



April 2017

Dealer Service Instructions for:

Safety Recall T03 / NHTSA 17V-097 Front Propeller Shaft Bolts

Models

2014-2017 (LD) Dodge Charger - All Wheel Drive

2014-2017 (LX) Chrysler 300 - All Wheel Drive

NOTE: This recall applies only to the above vehicles equipped with All Wheel Drive (AWD) (sales code 590) built from April 01, 2014 through June 30, 2016 (MDH 040106 through 063012).

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 front propeller shaft on about 69,000 of the above vehicles may have bolts that were not fully tightened to the proper torque specification during vehicle assembly. Front propeller shaft bolts that are not fully tightened may allow the front propeller shaft to become loose and disconnect from the vehicle. Front propeller shaft bolts that are not fully tightened may be detectable due to noise and vibration. If the front propeller shaft disconnects from the vehicle, it may result in damage to powertrain and underbody components and may lead to loss of motive power which could cause a crash.

Repair

All involved vehicles must have the bolts fastening the front propeller shaft to the differential flange and transfer case flange replaced and tightened to the proper torque specification.

Alternate Transportation

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if the vehicle must be held overnight.

Parts Information

Each package of part number 06508295AA will contain sixteen bolts. Only eight bolts per vehicle are required for campaign T03 repair. One package of bolts will service two vehicles. **Dealer will be reimbursed for only eight bolts part number 06508295AA for each vehicle that campaign T03 is completed on.**

<u>Part Number</u>	<u>Description</u>
06508295AA	Bolt (M10x1.50x25.00)

NOTE: No additional parts are anticipated for this campaign. If any additional parts are determined to be required due to collateral damage or consequential repairs caused by a propeller shaft that may have disconnected from the vehicle, the dealer must first check if a related LOP has been created for repairs prior to performing the repair. If no related LOP is found, the LOP review process must be followed to request a related Recall LOP be added as follows:

Submit a LOP Related Inquiry (located in DealerCONNECT > Service > Claim Administration) for evaluation and update.

- **IF the request is approved – the related Recall LOP will be added to the Labor Operations and you are to proceed with normal Recall claim entry process.**
- **IF the request is not approved – submit the repair under Warranty (W) if the repair has been pre-authorized by your Area Manager or Business Center representative.**

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

NOTE: Vehicles involved in T03 safety recall campaign are not expected to require any additional parts or repairs related to T03 except for replacement of the front propeller shaft bolts. In the unlikely event that damage to the front propeller shaft and/or other components is observed, and that damage is directly related to loose front propeller shaft bolts, do not proceed with the repair until you have obtained a related Recall LOP, otherwise your claim for additional components/repairs may be rejected.

1. Raise and support the vehicle.

NOTE: It is not necessary to remove heat shield(s) or other components in order to replace the front propeller shaft bolts.

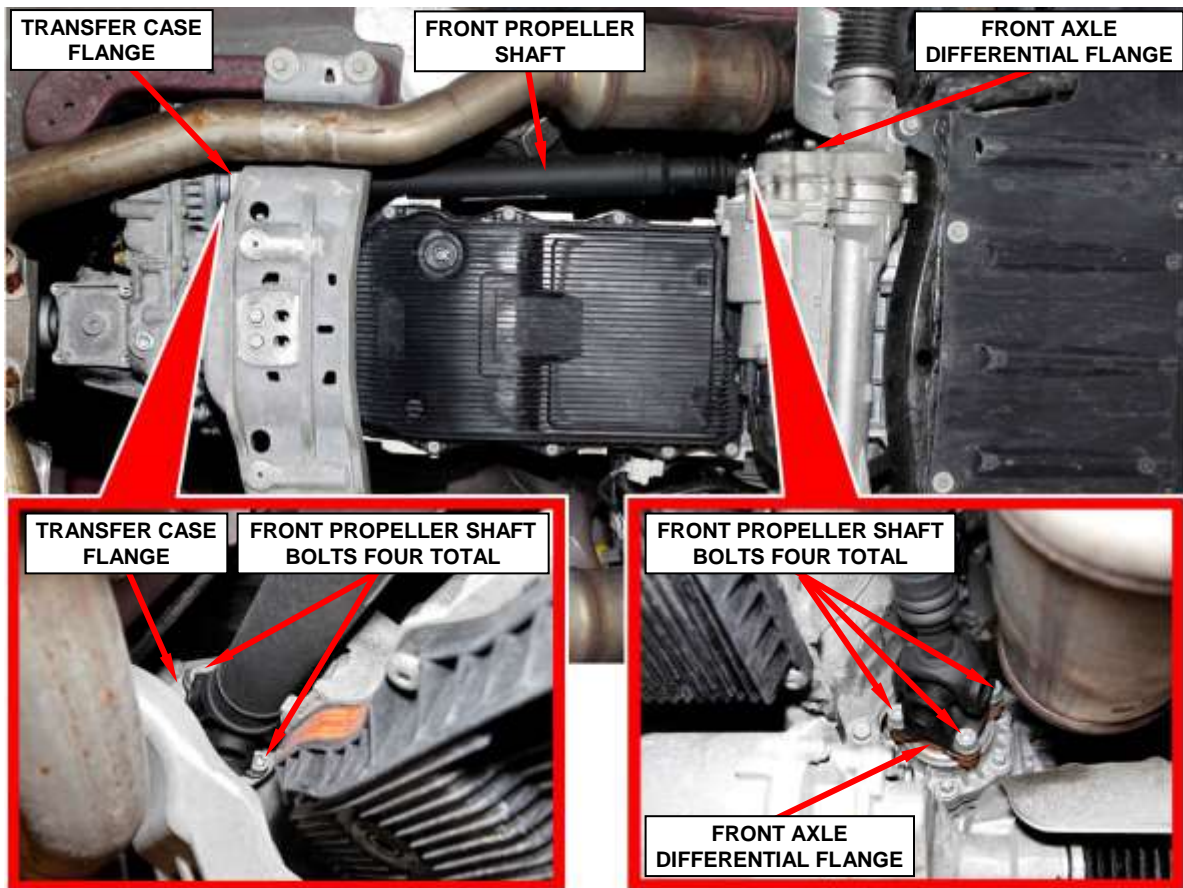


Figure 1 – Front Propeller Shaft Bolts at Front Axle Differential and Transfer Case

Service Procedure (Continued)

2. Repeat the following bolt replacement steps for each of the eight bolts securing the front propeller shaft to the front axle differential flange and the transfer case flange (Figure 1).

NOTE: Replace only one bolt at a time. When the NEW bolt is installed, it must be tightened to the proper torque specification within ten minutes. If not tightened within ten minutes, the pre-applied thread lock coating will be compromised.

- a. Remove and discard one bolt securing the front propeller shaft (Figure 1).
 - b. Install a NEW bolt securing the front propeller shaft and tighten the bolt to 61 N·m (45 ft. lbs.) (Figure 1).
 - c. Place a mark on the NEW bolt in order to identify that bolt has been replaced (Figure 2).
3. Repeat **Step 2** until all eight bolts securing the front propeller shaft to the front axle differential flange and the transfer case flange have been replaced (Figure 1).

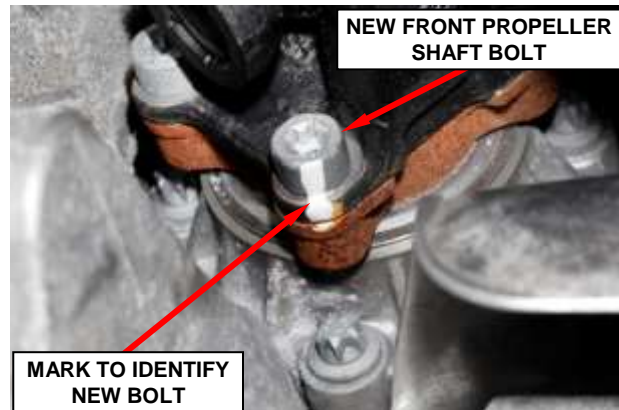


Figure 2 – Place a Mark on NEW Bolt

4. Remove the support and lower the vehicle.
5. 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 paid will be used by FCA to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Replace Front Propeller Shaft Bolts	16-T0-31-82	0.5 hours

Add the cost of only eight bolts part number 06508295AA plus applicable dealer allowance to your claim. Each package of part number 06508295AA contains sixteen bolts. Only eight bolts per vehicle are required for campaign T03. One package of sixteen bolts will service two vehicles.

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 FCA 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.

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
FCA US LLC

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

T03/NHTSA 17V-097

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership
- 2. Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can confirm part availability and help schedule an appointment**
- 3. Visit our Recall Website, recalls.mopar.com or scan below.**

QR Code

You can find your nearest dealer and review all your scheduling options from this website. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall T03.

IMPORTANT SAFETY RECALL

Front Propeller Shaft Bolts

Dear [Name],

This notification is being sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain [2014 through 2017 model year (LX) Chrysler 300 and (LD) Dodge Charger] vehicles equipped with All Wheel Drive (AWD).

WHY DOES MY VEHICLE NEED REPAIRS?

The front propeller shaft on your vehicle ^[1] may have bolts that were not fully tightened to the proper torque specification during vehicle assembly. Front propeller shaft bolts that are not fully tightened may allow the front propeller shaft to become loose and disconnect from the vehicle. Front propeller shaft bolts that are not fully tightened may be detectable due to noise and vibration. **If the front propeller shaft disconnects from the vehicle, it may result in damage to powertrain and underbody components and may lead to loss of motive power which could cause a crash.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE

FCA will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will replace the front propeller shaft bolts and tighten the bolts to the proper torque specification. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. The estimated repair time is one hour. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR CALL 1-800-853-1403
OR YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online. ^[3] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
Fiat Chrysler Automobiles US LLC



Mr. Mrs. Customer
1234 Main Street
Hometown, MI 48371

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] 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 you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to safercar.gov.

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

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