



June 2018

Dealer Service Instructions for:

Safety Recall U38 / NHTSA 18V-278 Rear Lower Control Arms

Remedy Available

2004 - 2007 (KJ) Jeep® Liberty

NOTE: This recall applies only to the above vehicles built from April 29, 2003 through June 29, 2007 (MDH 042900 through 062909).

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

The rear suspension lower control arms on about 239,000 of the above vehicles may experience excessive corrosion and eventually fracture. A fractured rear control arm could cause reduced vehicle control and may cause a crash without prior warning.

Repair

The right and left side rear suspension lower control arms must be replaced.

Parts Information

<u>Part Number</u>	<u>Description</u>
CBFZL270AA	Rear Suspension Lower Control Arm Package

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
2	Arm, Rear Suspension Lower Control
4	Bolt, Stabilizer Bar Mounting

Parts Return

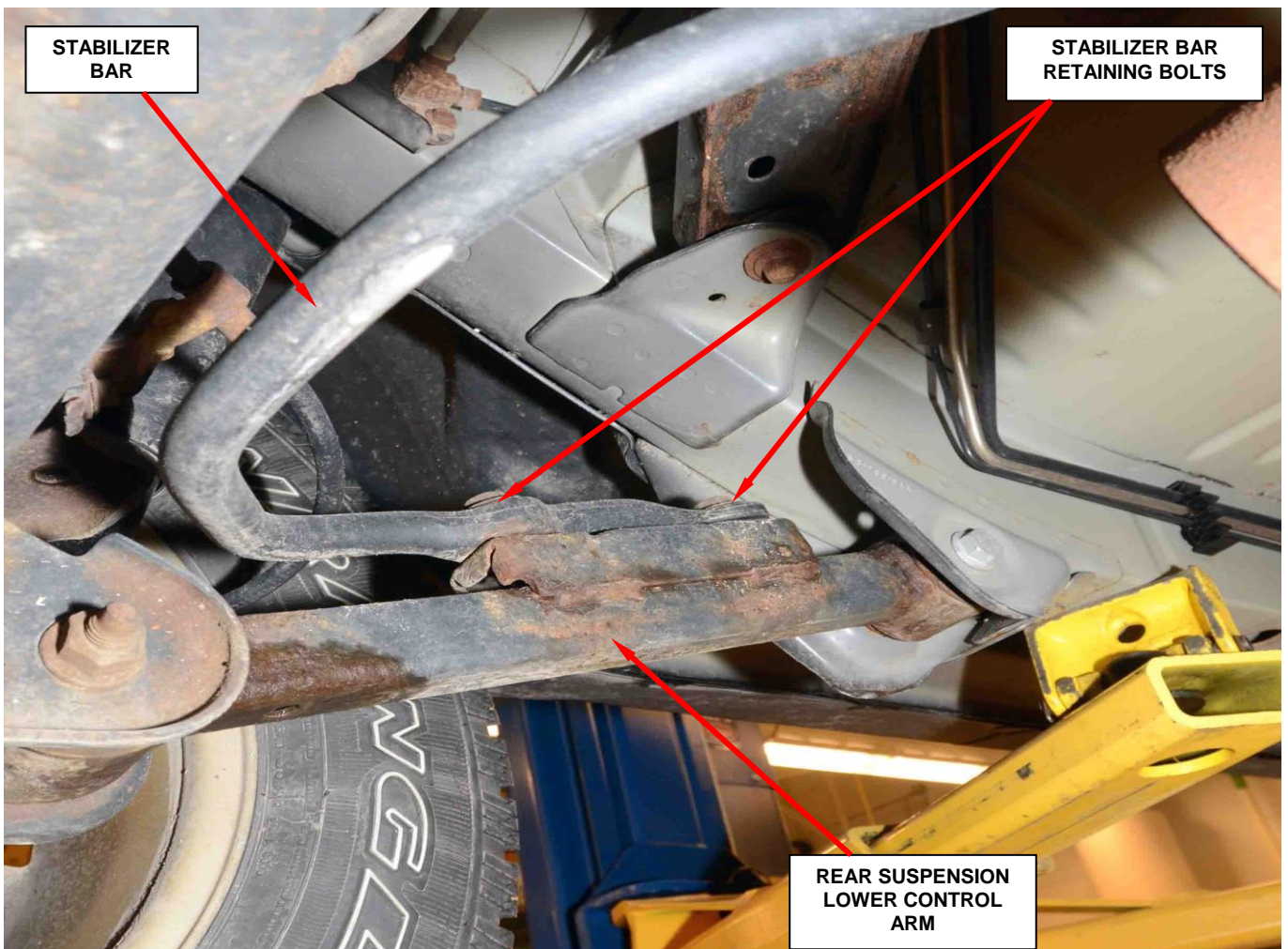
No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Raise the vehicle on a hoist and support the rear axle with a jack.
2. Remove and discard the right and left side stabilizer bar retaining bolts from the rear suspension lower control arms (Figure 1).



**Figure 1 – Stabilizer Bar Retaining Bolts
(Left Side Shown)**

Service Procedure (Continued)

3. Remove and save the right and left side rear suspension lower shock absorber bolts (Figure 2).
4. Spray Mopar Rust Solvent (P/N 04318039) or equivalent on the rear suspension lower control arm fasteners.
5. Remove and save the left side rear suspension lower control arm fastener at the axle (Figure 2).
6. Remove and save the left side rear suspension lower control arm fastener at the body (Figure 2).

WARNING: The lower control arm may swing down when the fastener is loosened. Be sure to stay clear to prevent personal injury.

7. Remove and discard the original left side rear suspension lower control arm.



Figure 2 – Rear Suspension Lower Control Arm and Shock Absorber Fasteners

Service Procedure (Continued)

8. Install the new left side rear suspension lower control arm into position. Be sure that the slotted rubber bushing on the lower control arm is closest to the rear axle (Figure 3).
9. Install the left side rear suspension lower control arm fasteners at the axle and the body. **Do not tighten the fasteners at this time.**
10. Spray the exhaust ball coupling fasteners with Mopar Rust Solvent (P/N 04318039) or equivalent.
11. Separate the exhaust pipe at the exhaust ball coupling (Figure 4).
12. Remove and save the right side rear suspension lower control arm fastener at the axle (Figure 2).
13. Remove and save the right side rear suspension lower control arm fastener at the body (Figure 2).

WARNING: The rear suspension lower control arm may swing down when the fastener is loosened. Be sure to stay clear to prevent personal injury.

14. Remove and discard the original right side rear suspension lower control arm.

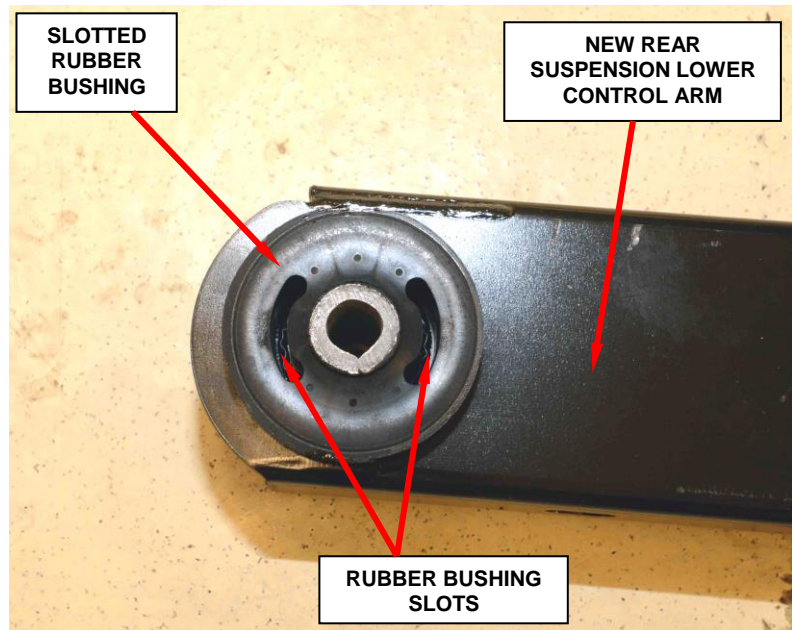


Figure 3 – Axle Side of New Lower Control Arm

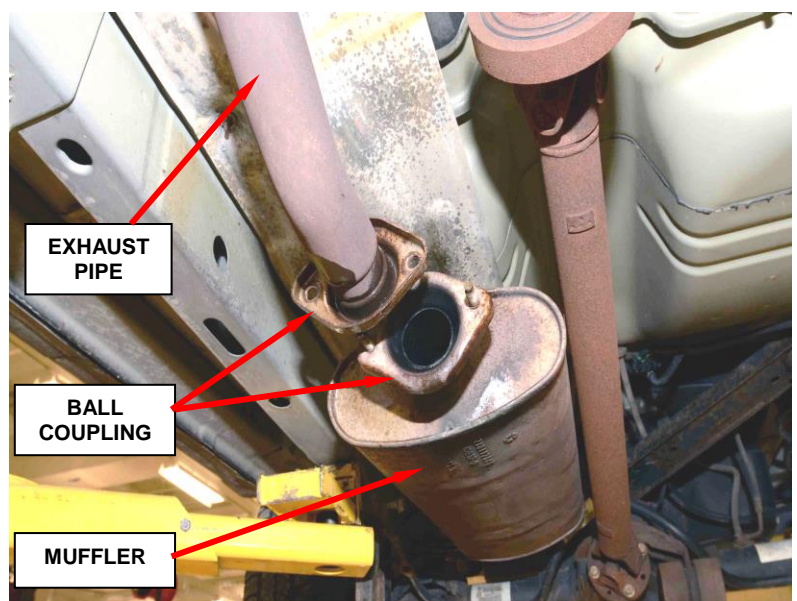


Figure 4 – Exhaust Ball Coupling

Service Procedure (Continued)

15. Install the new right side rear suspension lower control arm into position. Be sure that the slotted rubber bushing on the lower control arm is closest to the rear axle (Figure 3).
16. Install the right side rear suspension lower control arm fasteners at the axle and the body. **Do not tighten the fasteners at this time.**
17. Place the exhaust system into position and install the ball coupling mounting nuts. Tighten the nuts to 21 ft. lbs. (29 N·m).
18. Install the right and left side rear suspension lower shock absorber bolts. **Do not tighten the bolts at this time.**
19. Install the right and left side rear stabilizer bar mounting fasteners. Tighten the bolts to 73 ft. lbs. (99 N·m).
20. Remove the jack and lower the vehicle from the hoist.
21. With full weight on the suspension, jounce the rear suspension of the vehicle.
22. Tighten both the right and left body side rear suspension lower control arm bolts to 120 ft. lbs. (162 N·m).
23. Tighten both the right and left axle side rear suspension lower control arm bolts to 120 ft. lbs. (162 N·m).
24. Tighten the right and left side rear suspension lower shock absorber bolts to 85 ft. lbs. (115 N·m).
25. 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 rear suspension control arms	02-U3-81-82	0.6 hours

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

U38/NHTSA 18V-278

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 recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App.**

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. 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 U38.

IMPORTANT SAFETY RECALL

Rear Lower Control Arms

Dear [Name],

This notice is 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 [2004 - 2007 Model Year Jeep® Liberty] vehicles.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

WHY DOES MY VEHICLE NEED REPAIRS?

The rear lower control arms on your vehicle ^[1] may experience excessive corrosion, eventually resulting in a fracture. **A fractured rear control arm could cause reduced vehicle control and can cause a vehicle crash without prior 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 both rear lower control arms. 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 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.