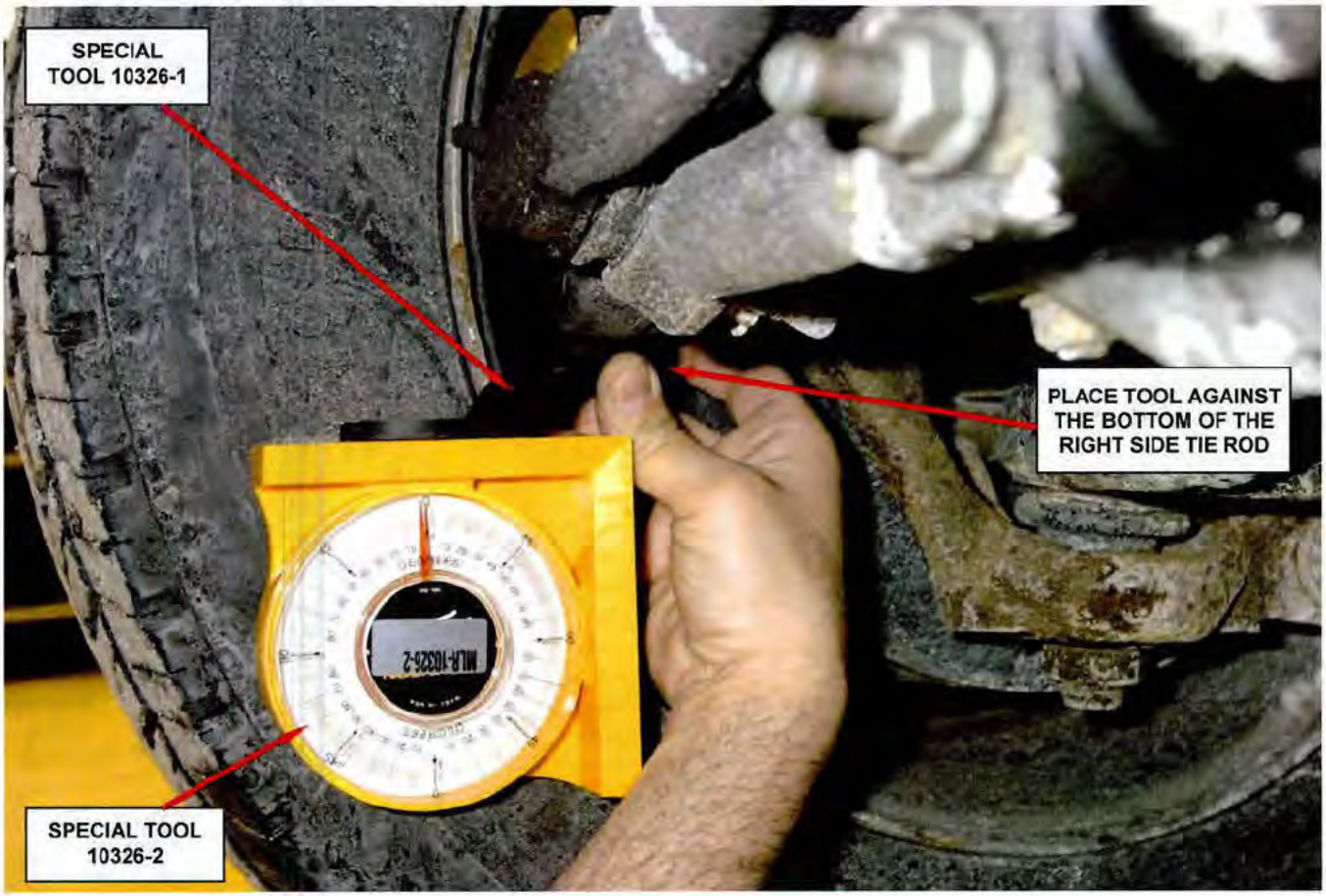

Figure 7 – Measure Right Side Tie Rod Angle

Service Procedure (Continued)

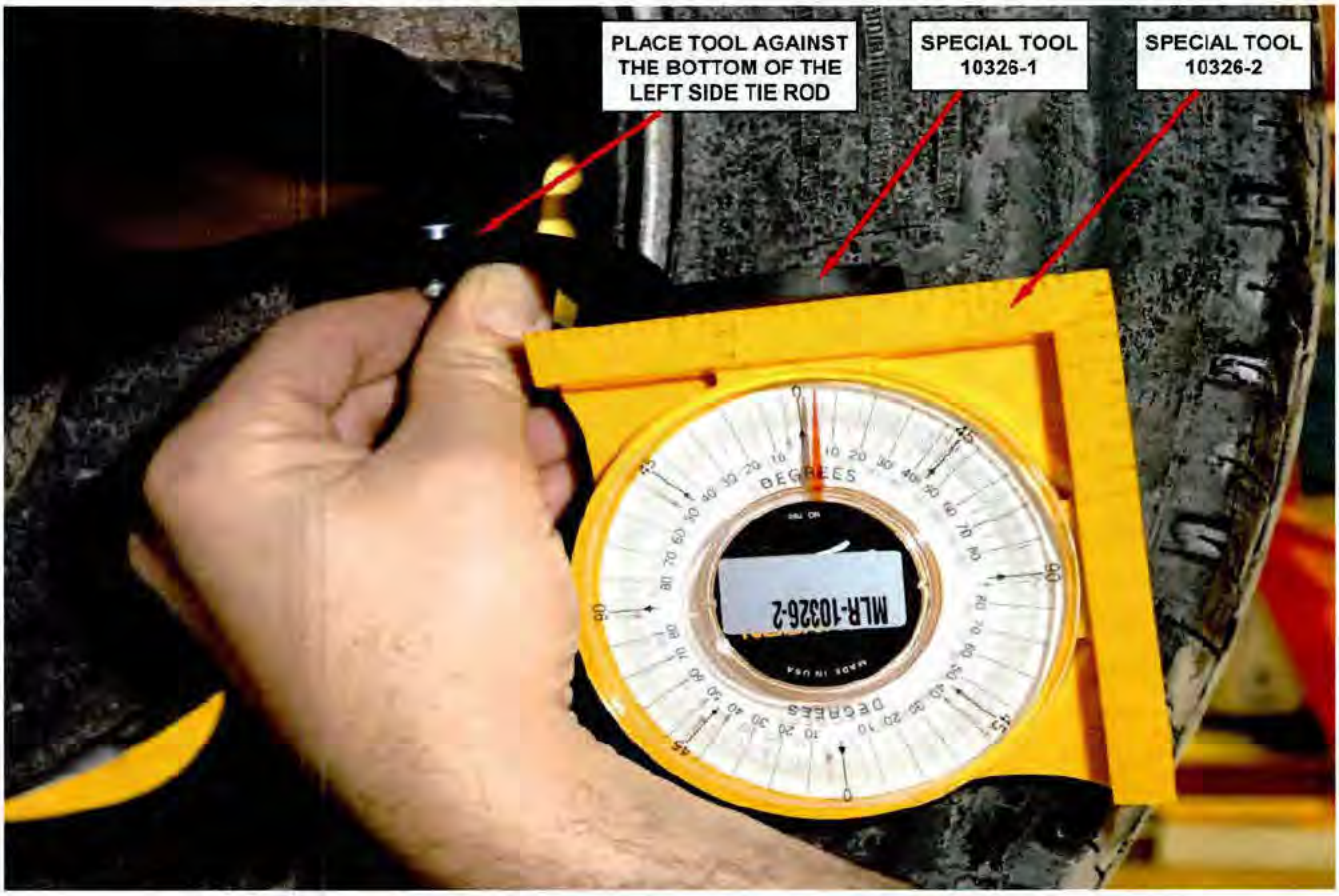

Figure 8 – Adjust the Left Tie Rod Angle to Match Right Tie Rod Angle

21. Install Special Tool 10326-1 and 10326-2 onto the bottom surface of the left side tie rod as shown in Figure 8.

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

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

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

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

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

25. Continue with **Section C. Tighten Front Track Bar Bolt**.

Service Procedure (Continued)

C. Tighten Front Track Bar Bolt

1. Turn the steering wheel to the full right position.
2. Tighten the track bar bolt at the axle to 250 ft. lbs. (300 N·m) (Figure 9).

   NOTE: The vehicle must be on a level surface with full weight on the wheels before tightening the track bolt.

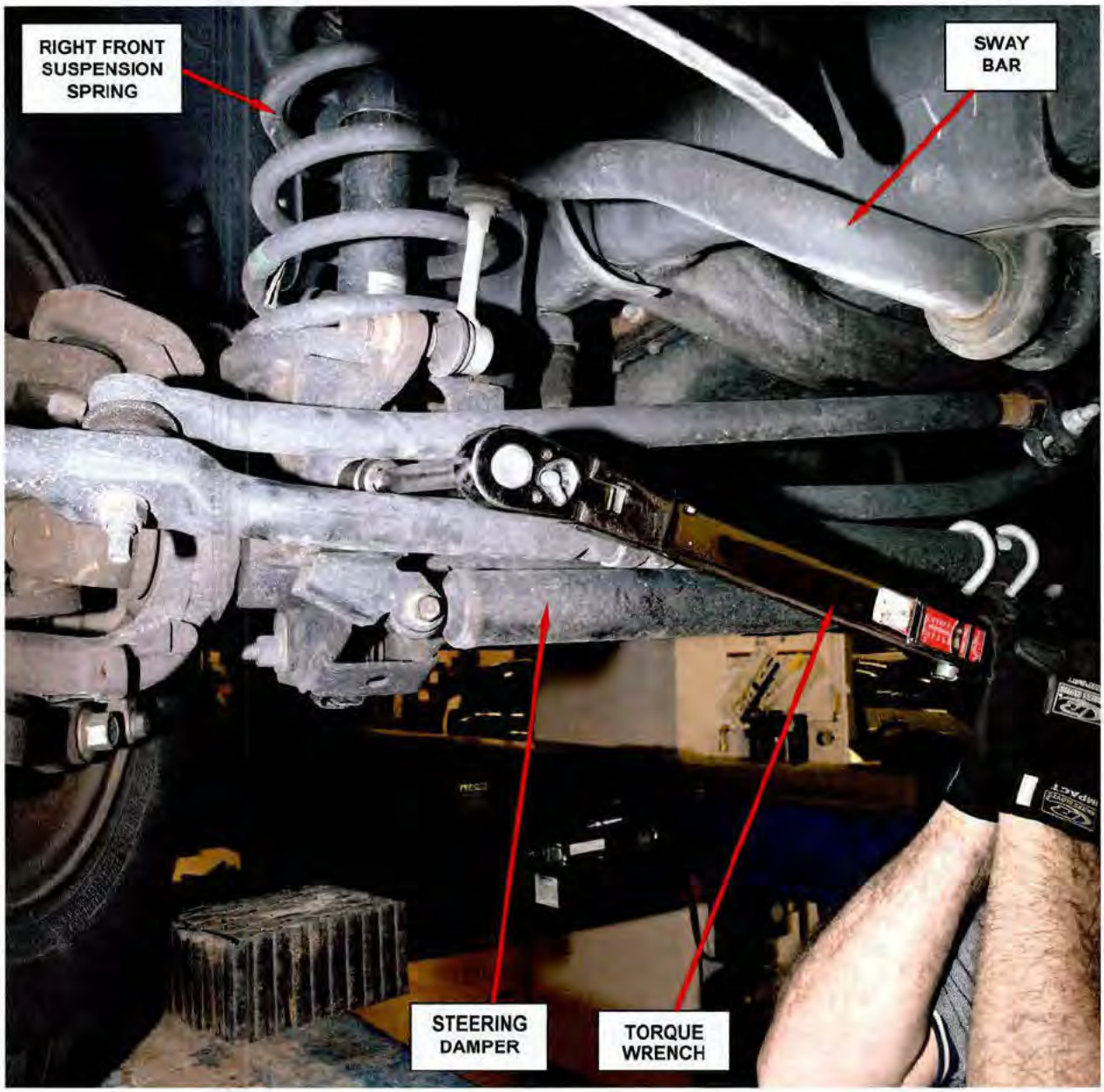

Figure 9 – Tighten Track Bar Bolt at Axle

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 one of the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Inspect tie rod angles and tighten track bar bolt	02-L1-61-82	0.3 hours
Inspect tie rod angles, replace left tie rod, set toe angle and tighten track bar bolt	02-L1-61-83	1.3 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

CHRYSLER

SAFETY RECALL L16
LEFT TIE ROD

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 **2008 through 2011 model year Ram Trucks. Also involved are 2003 through 2008 Ram Trucks that had the steering linkage replaced with Mopar service parts.**

The problem is...	**The left tie rod ball stud on your truck** (VIN: xxxxxxxxxxxxxxxxx) **may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning. Also, the front axle track bar bolt torque must be checked and tightened if required.**
What your dealer will do...	**Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will tighten the front axle track bar bolt, inspect the left tie rod end and replace it if required. The work will take about ½ hour to inspect and an additional hour if the tie rod requires replacement. 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. 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 L16

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