



**CHRYSLER**

December 2013

Dealer Service Instructions for:

## **Safety Recall N62 / NHTSA 13V-528**

### **Left Outer Tie Rod Assembly**

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#### **Models**

<b>2003 - 2004</b>	<b>(DR) Dodge RAM Truck (2500 &amp; 3500 series 4x4)</b>
<b>2006 - 2008</b>	<b>(DH) Dodge RAM Truck (1500 series 4x4 Mega Cab)</b>
<b>2005 - 2008</b>	<b>(DH) Dodge RAM Truck (2500 series 4x4)</b>
<b>2005</b>	<b>(DH) Dodge RAM Truck (3500 series 4x4)</b>
<b>2006 - 2008</b>	<b>(D1) Dodge RAM Truck (3500 series 4x4)</b>
<b>2007 - 2008</b>	<b>(DC) Dodge RAM Truck (3500 Cab Chassis)</b>

***IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.***

**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**

A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.

**Repair**

The steering linkage assembly must be inspected and replaced if required.

**NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.**

**Parts Information**

<u>Part Number</u>	<u>Description</u>
<b>CBUEN491AA</b>	<b>Steering Linkage Package</b>

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Tie Rod, Left
1	Tie Rod, Right
1	Sleeve, Adjuster
2	Clamp, Adjuster Sleeve
2	Bolt, Adjuster Sleeve
2	Nut, Adjuster Sleeve

<u>Part Number</u>	<u>Description</u>
<b>CBUEN492AA</b>	<b>Linkage Installation Package</b>

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
3	Nut, Hex Lock
1	Nut, Hex Flange

**Each dealer** to whom vehicles in the recall were assigned will receive enough steering linkages to service about **10%** of those vehicles.

**Special Tools**

**The following special tool is required to perform this repair:**

➤ C4150 Puller, Tie Rod

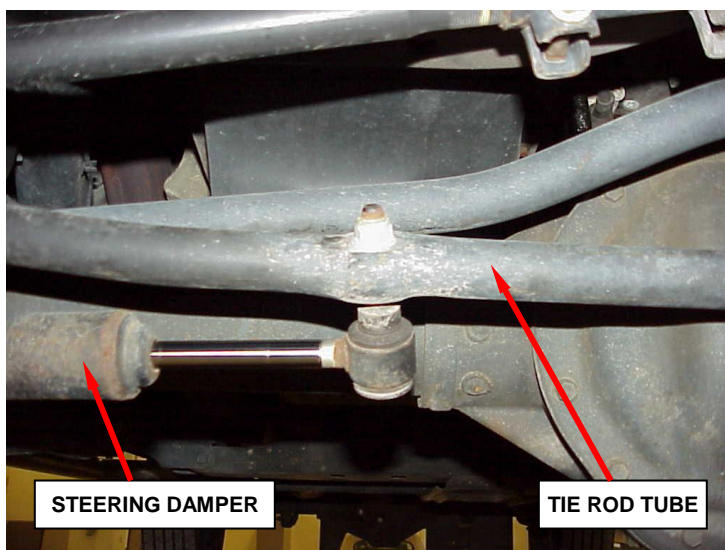
**Service Procedure**

**NOTE:** The initial steering linkage inspection process (Section A. of the service procedure) can be done by write-up personnel in the write-up area. Vehicles found with the steering linkage shown in Figure 1 can be immediately returned to the customer. See the “Completion Reporting and Reimbursement” section of this recall for special claims processing information.

**A. Inspect Steering Linkage Type**

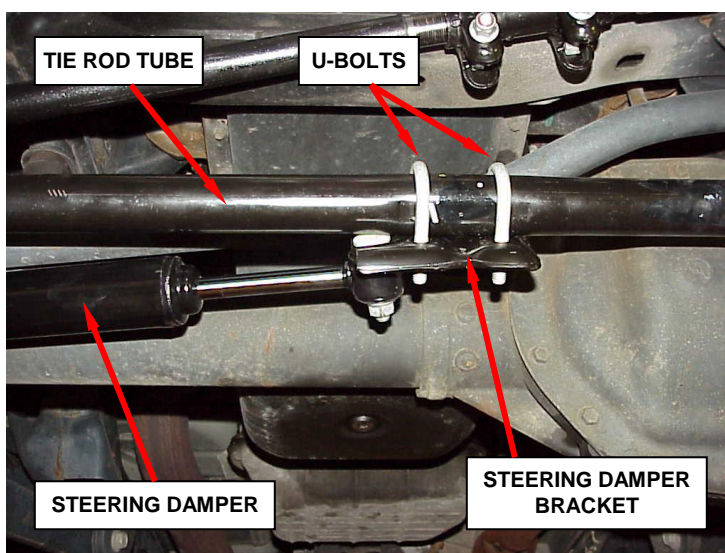
1. Look under the front of the vehicle and inspect the steering linkage at the steering damper mounting point:

- If the steering damper mounts to the tie rod tube as shown in Figure 1, the steering linkage does not require replacement. Return the vehicle to the customer.



**Figure 1 – Steering Linkage**

- If the steering damper mounts to the tie rod tube as shown in Figure 2, the steering linkage must be replaced. Continue with **Section B. Replace Steering Linkage.**



**Figure 2 – Steering Linkage**

## Service Procedure

### B. Replace Steering Linkage

1. Lift the vehicle on an appropriate hoist.
2. Remove and save the front wheels.



Figure 3 – Steering Damper Nut

3. Remove and discard the steering damper nut (Figure 3)
4. Disconnect the steering damper from the steering linkage.

5. Remove and discard the drag link nut at the right tie rod (Figure 4).

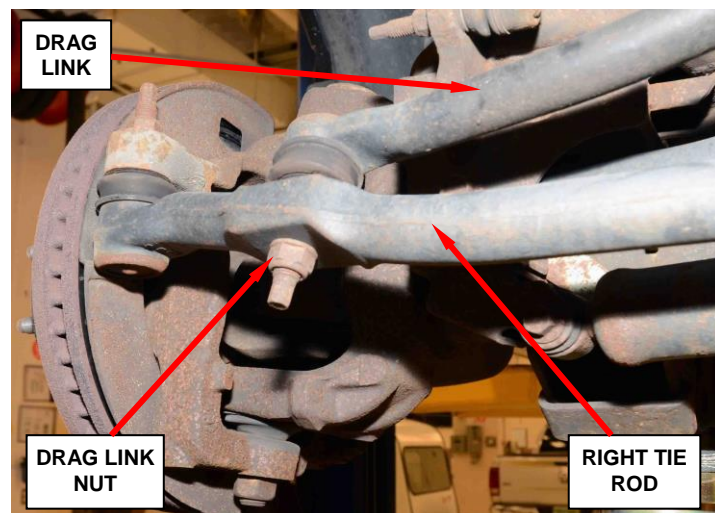


Figure 4 – Drag Link Nut

6. Using special tool C4150, separate the drag link from the right tie rod.

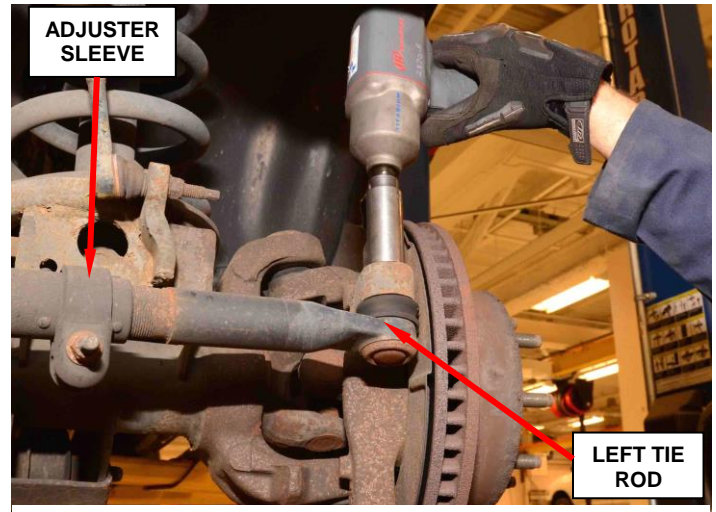


**Service Procedure (Continued)**

7. Remove and discard the left tie rod nut (Figure 5).

8. Using special tool C4150, separate left tie rod end from the steering knuckle.

9. Remove and discard the right tie rod nut (Figure 6).



**Figure 5 – Left Tie Rod Nut**

10. Using special tool C4150, separate the right tie rod end from the steering knuckle.

11. Remove and discard the right and left tie rod assembly.

12. Remove and discard the tie rod end boot protectors from the new steering linkage.

13. Remove all shipping labels from the new steering linkage.

14. With the help of an assistant, place the new steering linkage into position and start the new tie rod end nuts.

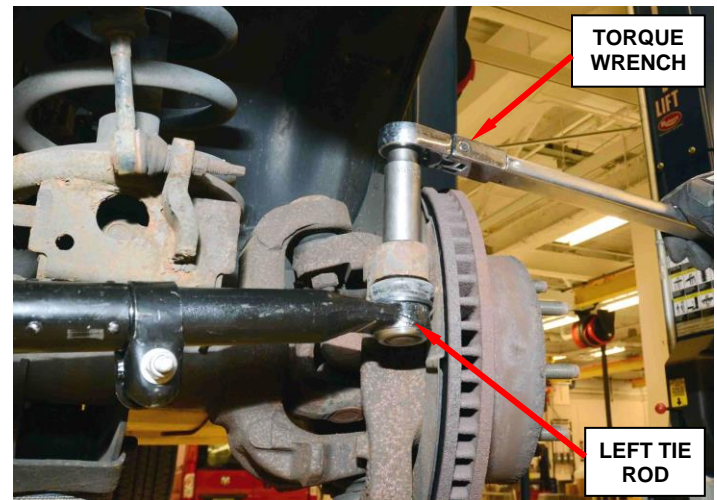


**Figure 6 – Right Tie Rod Nut**

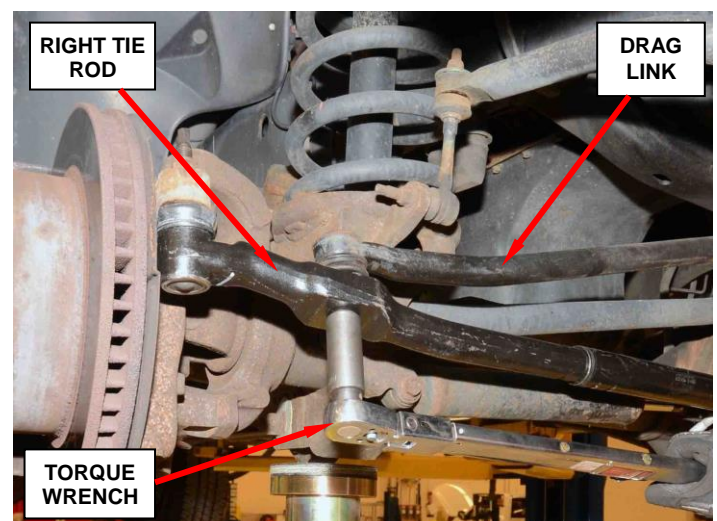
**Service Procedure (Continued)**

15. Tighten the new right and left tie rod nuts to 80 ft. lbs. (108 N·m) (Figure 7).
16. Connect the drag link to the right tie rod end (Figure 8). Tighten the new drag link retaining nut to 96 ft. lbs. (130 N·m).
17. Connect the steering damper to the new steering linkage. Tighten the new steering damper nut to 60 ft. lbs. (81 N·m).
18. Install the front wheels.
  - 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 – Single Rear Wheel) 140 ft. lbs. (190 N·m).
  - Lug Nut 9/16 x 18 with Flat Washer (3500 – Dual Rear Wheel) 145 ft. lbs. (197 N·m).
19. Lower the vehicle from the hoist.
20. Set the toe-in and center the steering wheel following the wheel alignment machine manufacturer's instructions.

**NOTE:** Toe should be set to +0.20° total toe on all models and the adjuster sleeves must be hanging straight down with the sleeve bolts tightened to 45 ft. lbs. (61 N·m).



**Figure 7 – Tighten Tie Rod Nut  
(Left Side Shown)**



**Figure 8 – Tighten Drag Link Nut**

**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:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Inspect steering linkage in write-up area	19-N6-21-81	0.0 hours
Replace steering linkage	19-N6-21-82	1.1 hours

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

**FOR VEHICLES INSPECTED IN THE WRITE UP AREA:** Enter “INSPECT” in the part number section of your claim with a quantity of one (1). Enter \$5.00 WITH NO MARK-UP for reimbursement of steering linkage inspection performed in the write up area.

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



**IMPORTANT SAFETY RECALL****N62 / NHTSA 13V-528**

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxx).

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

Dear: (Name)

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

**The problem is...** The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or 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 inspect the steering linkage on your truck and replace steering linkage components if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 1 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** starting January 6, 2014 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  
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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

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