



CHRYSLER

Revised September 2014

Dealer Service Instructions for:

Safety Recall P37 / NHTSA 14V-392

Rear Suspension Shock Absorbers

NOTE: The shock absorber sales codes in the “Parts Information” section have been revised.

Models

2014 (DS) RAM Pick Up Truck (1500 series)

NOTE: This recall applies only to the above vehicles built with Hitachi rear shock absorbers from May 21, 2014 through June 05, 2014 (MDH 052100 through 060522).

2014 (KL) Jeep® Cherokee

NOTE: This recall applies only to the above vehicles built with Hitachi rear shock absorbers from May 21, 2014 through June 06, 2014 (MDH 052100 through 060602).

2015 (UF) Chrysler 200 Sedan

NOTE: This recall applies only to the above vehicles built with Hitachi rear shock absorbers from May 21, 2014 through June 05, 2014 (MDH 052100 through 060521).

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 rear suspension shock absorbers on about 20,300 of the above vehicles may break the upper or lower attachment ring. A partially detached rear suspension shock absorber(s) could cause damage to other rear chassis/suspension components, rear brake tube damage and/or damage to the rear tire(s). This could cause a crash without warning.

Repair

Both rear suspension shock absorber build date codes must be inspected. Shock absorbers found within a suspect build date range will be replaced.

Parts Information

<u>Part Number</u>	<u>Description</u>
CBA0P371AA	Shock Absorber (DS models with sales code SER)
CBA0P372AA and	Shock Absorber (DS models without sales code SER with sales code SGD)
CBA0P373AA	Shock Absorber (DS models without sales code SER, with sales code SGB and either sales codes (5ZK and 5ZE) or (5ZJ and 5ZF) or (5ZJ and 5ZE) or (5AX and 5ZG))
CBA0P374AA	Shock Absorber (DS models without sales code SER, with sales code SGB and 5AX and 5ZE)
CBA0P375AA	Shock Absorber (KL models with sales code SDF)
CBA0P376AA	Shock Absorber (KL models with sales codes SDJ and 5I4)
CBA0P377AA	Shock Absorber (KL models with sales codes SDA and 5I2)
CBA0P378AA	Shock Absorber (KL models with sales codes SDA and 5I4)
CBA0P379AA	Shock Absorber (UF models)

Due to the small number of involved vehicles expected to require rear suspension shock absorber replacement, no parts will be distributed initially. **Rear suspension shock absorber(s) should be ordered only after inspection determines that replacement is required. *Very few vehicles are expected to require rear suspension shock absorber replacement.***

<u>Part Number</u>	<u>Description</u>
05066440AA	Zipper Lube (NOTE: One bottle will service 25 shock absorbers)

Service Procedure**A. Inspect Rear Suspension Shock Absorber Date Code**

1. Lift the vehicle on an appropriate hoist.
2. Remove the rear wheels to gain access to the rear suspension shock absorber date code labels located on the body of the rear suspension shock absorbers.
3. Using a shop towel, clean the label on the rear suspension shock absorbers.
4. Inspect the date code on both rear suspension shock absorbers (Figures 1 and 2):
 - If the rear suspension shock absorber date code is **before** day 141 or **after** day 148 no further action is required. Install the rear wheels, remove the vehicle from the hoist and return the vehicle to the customer.
 - If the rear suspension shock absorber date code is **on or between** day 141 and day 148, the rear suspension shock absorber must be replaced. Continue with **Section B. for DS models or Section C. for KL and UF models.**
 - If the rear suspension shock absorber date code on the rear suspension shock absorber label is **not legible**, replace the rear suspension shock absorber. Continue with **Section B. for DS models, Section C. for KL or UF models.**

Service Procedure

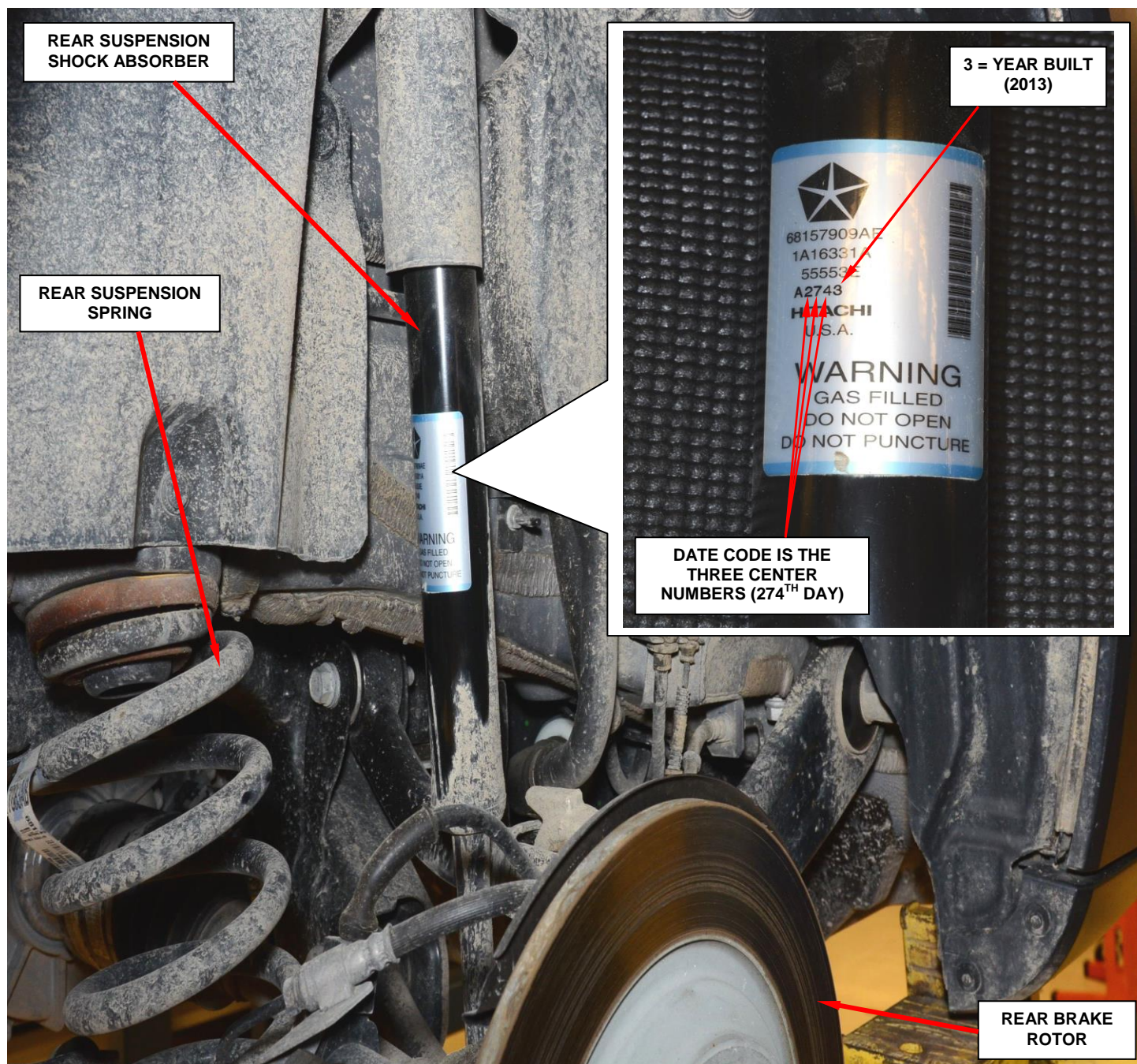


Figure 1 – Shock Absorber Date Code and Label Location (KL / UF Models)

Service Procedure (Continued)

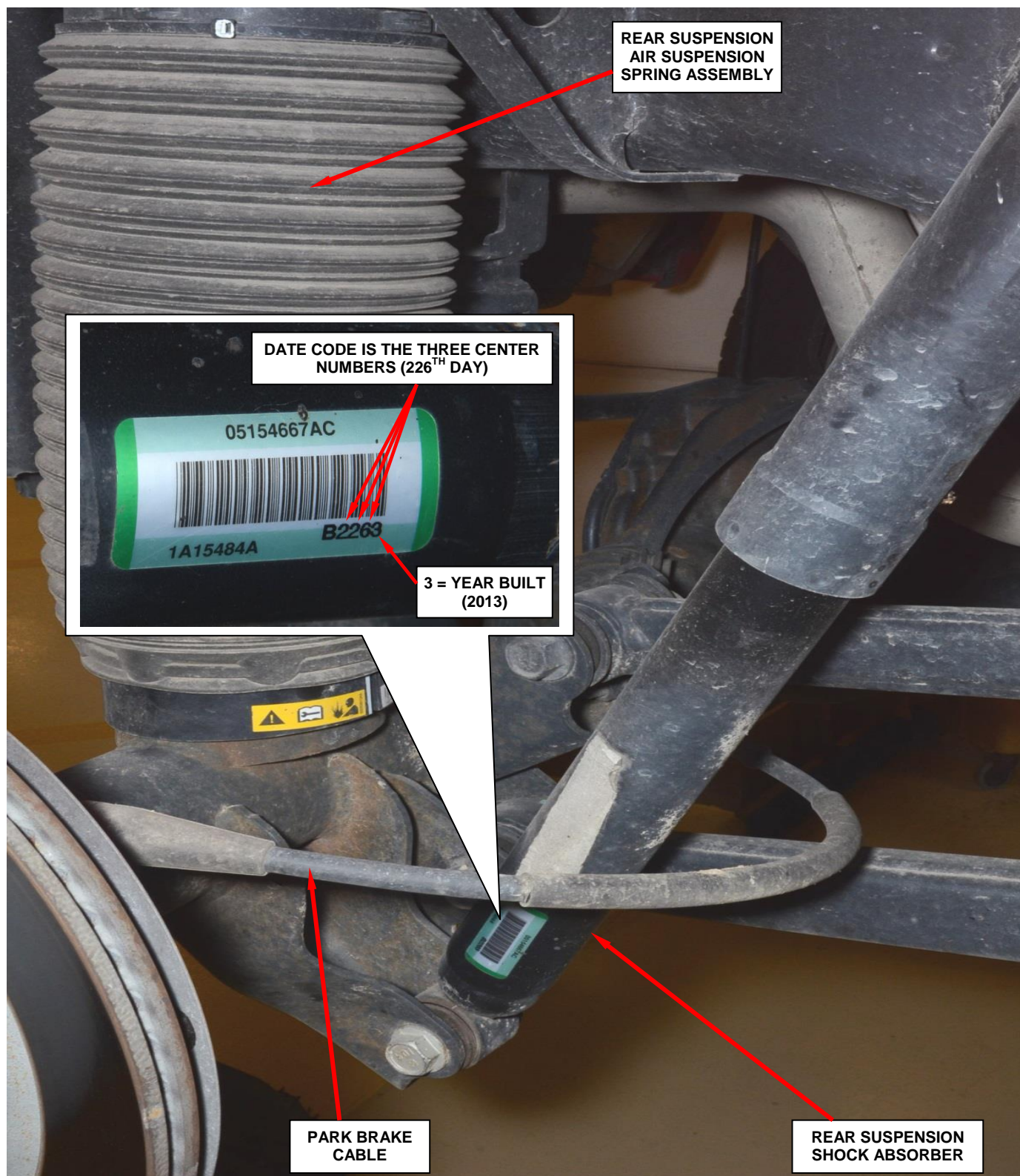


Figure 2 - Shock Absorber Date Code and Label Location (DS Models)

Service Procedure (Continued)**B. Replace Rear Suspension Shock Absorber (DS Models)**

NOTE: The following procedure is required if the rear suspension shock absorber(s) require replacement per the inspection in Section “A.”

1. **For vehicles equipped with air suspension**, lower the vehicle from the hoist.
2. **For vehicles equipped with air suspension**, perform the following procedure:
 - a. Connect the wiTECH scan tool to the vehicle.
 - b. Start a wiTECH session.
 - c. From the “Vehicle View” screen, select the “**ASCM**” icon.
 - d. Select the “**Misc. Functions**” tab.
 - e. Select “**Disable Level Control**” and follow the wiTECH screen prompts.
 - f. From the “Misc. Functions” tab screen, run the “**Spring Deflate to Reservoir**” routine on the air suspension spring next to the shock absorber being replaced.
 - g. Repeat Step 2f. three times.
3. **For vehicles equipped with air suspension**, raise vehicle on the hoist.
4. Remove and save the plastic wheel house liner.
5. Support the rear axle with a suitable jack stand.
6. Remove and save the shock absorber upper bolt and nut (Figure 3).
7. Remove and save the shock absorber lower bolt and nut (Figure 3).

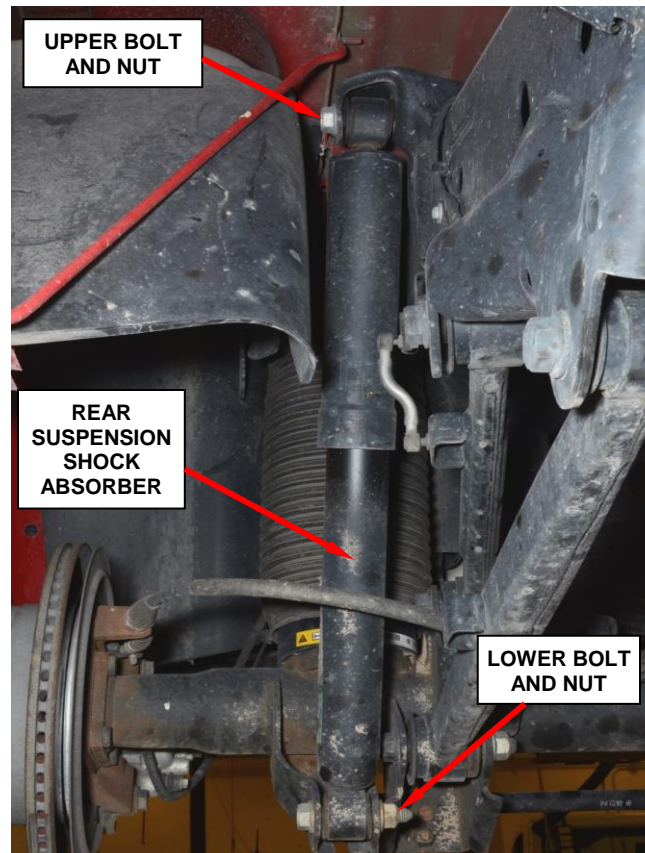


Figure 3 – Upper and Lower Shock Absorber Bolts and Nuts

Service Procedure (Continued)

8. Remove and discard the rear suspension shock absorber from the vehicle.
9. Position the new rear suspension shock absorber in the shock absorber mounting brackets.
10. Install the upper shock absorber bolt and nut finger tight (Figure 3).
11. Install the lower shock absorber bolt and nut finger tight (Figure 3).
12. Tighten the upper and lower shock absorber bolts and nuts to 100 ft. lbs. (135 N·m).
13. Remove the jack stand supporting the rear axle.
14. Install the plastic wheel house liner.
15. Install the rear wheel(s) and tighten the lug nuts to 100 ft. lbs. (135 N·m).
16. Lower the vehicle from the hoist.
17. **For vehicles equipped with air suspension**, use the wiTECH scan tool to perform the following procedure:
 - a. From the vehicle view screen, select the “**ASCM**” icon.
 - b. Select the “**Misc. Functions**” tab.
 - c. Run the “**Fill Spring from Reservoir**” routine on the spring that was deflated. Choose the “**Complete Fill**” option from the menu selections.
 - d. Follow the wiTECH screen prompts.

NOTE: If the spring will not fill, check for an active DTC. All DTC's must be stored before the spring will fill. If DTC C2212-00 is active, run the “Disable Level Control” routine again to get the active DTC to become a stored DTC.

18. Remove the wiTECH scan tool from the vehicle.
19. Return the vehicle to the customer.

Service Procedure (Continued)**C. Replace Rear Suspension Shock Absorber (KL or UF Models)**

NOTE: The following procedure is required if the rear suspension shock absorber(s) require replacement per the inspection in Section “A.”

1. Remove and save the wheel house liner.
2. Support the rear suspension arm with a suitable jack stand.
3. Remove and save the bolt securing the lower end of the rear suspension shock absorber assembly to the lower knuckle assembly (Figure 4).
4. Remove and save the upper aluminum shock absorber mount retaining bolts (Figure 5).

CAUTION: Due to close proximity of fuel filler tube to the right side upper shock absorber mounting bolts, it may be necessary to loosen fuel filler tube bolt to the body to fully gain access to the bolts and prevent damage to the fuel filler tube during shock absorber removal (Figure 5).

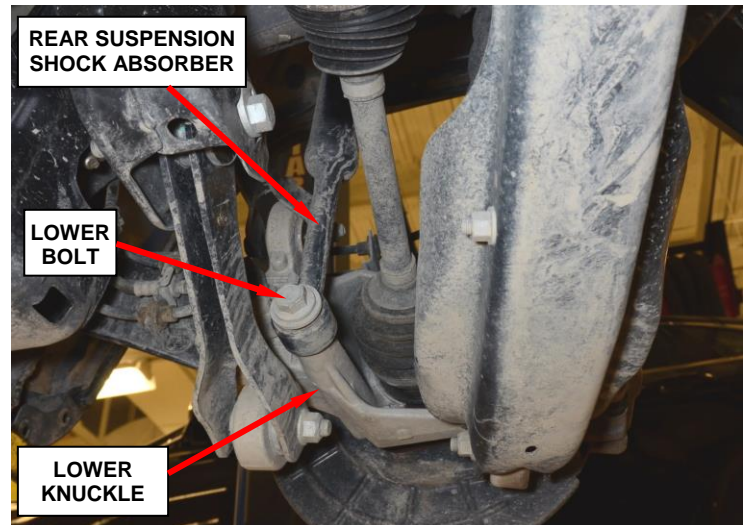


Figure 4 – Lower Shock Absorber Bolt

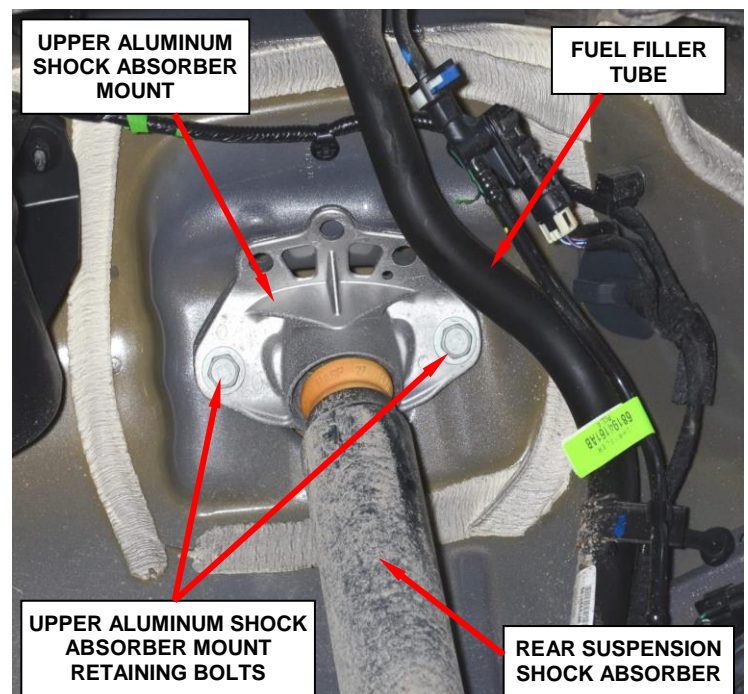


Figure 5 – Upper Aluminum Shock Absorber Mount Retaining Bolts

Service Procedure (Continued)

5. Remove the rear suspension shock absorber assembly from the vehicle.
6. Use the following procedure to transfer the upper aluminum shock absorber mount to the new rear suspension shock absorber:
 - a. Place the original rear suspension shock absorber in a bench vise.
 - b. Use tool **WTC-P37**, or equivalent, to hold the rear suspension shock absorber shaft from turning during retaining nut removal (Figure 6).
 - c. Use tool **WTC-P37**, or equivalent, to remove retaining nut that holds the rear suspension shock absorber upper aluminum mount to the shock absorber shaft (Figure 6).

NOTE: The shock absorber tools referenced above can be purchased through Wright Tool Company at dealer expense. Call 800-783-9826 and select “2 for Sales”. Please have your dealer code and a contact name available when calling.

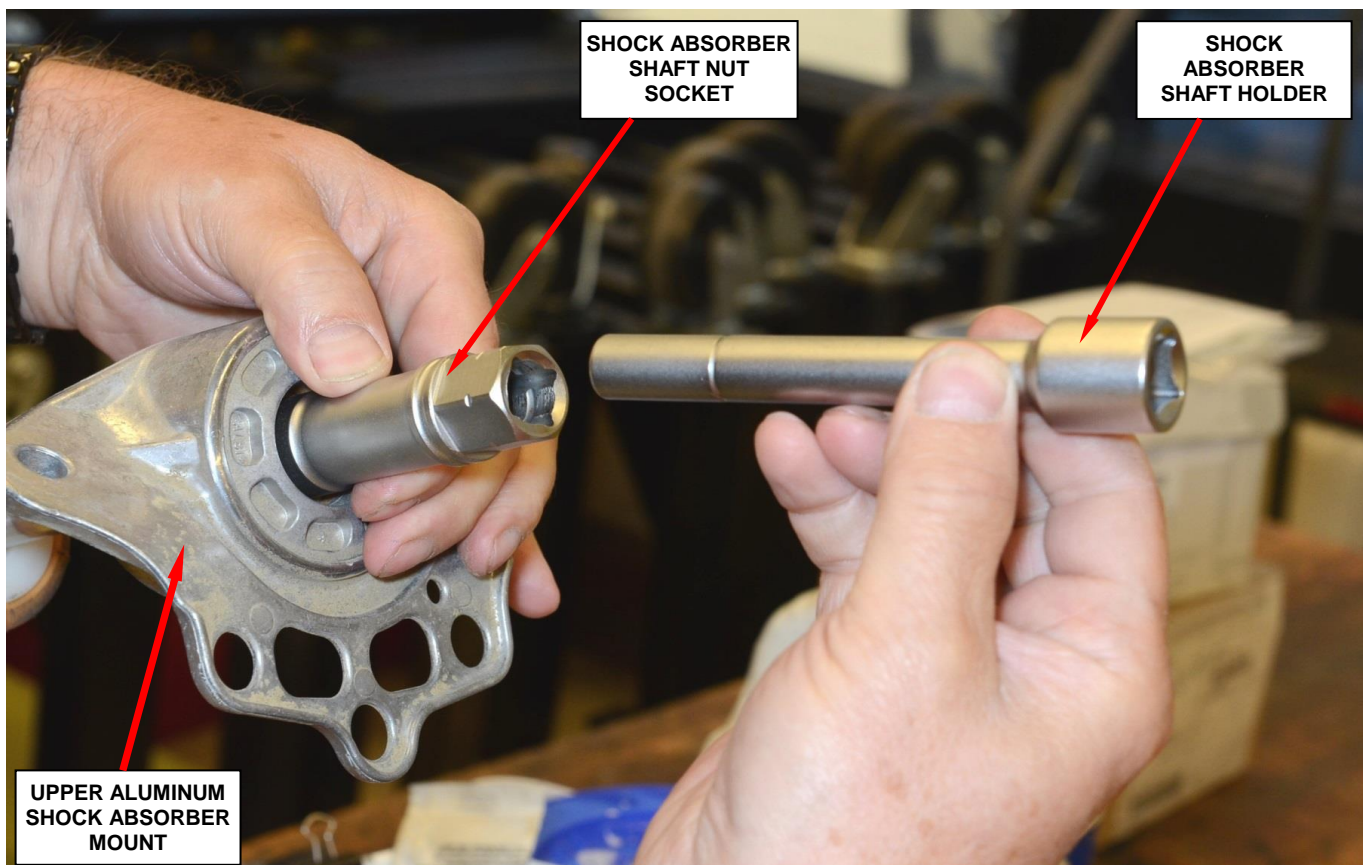


Figure 6 – Remove/Install Shock Absorber Shaft Nut

Service Procedure (Continued)

d. Remove and save the shock absorber upper aluminum mount.

e. Apply Mopar Zipper lube to the end of the shock absorber shaft (Figure 7).

f. Remove and save the shock absorber shaft splash shield (Figure 7).

CAUTION: Be sure that the plastic retainer is not inside the shock absorber shaft splash shield (Figure 8).

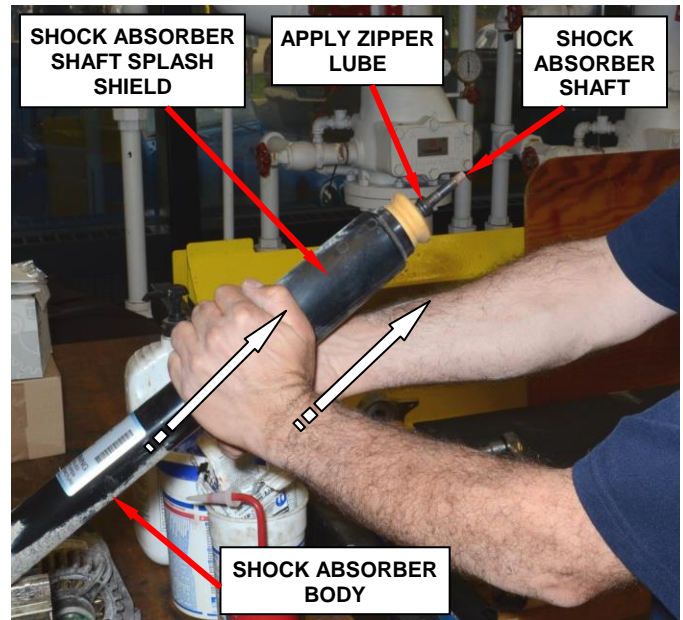


Figure 7 – Remove/Install Splash Shield

g. Discard the original rear suspension shock absorber and plastic retainer.

h. Carefully place the new rear suspension shock absorber in a soft jaw bench vise.

i. Apply Mopar Zipper lube to the end of the shock absorber shaft.

j. Install the shock absorber shaft splash shield on to the new shock absorber.

k. Install the original shock absorber upper aluminum mount onto the new shock absorber shaft.

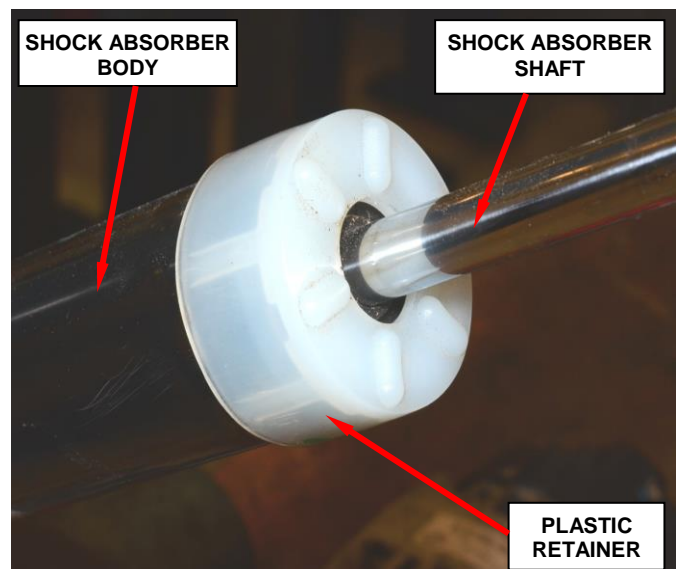


Figure 8 – Shock Absorber Plastic Retainer

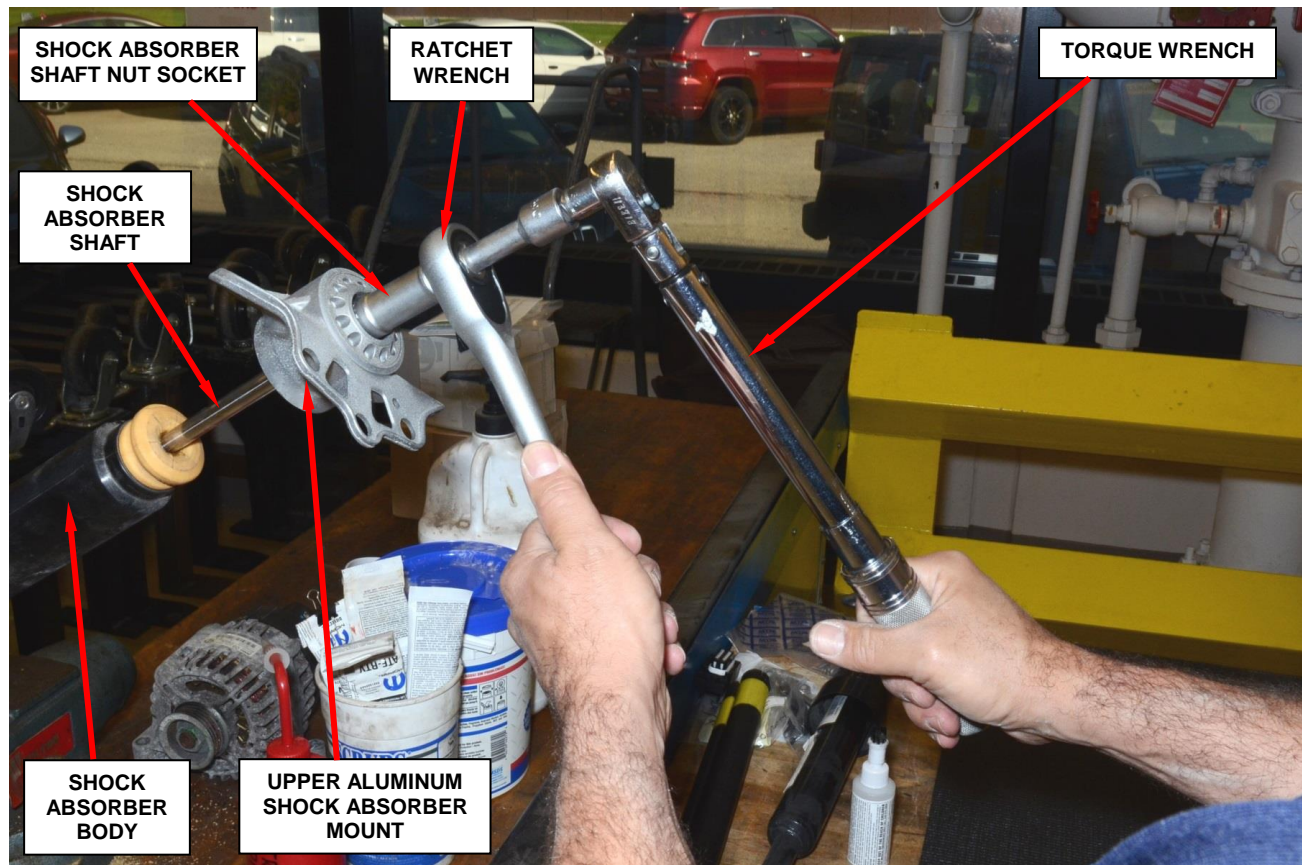
Service Procedure (Continued)

Figure 9 – Tighten Shock Absorber Shaft Nut to 22 ft. lbs. (30 N·m)

1. Install the rear suspension shock absorber upper aluminum mount retaining nut and tighten the nut to 22 ft. lbs. (30 N·m) (Figure 9).

CAUTION: Do not over tighten the upper aluminum shock absorber mount retaining nut. Shock absorber shaft damage/breakage may occur.

7. Use a jack stand or equivalent to raise the suspension into position.
8. Place the new rear suspension shock absorber into position.
9. Install the rear suspension shock absorber upper aluminum mount retaining bolts (Figure 5).
10. Tighten the rear suspension shock absorber upper aluminum mount retaining bolts to:
 - 37 ft. lbs. (49 N·m) KL models
 - 47 ft. lbs. (65 N·m) UF models

Service Procedure (Continued)

11. Position the lower end of the shock absorber to the knuckle assembly (Figure 4).
12. Install the lower shock absorber retaining bolt and tighten to 139 ft. lbs. (185 N·m) (Figure 4).
13. Remove the jack stand.
14. Install the wheel house liner.
15. Install both rear tire and wheel assemblies. Tighten lug nuts to 100 ft. lbs. (135 N·m).
16. Lower the vehicle from the hoist.
17. Return the vehicle to the customer.

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 numbers and time allowances:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
<u>Inspect</u> both rear suspension shock absorber date codes (All Models)	02-P3-71-81	0.3 hours
Inspect both rear suspension shock absorber date codes and <u>replace one</u> rear suspension shock absorber	02-P3-71-82	
	DS models	0.6 hours
	UF / KL models	0.8 hours
Inspect both rear suspension shock absorber date codes and <u>replace both</u> rear suspension shock absorbers	02-P3-71-83	
	DS models	0.9 hours
	UF / KL models	1.2 hours

Optional Equipment

Air Suspension (DS Models Only)

(One rear shock absorber)	02-P3-71-60	0.2 hours
(Both rear shock absorbers)	02-P3-71-61	0.3 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