



CHRYSLER

March 2012

Dealer Service Instructions for:

Safety Recall L27 / NHTSA 12V-085 Rear Suspension Lower Control Arms

Models

2004 - 2005 (KJ) Jeep® Liberty

***IMPORTANT:** Only the above vehicles sold or currently registered in “salt belt” states (where large amounts of road salt are used for snow and ice removal) are involved. See “Owner Notification and Service Scheduling” section for a list of salt belt states.*

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

Subject

The rear suspension lower control arms on about 209,700 of the above vehicles may corrode and could break without warning. A broken rear suspension lower control arm could cause a loss of vehicle control and cause a crash.

Repair

The right and left side rear suspension lower control arms must be replaced.

Parts Information

<u>Part Number</u>	<u>Description</u>
CBFZL270AA	Rear Suspension Lower Control Arm Package

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
2	Arm, Rear Suspension Lower Control
4	Bolt, Stabilizer Bar Mounting

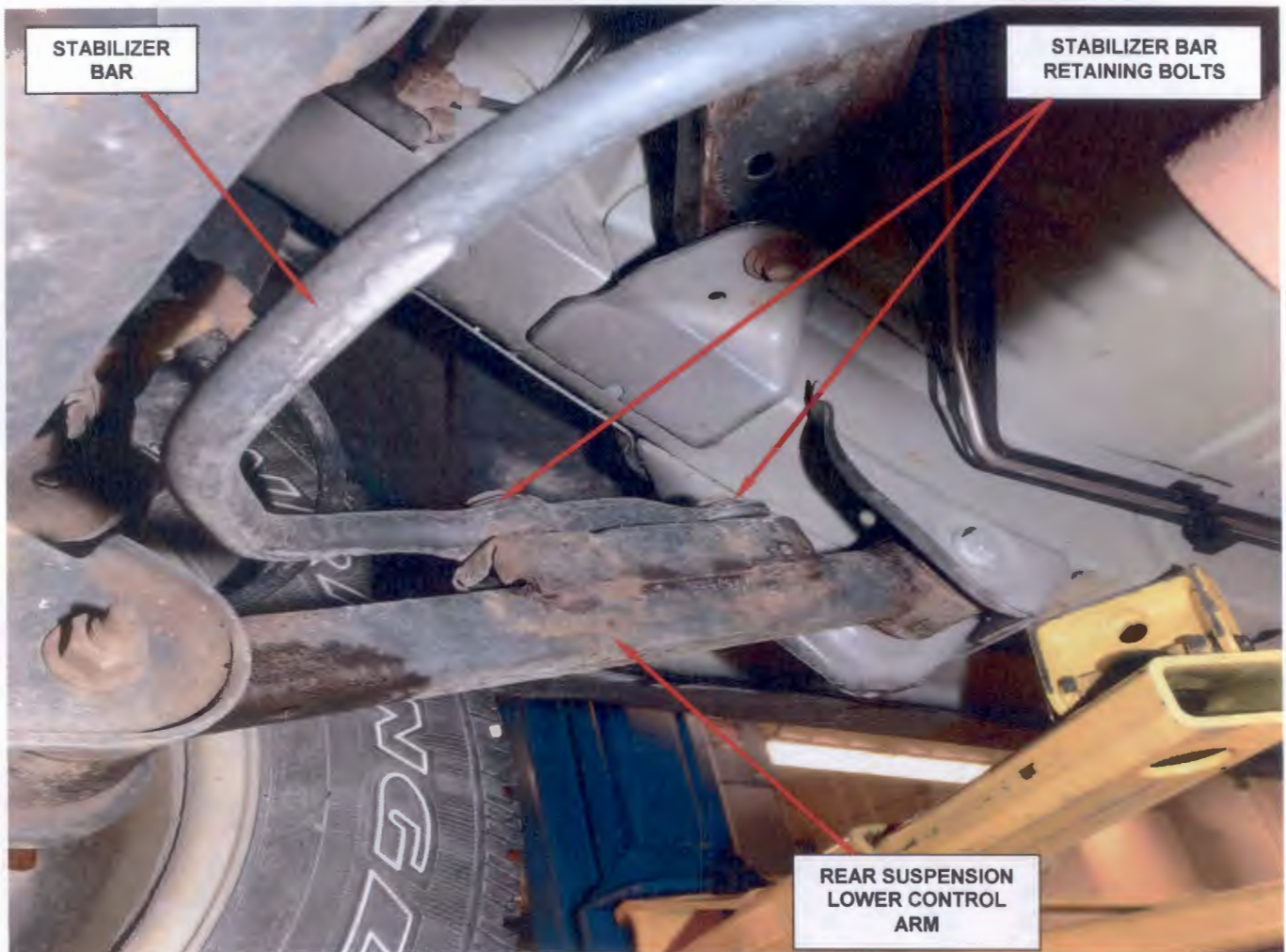
Each dealer to whom vehicles in the recall were assigned will receive enough Rear Suspension Lower Control Arm Packages to service about 20% of those vehicles.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Raise the vehicle on a hoist and support the rear axle with a jack.
2. Remove and discard the right and left side stabilizer bar retaining bolts from the rear suspension lower control arms (Figure 1).



**Figure 1 – Stabilizer Bar Retaining Bolts
(Left Side Shown)**

Service Procedure (Continued)

3. Remove and save the right and left side rear suspension lower shock absorber bolts (Figure 2).
4. Spray Mopar Rust Solvent (P/N 04318039) or equivalent on the rear suspension lower control arm fasteners.
5. Remove and save the left side rear suspension lower control arm fastener at the axle (Figure 2).
6. Remove and save the left side rear suspension lower control arm fastener at the body (Figure 2).

WARNING: The lower control arm may swing down when the fastener is loosened. Be sure to stay clear to prevent personal injury.

7. Remove and discard the original left side rear suspension lower control arm.



Figure 2 – Rear Suspension Lower Control Arm and Shock Absorber Fasteners

Rear Suspension Lower Control Arms

Service Procedure (Continued)

8. Install the new left side rear suspension lower control arm into position. Be sure that the slotted rubber bushing on the lower control arm is closest to the rear axle (Figure 3).
9. Install the left side rear suspension lower control arm fasteners at the axle and the body. **Do not tighten the fasteners at this time.**
10. Spray the exhaust ball coupling fasteners with Mopar Rust Solvent (P/N 04318039) or equivalent.
11. Separate the exhaust pipe at the exhaust ball coupling (Figure 4).
12. Remove and save the right side rear suspension lower control arm fastener at the axle (Figure 2).
13. Remove and save the right side rear suspension lower control arm fastener at the body (Figure 2).

WARNING: The rear suspension lower control arm may swing down when the fastener is loosened. Be sure to stay clear to prevent personal injury.

14. Remove and discard the original right side rear suspension lower control arm.

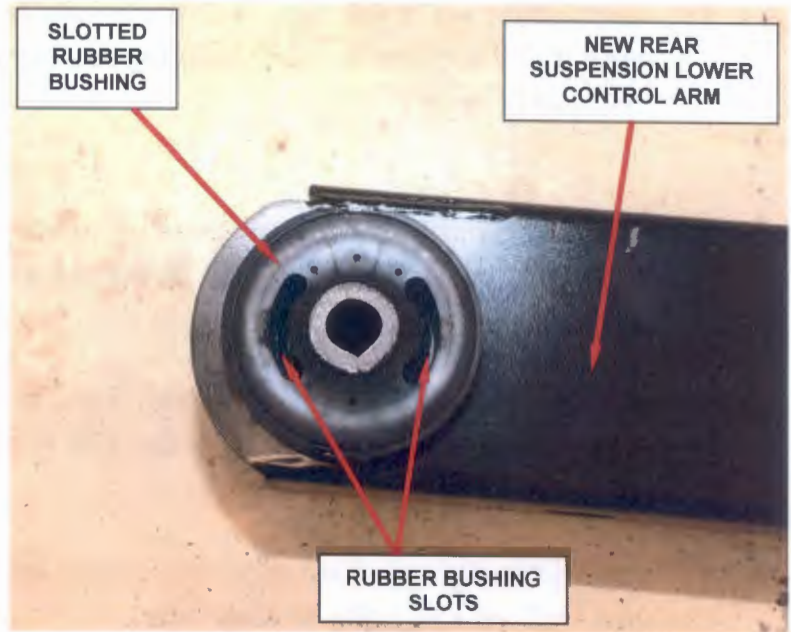


Figure 3 – Axle Side of New Lower Control Arm

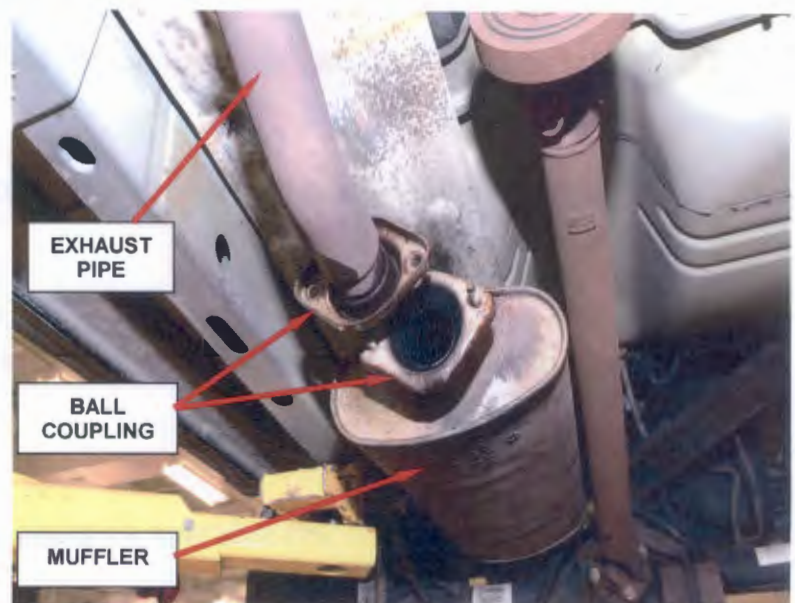


Figure 4 – Exhaust Ball Coupling

Service Procedure (Continued)

15. Install the new right side rear suspension lower control arm into position. Be sure that the slotted rubber bushing on the lower control arm is closest to the rear axle (Figure 3).
16. Install the right side rear suspension lower control arm fasteners at the axle and the body. **Do not tighten the fasteners at this time.**
17. Place the exhaust system into position and install the ball coupling mounting nuts. Tighten the nuts to 21 ft. lbs. (29 N·m).
18. Install the right and left side rear suspension lower shock absorber bolts. **Do not tighten the bolts at this time.**
19. Install the right and left side rear stabilizer bar mounting fasteners. Tighten the bolts to 73 ft. lbs. (99 N·m).
20. Remove the jack and lower the vehicle from the hoist.
21. With full weight on the suspension, jounce the rear suspension of the vehicle.
22. Tighten both the right and left body side rear suspension lower control arm bolts to 120 ft. lbs. (162 N·m).
23. Tighten both the right and left axle side rear suspension lower control arm bolts to 120 ft. lbs. (162 N·m).
24. Tighten the right and left side rear suspension lower shock absorber bolts to 85 ft. lbs. (115 N·m).

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 rear suspension control arms	02-L2-71-82	0.6 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.

Only vehicles originally sold or currently registered in the following states are involved in this recall.

<i>Connecticut</i>	<i>Massachusetts</i>	<i>Ohio</i>
<i>Delaware</i>	<i>Michigan</i>	<i>Pennsylvania</i>
<i>Illinois</i>	<i>Minnesota</i>	<i>Rhode Island</i>
<i>Indiana</i>	<i>Missouri</i>	<i>Vermont</i>
<i>Iowa</i>	<i>New Hampshire</i>	<i>Washington, DC</i>
<i>Maine</i>	<i>New Jersey</i>	<i>West Virginia</i>
<i>Maryland</i>	<i>New York</i>	<i>Wisconsin</i>

NOTE: Dealers are instructed to follow standard vehicle write-up and diagnosis for customers with vehicles currently registered in or originally sold outside the above list of states that experience the same condition as this recall.

Dealers are also instructed to provide the phone number to the Chrysler Customer Assistance Center 1-800-853-1403, in the event that there are additional questions.

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