



07/23/2015

Safety Recall R38 (STOP DRIVE) – Rear Suspension Lower Control Arms (Dealer Service Instructions)

FCA US LLC announced a safety recall/stop drive on certain **2015 model year (WD/WK) Dodge Durango/Jeep Grand Cherokee** vehicles built from June 12, 2015 through June 20, 2015 (**MDH 061207 through 062015**).

The above vehicles may have rear suspension lower control arms that have been incorrectly heat treated during the manufacturing process. This could cause the rear suspension lower control arm to break. A broken rear suspension lower control arm(s), during certain driving conditions, could cause a loss of vehicle control and/or a crash without warning.

NOTE: All of the involved vehicles in this recall were also involved in Safety Recall R33. Due to a change in the build date ranges of the lower control arms, a second inspection of most of the vehicles that were involved in Safety Recall R33 is required.

Attached to this document is the Dealer Service Instructions for Safety Recall R38 Rear Suspension Lower Control Arms.

NOTE: Dealers must repair all customer owned vehicles before repairing in-stock vehicles.

The Customer Care & Call Center will be contacting all involved vehicle owners directly. Dealership personnel will be instructed where and when to inspect the involved vehicles on-site at the customer's location.

Special labor operation numbers are included in the recall dealer service instructions to reimburse the technician and dealership to perform on-site vehicle inspections.

If the on-site inspection determines that the rear suspension lower control arm(s) require replacement, have the vehicle towed back to the dealership. Do not drive the vehicle.

Immediately place the vehicle owner in a comparable loaner vehicle until the repairs are complete.

IMPORTANT: All involved in-stock vehicles are under a “STOP SALE ORDER” and cannot be sold until the vehicle is repaired. Federal law requires you to complete this recall service on these vehicles before retail delivery.

Customer Services Field Operations
FCA US LLC