



April 2017

Dealer Service Instructions for:

Safety Recall T20 / NHTSA 17V-198

Rear Axle Differential Pin Retaining Bolt

Models

2016 - 2017 (DS) RAM 1500 pickups

NOTE: This recall applies only to the above vehicles equipped with one of the following rear axle ratios: 3.92 (sales code DMH) or 3.55 (sales code DMD) or 3.21 (sales code DMC) built from July 11, 2016 through November 10, 2016 (MDH 071112 through 111021).

IMPORTANT: *Very few of the vehicles within the above build period are involved in this safety recall campaign.*

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 axle differential pin retaining bolt on about 30 of the above vehicles may not have been tightened to the proper torque specification during the assembly process. A differential pin retaining bolt which is loose could back out and contact the bearing cap and/or allow the differential pin to come out of position, releasing the differential pinion spider gears. The differential pinion spider gears, differential pin, and/or differential pin retaining bolt could then make contact with other components inside the differential. This could lock up the gears in the rear axle assembly or cause them to break, resulting in a loss of vehicle control and/or motive power, which could cause a crash without warning.

Repair

Replace the rear axle differential pin retaining bolt and tighten the bolt to the proper torque specification, or if inspection finds damage inside the differential caused by a loose differential pin retaining bolt, replace the rear axle assembly.

Alternate Transportation

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if inspection determines that axle replacement is required and the vehicle must be held overnight.

Parts Information

Due to the small number of involved vehicles, no parts will be distributed initially. Dealers should order the parts for each vehicle at the time appointments are scheduled to assure that the part is available when the customer arrives.

Order the Parts Below as Required:

NOTE: The six parts below are required for each vehicle in this campaign in order to perform the rear axle differential pin retaining bolt replacement.

<u>Part Number</u>	<u>Quantity Required</u>	<u>Description</u>
06036671AA	12	Bolt, Differential Cover
06036746AA	1	Bolt, Pinion Shaft Lock
68218657AA	3 (1 qt. bottle)	Lube, Gear (MS-8985) SAE 75W-140 (2.2L (4.64 pints) Required - Standard Axle) (2.1L (4.43 pints) Required - Anti-Spin Axle)
04318060AD	2 (4 oz. bottle)	Modifier, Friction (MS-10111) (148 ml (5 oz.) Required for Sales Code DSA)
05013477AC	1	RTV Sealant (MS-GF-46) (Each tube of RTV sealant will repair 1 vehicle)
68317791AA	As Required	Paint, Black (MS-PF-1-25) (Each container of paint will repair 3 vehicles)

Parts Information (Continued)**Rear Axle Assembly Replacement Parts:**

NOTE: The seven parts below should be ordered only after differential pin retaining bolt inspection determines that rear axle replacement is required. *Very few vehicles are expected to require rear axle assembly replacement.*

<u>Part Number</u>	<u>Quantity Required</u>	<u>Description</u>
06502114	4	Gasket, Brake Hose to Caliper
06506497AA	4	Bolt, Propeller Shaft Flange
06509206AA	4	Bolt, Upper and Lower Control Arm
06104720AA	4	Nut, Upper and Lower Control Arm
06104264AA	1	Bolt, Track Bar
06511267AA	1	Nut, Track Bar Flag
06503573	1	Clamp, Axle Vent Hose
04318080AD	1	Fluid, Brake DOT3 (MS-4574)

NOTE: The appropriate rear axle assembly should be ordered only after differential pin retaining bolt inspection determines that rear axle replacement is required. *Very few vehicles are expected to require rear axle assembly replacement.*

<u>Part Number</u>	<u>Description</u>
68334751AA	Rear Axle Assembly (3.21 ratio / sales code DMC and DS8)
68334755AA	Rear Axle Assembly (3.21 ratio / sales code DMC and DSA)
68334752AA	Rear Axle Assembly (3.55 ratio / sales code DMD and DS8)
68334756AA	Rear Axle Assembly (3.55 ratio / sales code DMD and DSA)
68334753AA	Rear Axle Assembly (3.92 ratio / sales code DMH and DS8)
68334757AA	Rear Axle Assembly (3.92 ratio / sales code DMH and DSA)

NOTE: Sales code DSA = Limited Slip Differential / DS8 = Open Differential

Parts Return

No parts return required for this campaign.

Special Tools

NOTE: For vehicles equipped with Air Suspension (sales code SER), the following special tools are required to perform this repair:

- NPN wiTECH micro pod II
- NPN Laptop Computer
- NPN wiTECH Software

Service Procedure**A. Inspect Rear Axle Differential Pin Retaining Bolt**

1. Use the following procedure to release the transmission manual park release lever:
 - a. Remove and save the transmission manual park release access cover (Figure 1).
 - b. Using a small screwdriver, slide the release lever lock to the right and hold in that position (Figure 2).
 - c. Pull the orange release lever tether to the right until it locks in place (Figure 2).

**Figure 1 – Manual Park Release Access Cover****Figure 2 – Transmission Manual Park Release**

Service Procedure (Continued)

2. Raise and support the vehicle on an appropriate hoist.
3. Remove and save the four stabilizer bar mounting bolts at the axle mounting brackets (Figure 3).
4. Swing the stabilizer bar back towards the spare tire and secure the stabilizer bar with a hook (Figure 3).

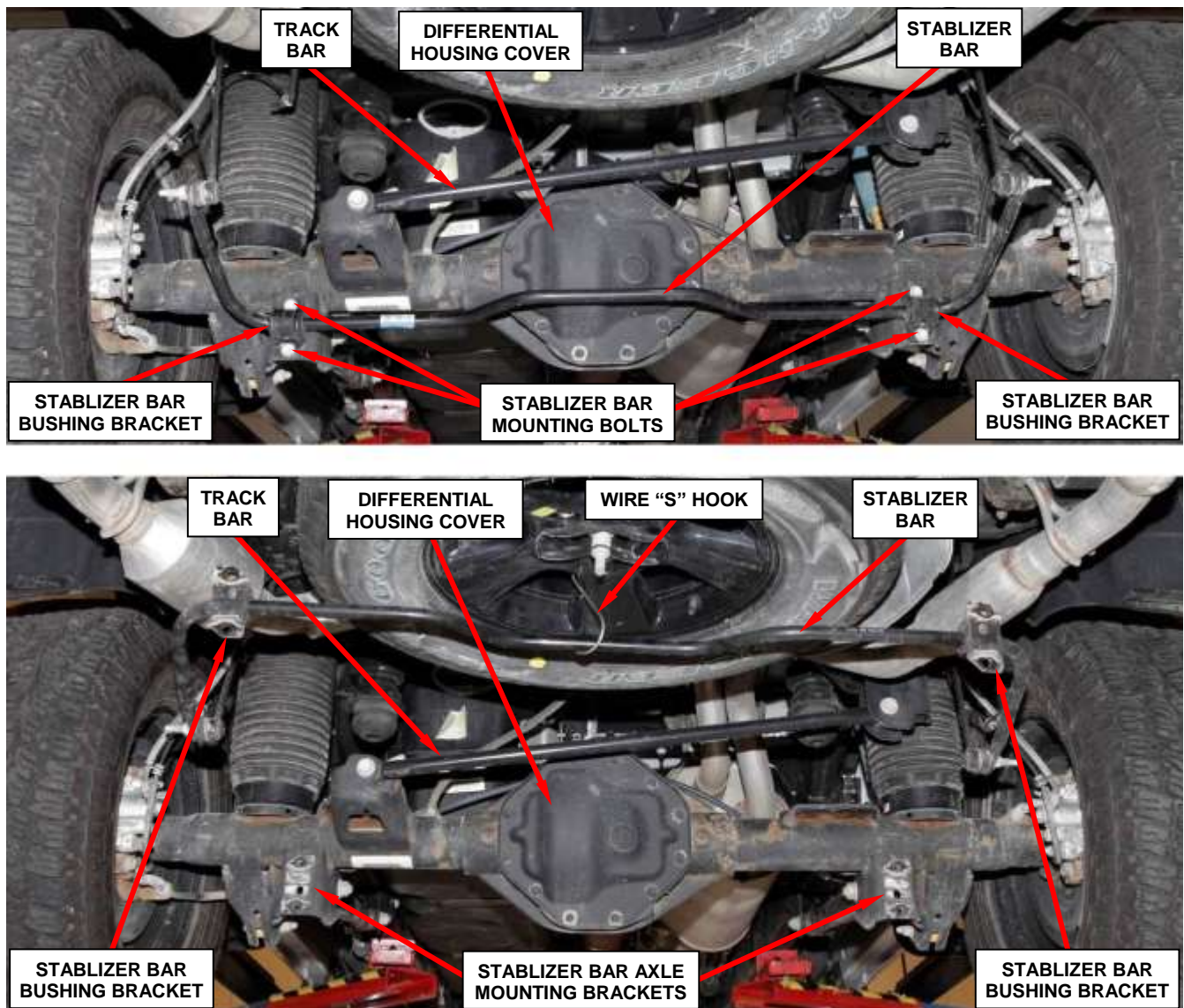


Figure 3 – Relocate Stabilizer Bar to Gain Clearance to Differential Housing Cover

Service Procedure (Continued)

5. Clean the rear differential and drain plug area to prevent debris from entering the rear axle during differential housing cover removal.

6. Remove and save the rear axle drain plug (Figure 4).

7. Drain the rear axle gear lubricant into an appropriate container.

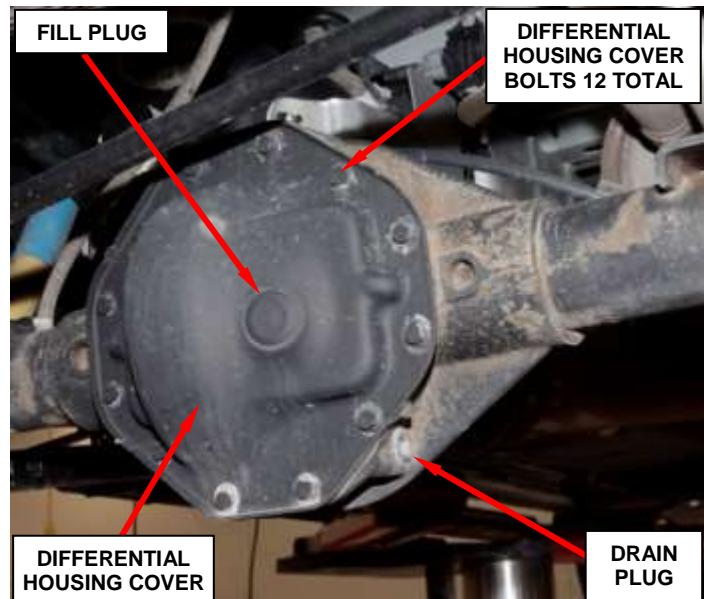


Figure 4 – Drain Rear Axle lubricant

8. Apply sealant to the drain plug threads and install the rear axle drain plug. Tighten the rear axle drain plug to 52 ft. lbs. (70 N·m) (Figure 4).

9. Remove the rear axle differential housing cover bolts 12 total (Figure 4). Save the bolts temporarily until after completing the pinion shaft lock bolt inspection in Step 12.

10. Remove and save the rear axle differential housing cover (Figure 5).

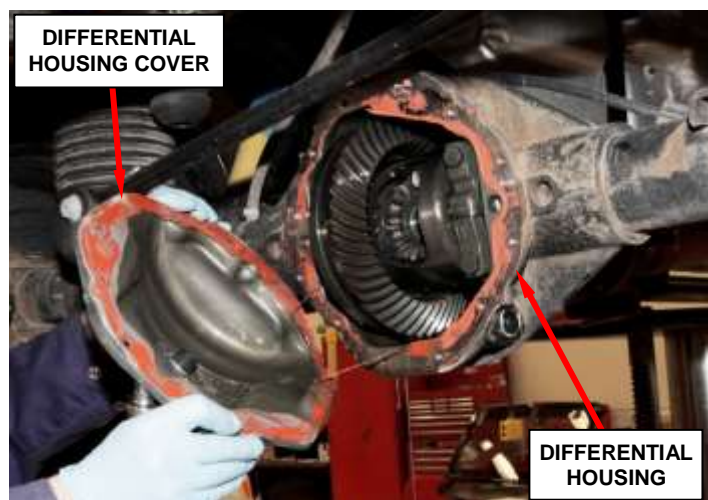


Figure 5 – Differential Housing Cover

Service Procedure (Continued)

11. Rotate the differential case so the pinion shaft lock bolt is aligned with the differential bearing cap detent (Figure 6).

12. Inspect the pinion shaft lock bolt and compare the bolt with (Figures 7, 8, 9) then perform the appropriate action below:

➤ If the pinion shaft lock bolt is fully seated against the differential case as shown in (Figure 7), continue with **Step 13**.

➤ If the pinion shaft lock bolt is backed out less than 5 mm (3/16 in.) as shown in (Figure 8), check that the bolt is still held by threads and cannot be removed by hand without unthreading the bolt from the differential case. If the bolt cannot be pulled out of the differential case without unthreading, continue with **Step 13**.

➤ If the pinion shaft lock bolt is backed out more than 5 mm (3/16 in.) as shown in (Figure 9) or if the bolt head shows any signs of contacting the bearing cap or if the bolt has fallen out completely, the axle assembly must be replaced. Perform the following steps:

- a. Reinstall the rear axle differential housing cover with the used cover bolts tightened securely to reduce gear lubricant spillage.
- b. Order a new rear axle assembly of the proper type listed in the **Parts Information** section.
- c. For vehicles equipped with air suspension (sales code SER), proceed to section: **B. Depressurize Air Suspension**.
- d. For vehicles without air suspension, proceed to section: **C. Replace Rear Axle Assembly**.

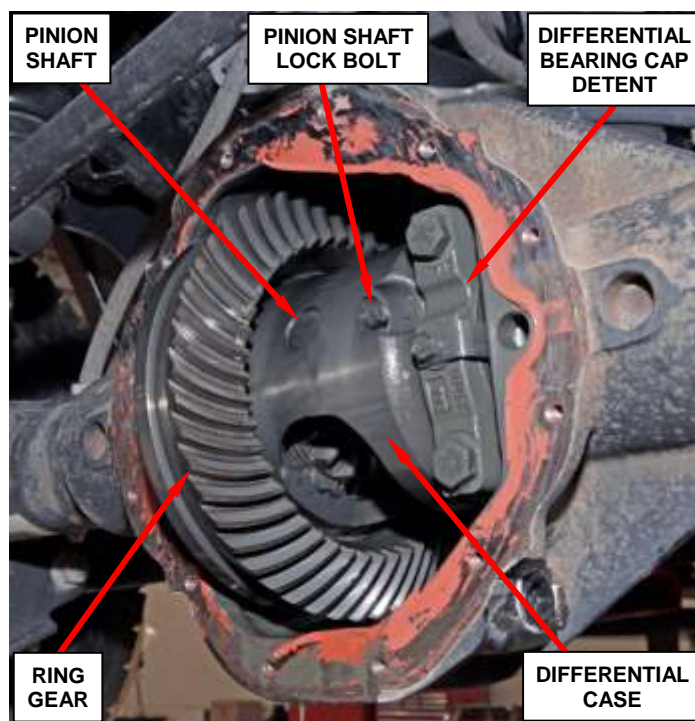


Figure 6 – Pinion Shaft Retaining Bolt

Service Procedure (Continued)

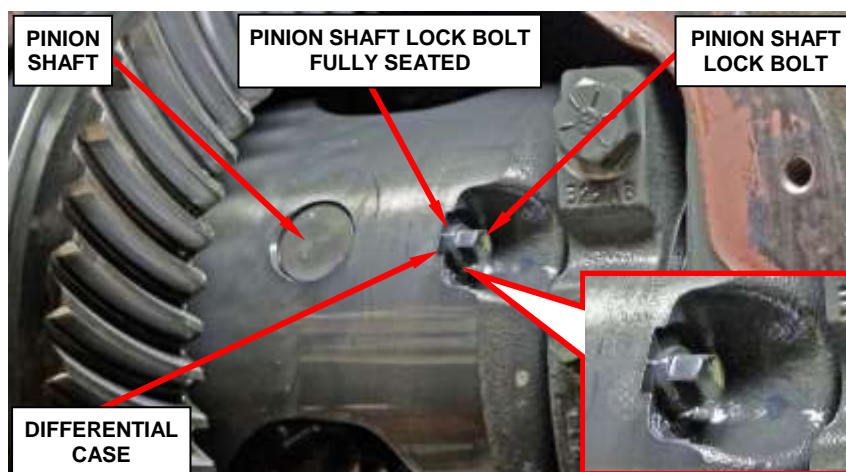


Figure 7 – Pinion Shaft Lock Bolt Fully Seated Against Differential Case

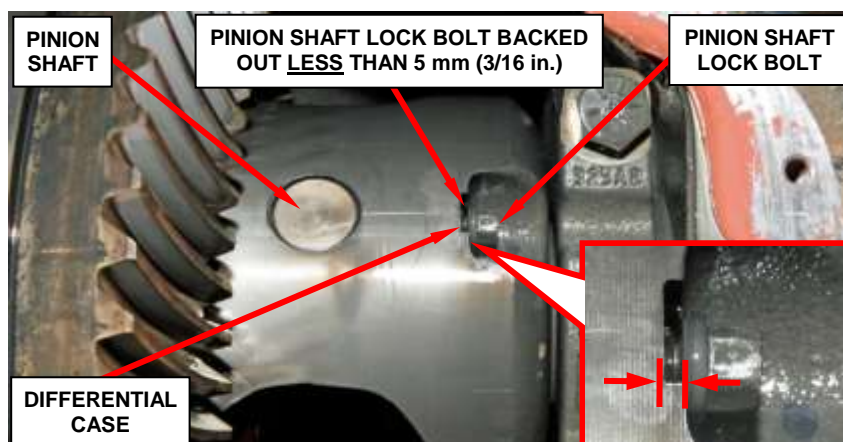


Figure 8 – Pinion Shaft Lock Bolt Backed Out Less Than 5 mm (3/16 in.)

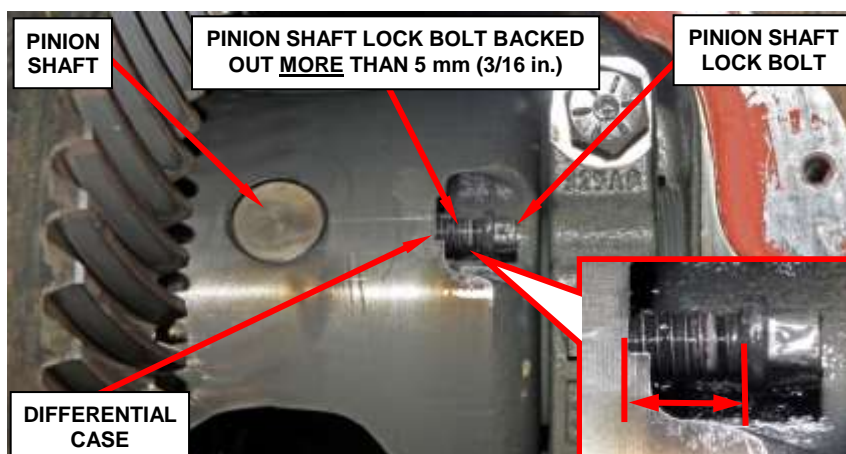


Figure 9 – Pinion Shaft Lock Bolt Backed Out More Than 5 mm (3/16 in.)

Service Procedure (Continued)

13. Remove and **discard** the original pinion shaft lock bolt (Figure 6).
14. Install a **NEW** pinion shaft lock bolt and tighten to 19 ft. lbs. (26 N·m).
15. Using a lint free shop towel, cover the ring gear to protect the internal axle components from debris (Figure 10).
16. Clean the differential housing sealing surface (Figure 10).
17. Clean the differential cover sealing surface.
18. Apply a ¼ inch (6.35mm) bead of Mopar Axle RTV Sealant to the cover with the RTV sealant bead to the inner side of the bolt holes (Figure 11).

CAUTION: Do not use any other type of RTV silicone sealant to seal the rear differential housing cover.

CAUTION: The differential housing cover must be installed within five minutes of applying RTV sealant.



Figure 10 – Clean Differential Housing Sealing Surface



Figure 11 – Apply Mopar Axle RTV Sealant

Service Procedure (Continued)

19. **Using NEW differential cover bolts**, install the differential cover and the differential cover bolts. Tighten the differential cover bolts in a crisscross pattern to 32 ft. lbs. (44 N·m) (Figure 12).
20. Remove and save the rear axle fill plug (Figure 12).
21. **For vehicles equipped with a limited slip differential**, install five ounces of Limited Slip Additive (friction modifier).
22. Fill the rear axle with gear lubricant.

NOTE: The lubricant level should be at the bottom of the fill plug hole.

23. Install the rear axle fill plug (Figure 12).
24. **Using the supplied paint**, paint all areas of the rear axle where orange RTV sealant can be seen (Figure 13).
25. Place the stabilizer bar into position and install the four retaining bolts. Tighten the bolts to 37 ft. lbs. (50 N·m) (Figure 3).

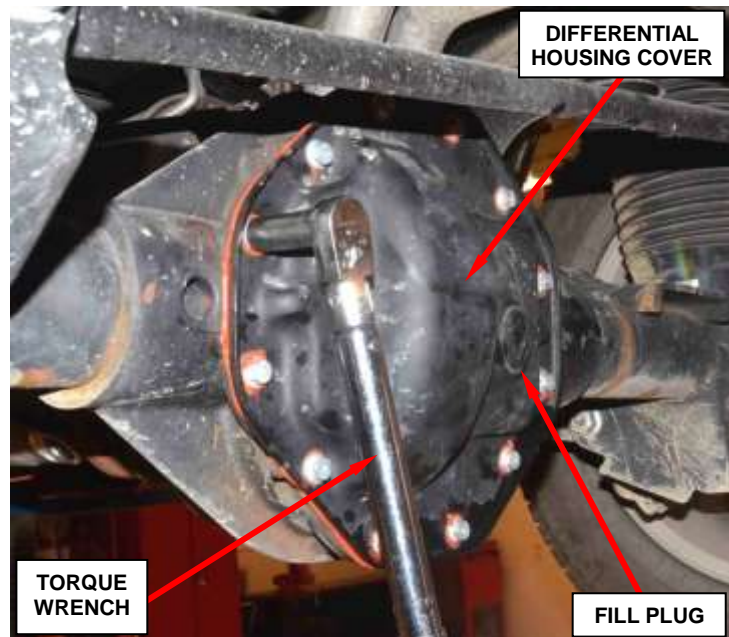


Figure 12 – Install Differential Cover



Figure 13 – Apply Black Paint to Exposed RTV Sealant

Service Procedure (Continued)

26. Lower the vehicle from the hoist.
27. Use the following procedure to engage the transmission manual park release lever:
 - a. Pull on the orange tether to the right and hold (Figure 14).
 - b. Using a small screwdriver, slide the release lever lock to the right and then slowly release the orange tether.
 - c. Ensure that the manual park release lever locking tab snaps into place to secure the lever in its original position.
 - d. Tuck the orange tether into the instrument panel (Figure 15).
 - e. Install the transmission manual park release access cover (Figure 16).



Figure 14 – Transmission Manual Park Release



Figure 15 – Transmission Manual Park Release Tether

28. Road test the vehicle to verify the repair.
29. Return the vehicle to the customer.



Figure 16 – Manual Park Release Access Cover

Service Procedure (Continued)**B. Depressurize Air Suspension**

NOTE: The following procedure is required if the rear axle assembly requires replacement per the inspection in Section “A”. *Very few vehicles are expected to require rear axle assembly replacement.*

1. Open the hood. Install a battery charger and verify that the charging rate provides 13.0 to 13.5 volts. Do not allow the charger to time out. Set the battery charger timer (if so equipped) to continuous charge.

NOTE: Use an accurate stand-alone voltmeter. The battery charger volt meter may not be sufficiently accurate. If voltage reading is too high, apply an electrical load by activating the park or headlamps and/or HVAC blower motor to lower the voltage.

2. Connect the wiTECH micro pod II to the vehicle data link connector.
3. Place the ignition in the “**RUN**” position.

NOTE: The following procedure steps are based on using the wiTECH 2.0 scan tool. If an earlier version of the wiTECH scan tool is used, procedure steps may be different.

4. Open the wiTECH 2.0 website.
5. Enter your “**User id**” and “**Password**”, then select “**Finish**” at the bottom of the screen.

Service Procedure (Continued)

6. From the “**Vehicle Selection**” screen, select the appropriate vehicle.
7. From the “**Action Items**” screen, select the “**Topology**” tab.
8. From the “**Topology**” screen, select the “**ASCM**” icon.
9. Select the “**Misc. Functions**” tab.
10. Select “**Disable Level Control**” from the list.
11. Follow the screen prompts.

NOTE: Perform the following steps for the left rear and right rear.

12. Select “**Spring Deflate to Reservoir**” from the list.
13. Follow the screen prompts.
14. Repeat Steps 12 and 13 of this procedure to insure the air suspension is fully deflated.
15. Continue with **Section C. Replace Rear Axle Assembly**.

Service Procedure (Continued)**C. Replace Rear Axle Assembly**

NOTE: The following procedure is required if the rear axle assembly requires replacement per the inspection in Section “A”. *Very few vehicles are expected to require rear axle assembly replacement.*

1. Remove both rear wheels.
2. Remove and save the mounting bolt from the right rear and left rear wheel speed sensors (Figure 17).
3. Remove the right rear and left rear wheel speed sensors from the brake backing plate (Figure 18).

CAUTION: When removing the speed sensor from the axle flange, do not pull on the speed sensor wires. Speed sensor damage may occur.

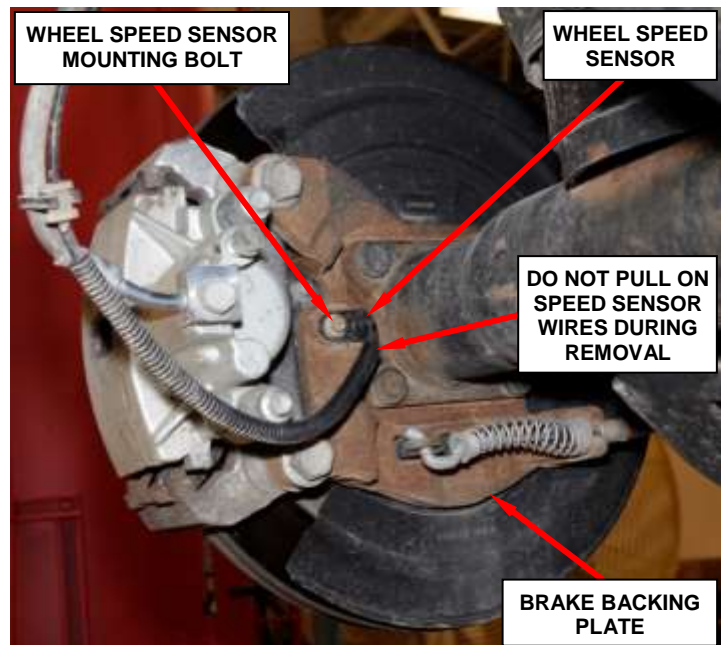


Figure 17 – Rear Wheel Speed Sensor

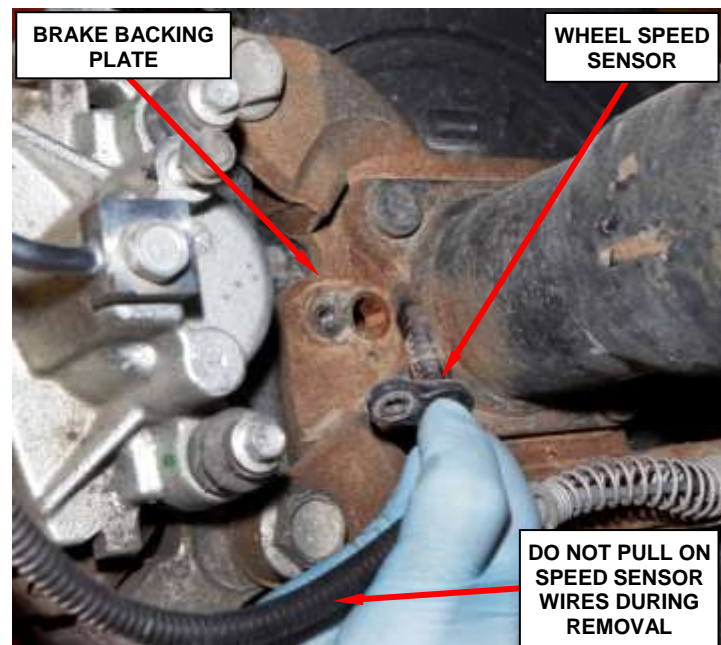


Figure 18 – Rear Wheel Speed Sensor

Service Procedure (Continued)

4. Disconnect the rear park brake cables from the rear brakes using the following procedure:
 - a. Mark the location of the park brake cable adjuster nut (Figure 19).
 - b. Loosen the park brake cable adjuster nut until the cables are slack (Figure 19).
 - c. Pull the park brake cable spring back (Figure 20).
 - d. Compress the retaining tabs on each park brake cable ferrule at the brake backing plate using a 13 mm line wrench (Figure 20).

NOTE: A 13mm line wrench can be used to compress the cable ferrule tabs. Insert while spring is pulled back and rotate the wrench to compress the cable ferrule tabs.

- e. Remove the park brake cable from the brake backing plate.
- f. Remove the park brake cable from the park brake actuator lever.
- g. Position the park brake cable away from the rear axle.

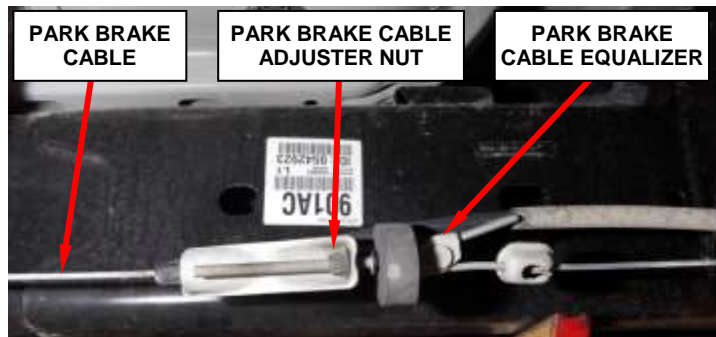


Figure 19 – Park Brake Cable Adjustment

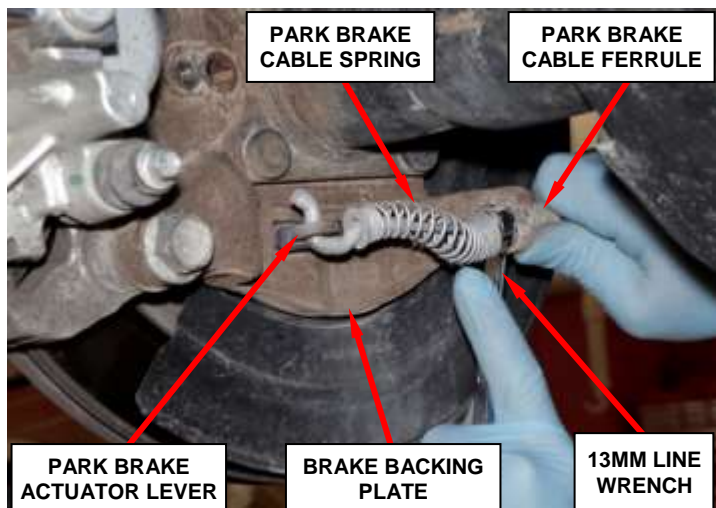


Figure 20 – Park Brake Cable

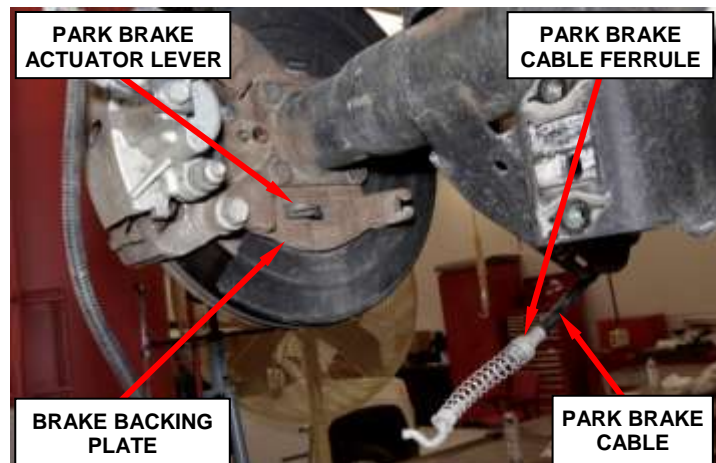
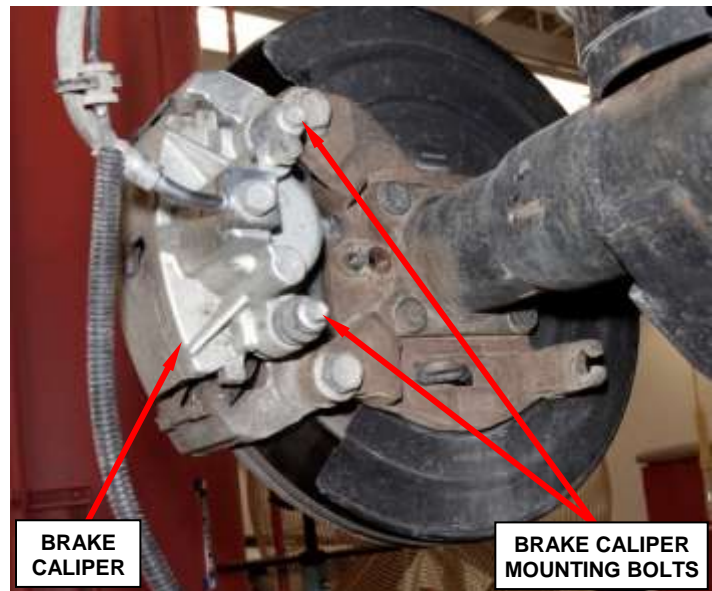


Figure 21 – Axle Vent Hose

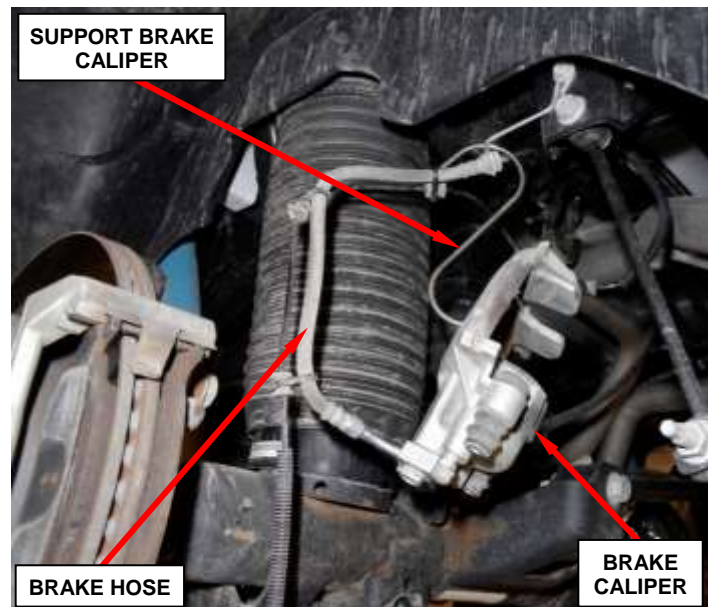
Service Procedure (Continued)

5. Remove the brake caliper mounting bolts from the right rear and left rear brake calipers (Figure 22).

**Figure 22 – Rear Brake Caliper**

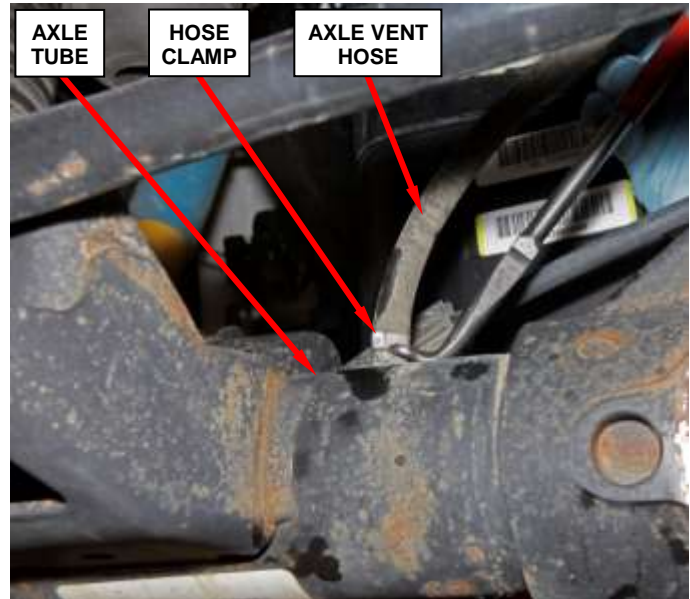
6. Remove the right rear and left rear brake calipers from the caliper mounting bracket, then support the brake caliper (Figure 23).

CAUTION: Do not allow the weight of the brake caliper to hang from the brake hose.

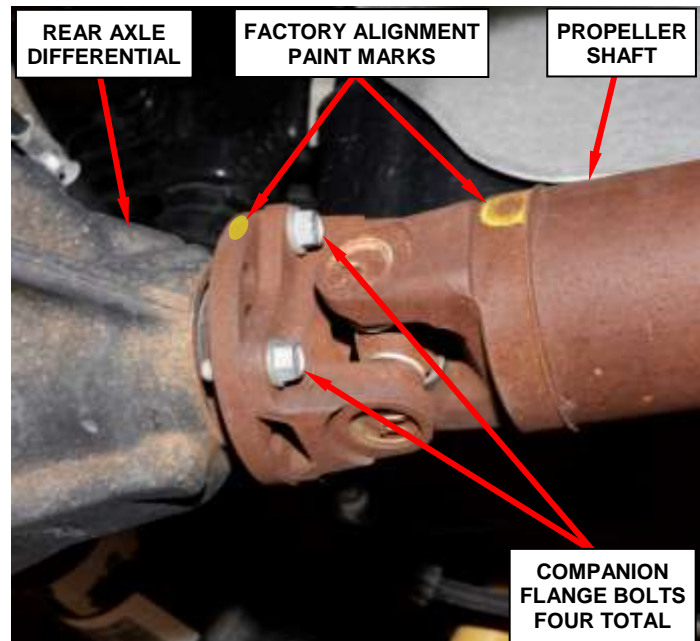
**Figure 23 – Support Rear Brake Caliper**

Service Procedure (Continued)

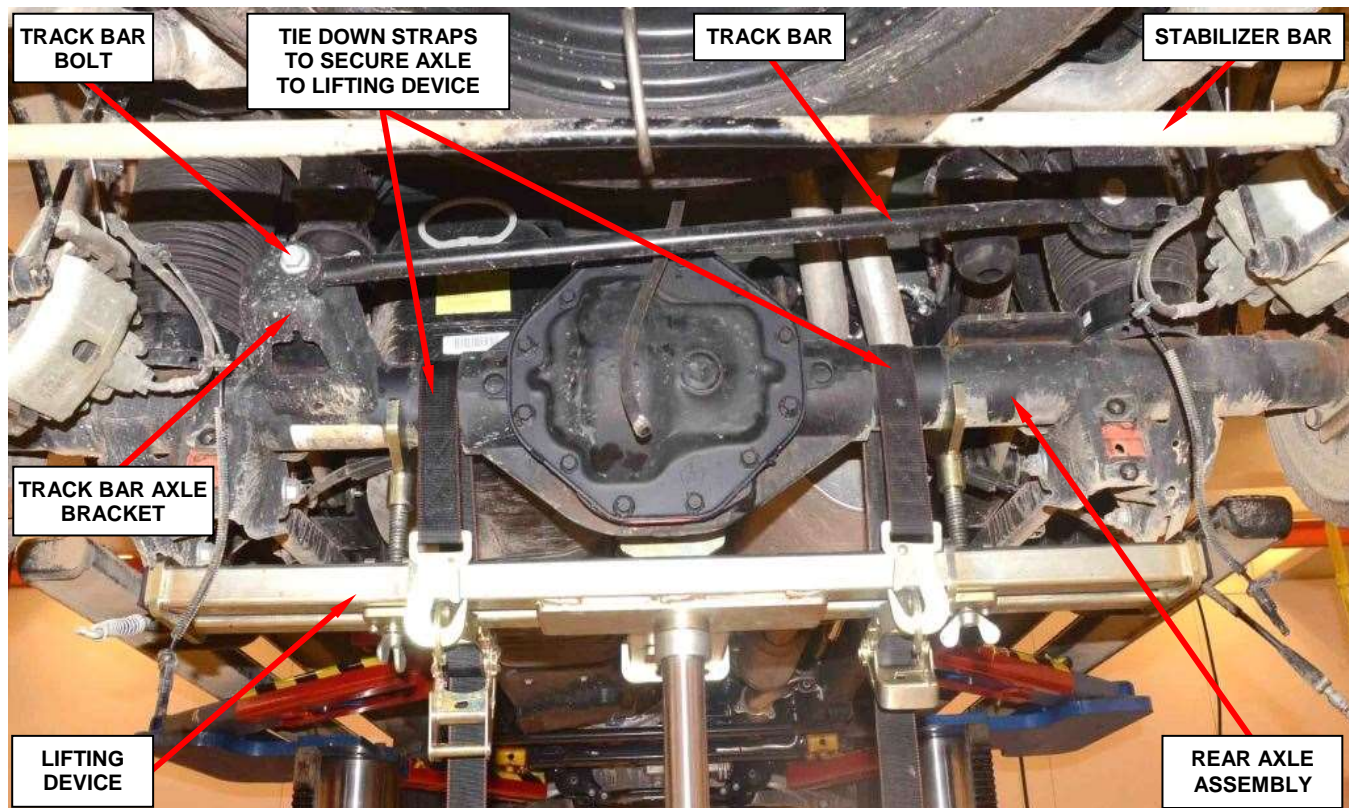
7. Remove and **discard** the clamp and disconnect the axle vent hose from the rear axle (Figure 24).

**Figure 24 – Axle Vent Hose**

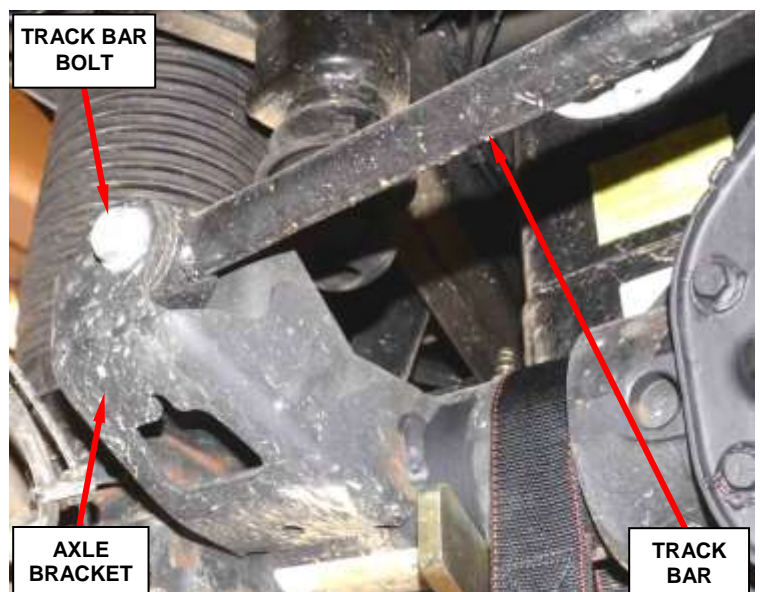
8. Remove and **discard** the rear propeller shaft companion flange bolts (Figure 25).

**Figure 25 – Propeller Shaft**

9. Suspend the rear propeller shaft using a bungee cord or equivalent.

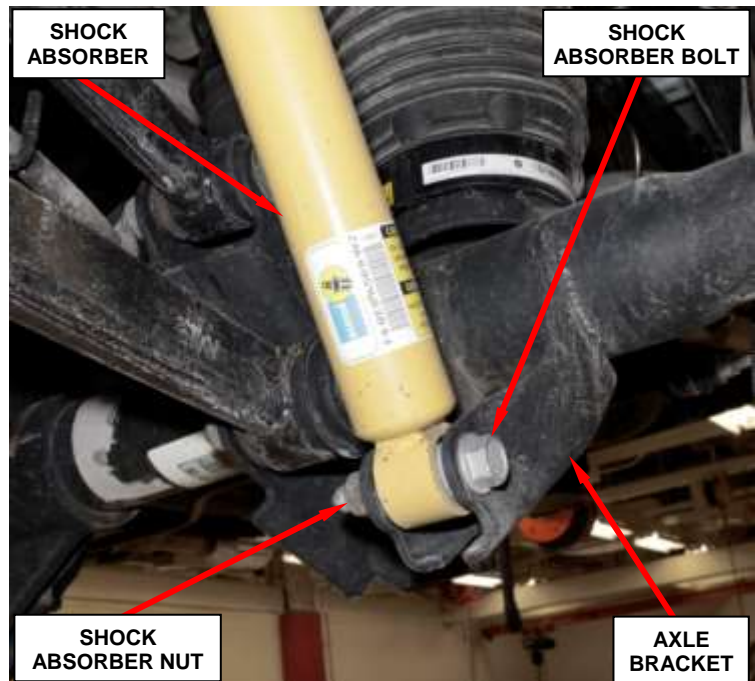
Service Procedure (Continued)**Figure 26 – Secure Axle Assembly to a Lifting Device**

10. Position a lifting device under the rear axle and secure the rear axle to the lifting device (Figure 26).
11. Remove and **discard** the track bar bolt and nut, then position the track bar away from the rear axle (Figures 26 and 27).

**Figure 27 – Track Bar Bolt at Axle Bracket**

Service Procedure (Continued)

12. Remove and save both lower shock absorber bolts and nuts, then position the shock absorbers away from the rear axle (Figure 28).
13. Remove and **discard** both the upper control arm-to-rear axle bolts and nuts, then position the upper control arms away from the rear axle (Figure 29).
14. Remove and **discard** both the lower control arm-to-rear axle bolts and nuts, then position the lower control arms away from the rear axle (Figure 29).

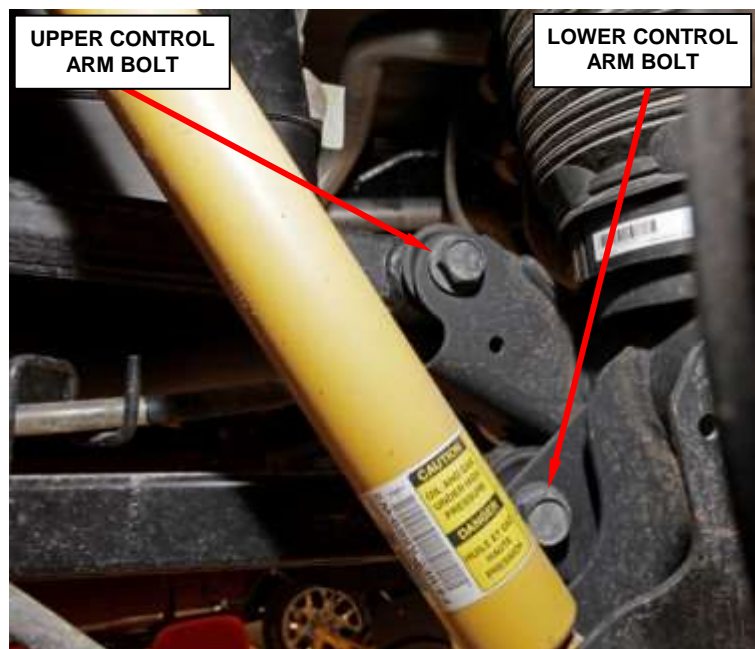
**Figure 28 – Shock Absorber Lower Bolt**

15. For vehicles equipped with conventional coil springs, slightly lower the rear axle assembly and carefully remove and save the rear coil springs and isolators.

CAUTION: Mark the springs to ensure the correct spring is returned to the correct location.

NOTE: Vehicles equipped with air springs, the air springs will remain in position.

16. Lower the rear axle from the vehicle.
17. With the help of an assistant, remove the original rear axle from the lifting device.

**Figure 29 – Upper and Lower Control Arm Bolts**

Service Procedure (Continued)

18. With the help of an assistant, place and secure the **NEW** rear axle onto the lifting device
19. Raise the rear axle into position.
20. **For vehicles equipped with conventional coil springs**, slightly lower the rear axle assembly and carefully install the rear coil springs and isolators.
21. Position both the lower control arms into the rear axle brackets then loosely install the **NEW** bolts and **NEW** nuts.

CAUTION: The lower control arm bolt must be installed pointing inward (nut on the inside of the mounting bracket) (Figure 30).

22. Position both the upper control arms into the rear axle brackets then loosely install the **NEW** bolts and **NEW** nuts.

CAUTION: The upper control arm bolt must be installed pointing inward (nut on the inside of the mounting bracket) (Figure 30).

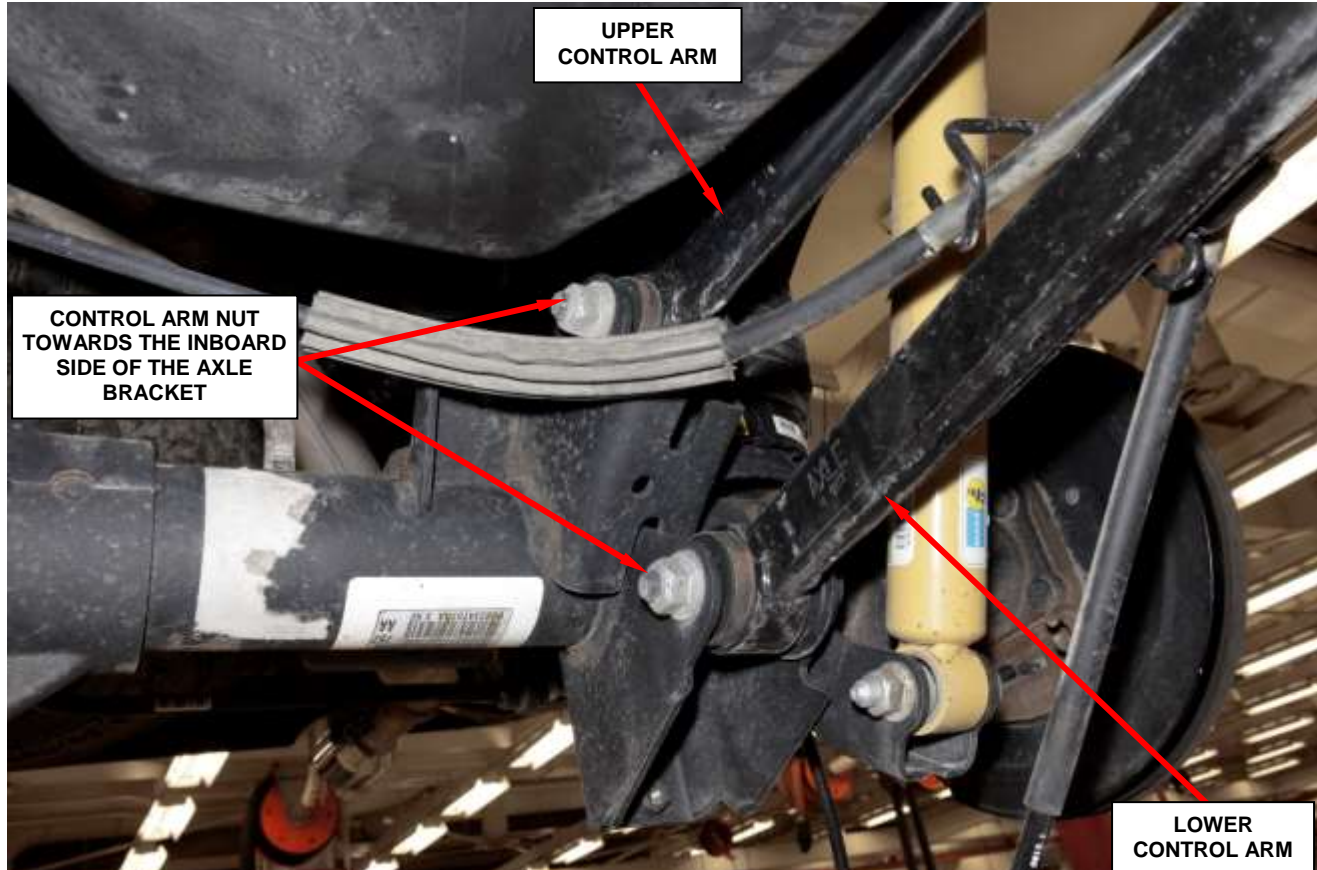


Figure 30 – Upper and Lower Control Arm Bolt Orientation

Service Procedure (Continued)

23. Position the rear track bar to the rear axle bracket then loosely install a **NEW** track bar bolt and **NEW** flag nut (Figure 27).
24. Position both the rear shock absorbers into the axle brackets then loosely install the rear shock absorber bolts and nuts (Figure 28).
25. Remove the lifting device from the rear axle (Figure 26).
26. Position the stabilizer bar to the rear axle. Install and tighten the bolts to 37 ft. lbs. (50 N·m) (Figure 3).

CAUTION: The stabilizer bar must be centered with equal spacing on both sides.

27. Place the rear propeller shaft into position. Install **NEW** rear propeller shaft companion flange bolts and tighten the bolts to 85 ft. lbs. (115 N·m) (Figure 25).

CAUTION: Be sure to align the factory alignment paint mark on the propeller shaft as closely to the factory alignment paint mark on the NEW axle companion flange (Figure 25).

28. Connect the rear axle vent hose with **NEW** clamp to the rear axle (Figure 24).

NOTE: The rear axle comes prefilled with gear lubricant. Check that the gear lubricant level is correct and fill if necessary.

29. Install the park brake cable to the park brake actuator lever (Figure 20).
30. Pull the park brake cable spring back and install the park brake cable ferrule to the brake backing plate. Ensure that the cable ferrule retaining tabs lock into place on the brake backing plate (Figure 20).
31. Tighten the park brake cable adjusting nut until the mark made previously is reached (Figure 19).

Service Procedure (Continued)

32. Position the right and left side rear wheel speed sensors into the brake backing plate (Figure 18).

CAUTION: Use extreme care not to damage the speed sensor wires during installation.

33. Install the right and left side wheel speed sensor mounting bolts. Tighten the mounting bolts to 106 in. lbs. (12 N·m) (Figure 17).
34. Partially lower the vehicle from the hoist.
35. Using **NEW** brake hose-to-caliper gaskets, transfer the right rear and left rear brake caliper hoses from the old brake calipers to the **NEW** brake calipers supplied on the **NEW** rear axle assembly. Tighten the brake caliper hose banjo bolts to 20 ft. lbs. (28 N·m). **Discard** the old brake calipers.
36. Use the following procedure to bleed the rear brake calipers:
- Attach a clear plastic hose to the rear brake caliper bleeder screw and feed the hose into a clear jar containing enough fresh brake fluid to submerge the end of the hose.
 - Have a helper pump the brake pedal three or four times and hold it in the down position.
 - With the pedal in the down position, open the bleeder screw on the rear brake caliper at least one full turn.
 - Once the brake pedal has dropped, close the bleeder screw. After the bleeder screw is closed, release the brake pedal.
 - Repeat the above steps until all trapped air is removed from the rear brake calipers (usually four or five times for each caliper).
 - Monitor the fluid level in the master cylinder reservoir to make sure it does not run out of brake fluid.

CAUTION: Use only **DOT3** brake fluid in the hydraulic brake system.

Service Procedure (Continued)

- g. Check and adjust brake fluid level to the “FULL” mark on the reservoir.
 - h. Check the brake pedal travel. If pedal travel is excessive or has not been improved, some air may still be trapped in the brake hydraulic system. Bleed the rear brakes again as necessary.
37. Install the rear wheels. Tighten the wheel lug nuts to 130 ft. lbs. (176 N·m).
38. Lower the vehicle from the hoist.
39. **For vehicles equipped with air suspension**, use the following procedure to pressurize the air suspension:

- a. Open the hood. Install a battery charger and verify that the charging rate provides 13.0 to 13.5 volts. Do not allow the charger to time out. Set the battery charger timer (if so equipped) to continuous charge.

NOTE: Use an accurate stand-alone voltmeter. The battery charger volt meter may not be sufficiently accurate. If voltage reading is too high, apply an electrical load by activating the park or headlamps and/or HVAC blower motor to lower the voltage.

- b. Connect the wiTECH micro pod II to the vehicle data link connector.
- c. Place the ignition in the “**RUN**” position.

NOTE: The following procedure steps are based on using the wiTECH 2.0 scan tool. If an earlier version of the wiTECH scan tool is used, procedure steps may be different.

- d. Open the wiTECH 2.0 website.
- e. Enter your “**User id**” and “**Password**”, then select “**Finish**” at the bottom of the screen.
- f. From the “**Vehicle Selection**” screen, select the appropriate vehicle.

Service Procedure (Continued)

- g. From the “**Action Items**” screen, select the “**Topology**” tab.
- h. From the “**Topology**” screen, select the “**ASCM**” icon.
- i. Select the “**Misc. Functions**” tab.
- j. Select “**Disable Level Control**” from the list.
- k. Follow the screen prompts.
- l. Select “**Fill Spring from Reservoir**” from the list..
- m. Follow the screen prompts.
- n. Select “**Short Fill**” from the list.
- o. Follow the screen prompts.
- p. Inspect air spring for proper installation.
- q. Select “**Complete Fill**” from the list.
- r. Follow the screen prompts.
- s. Clear all Diagnostic Trouble Codes (DTCs).
- t. Turn the ignition to the “**OFF**” position and then remove the wiTECH micro pod II device from the vehicle.
- u. Remove the battery charger from the vehicle and then close the hood.

Service Procedure (Continued)

40. With full vehicle weight on the suspension, tighten the upper and lower control arm nuts and bolts to 148 ft. lbs. plus ¼ turn (200 N·m plus ¼ turn).
41. With full vehicle weight on the suspension, tighten the track bar mounting bolt to 114 ft. lbs. (155 N·m).
42. With full vehicle weight on the suspension, tighten the shock bolts to 100 ft. lbs. (135 N·m).
43. Use the following procedure to engage the transmission manual park release lever:
 - a. Pull on the orange tether and hold (Figure 14).
 - b. Using a small screwdriver, slide the release lever lock to the right and then slowly release the orange tether.
 - c. Release the lever lock.
 - d. Tuck the orange tether into the instrument panel (Figure 15).
 - e. Install the transmission manual park release access cover (Figure 16).
44. Test the park brake function. Adjust as necessary.
45. Road test the vehicle to ensure that the rear axle functions properly and that no warning lights are present in the instrument cluster.
46. Return the vehicle to the customer.

NOTE: Advise the customer that with the NEW rear axle to not tow anything with the vehicle for the first 500 miles.

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 one of the following labor operation numbers and time allowances:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Inspect and replace rear differential pin retaining bolt	03-T2-01-82	1.2 hours
Inspect rear differential pin retaining bolt and replace rear axle assembly	03-T2-01-83	2.8 hours

Optional Equipment

Air Suspension Equipped (only used with 03-T2-01-83)	03-T2-01-60	0.4 hours
---	-------------	-----------

Add the cost of the recall parts 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 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 XXXXXXXXXX

T20/NHTSA 17V-198

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 T20.

IMPORTANT SAFETY RECALL

Rear Axle Differential Pin Retaining Bolt

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 [2016 and 2017 Model Year RAM 1500] pickups equipped with one of the following rear axle ratios: 3.92 or 3.55 or 3.21.

WHY DOES MY VEHICLE NEED REPAIRS?

The rear axle differential pin retaining bolt on your vehicle ^[1] may not have been tightened to the proper torque specification during the assembly process. A differential pin retaining bolt which is loose could back out and contact the bearing cap and/or allow the differential pin to come out of position, releasing the differential pinion spider gears. The differential pinion spider gears, differential pin, and/or differential pin retaining bolt could then make contact with other components inside the differential. **This could lock up the gears in the rear axle assembly or cause them to break, resulting in a loss of vehicle control and/or motive power, which could cause a crash without warning.**

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 rear axle differential pin retaining bolt and tighten the bolt to the proper torque specification, or replace the rear axle assembly if inspection finds damage inside the differential caused by this condition. 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 four hours. 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.