



May 2018

Dealer Service Instructions for:

## **Safety Recall U42 / NHTSA 18V-279 Front Lower Control Arms**

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### **Remedy Available**

**2018 (MP) Jeep® Compass**

*NOTE: This recall applies only to the above vehicles from January 12, 2018 through January 21, 2018 (MDH 011216 through 012108).*

**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 lower control arms on about 2,700 of the above vehicles may have been built with out-of-specification welds potentially resulting in a control arm separation. A front lower control arm separation may cause a reduction in vehicle control and can cause a vehicle crash without prior warning.

### **Repair**

Inspect the front lower control arms for the Julian date code marking and replace one or both of the control arms if needed.

**Alternate Transportation**

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

**Parts Information**

No parts will be distributed initially.

**If a replacement front lower control arm is needed, after performing Section A. Inspect Front Lower Control Arms, please contact the STAR Center for additional directions. Part numbers listed below are for reference only.**

*Very few vehicles are expected to require lower control arm replacement.*

<u>Part Number</u>	<u>Description</u>
<b>68318010AD</b>	<b>Lower Control Arm (LCA), Right</b>
<b>68318011AD</b>	<b>Lower Control Arm (LCA), Left</b>
<b>06512378AA</b>	<b>Bolt, Pinch (AWD)</b>
<b>06104221AA</b>	<b>Bolt, Pinch (FWD)</b>
<b>06511467AA</b>	<b>Nut, Pinch Bolt</b>
<b>06511468AA</b>	<b>Bolt, Front LCA</b>
<b>06511469AA</b>	<b>Bolt, Rear LCA</b>
<b>06511778AA</b>	<b>Nut, Rear LCA Bolt</b>
<b>06512149AA</b>	<b>Nut, Tie Rod End</b>

**Parts Return**

No parts return required for this campaign.

**Special Tools**

- 9360 Remover, Tie Rod End

**Service Procedure**

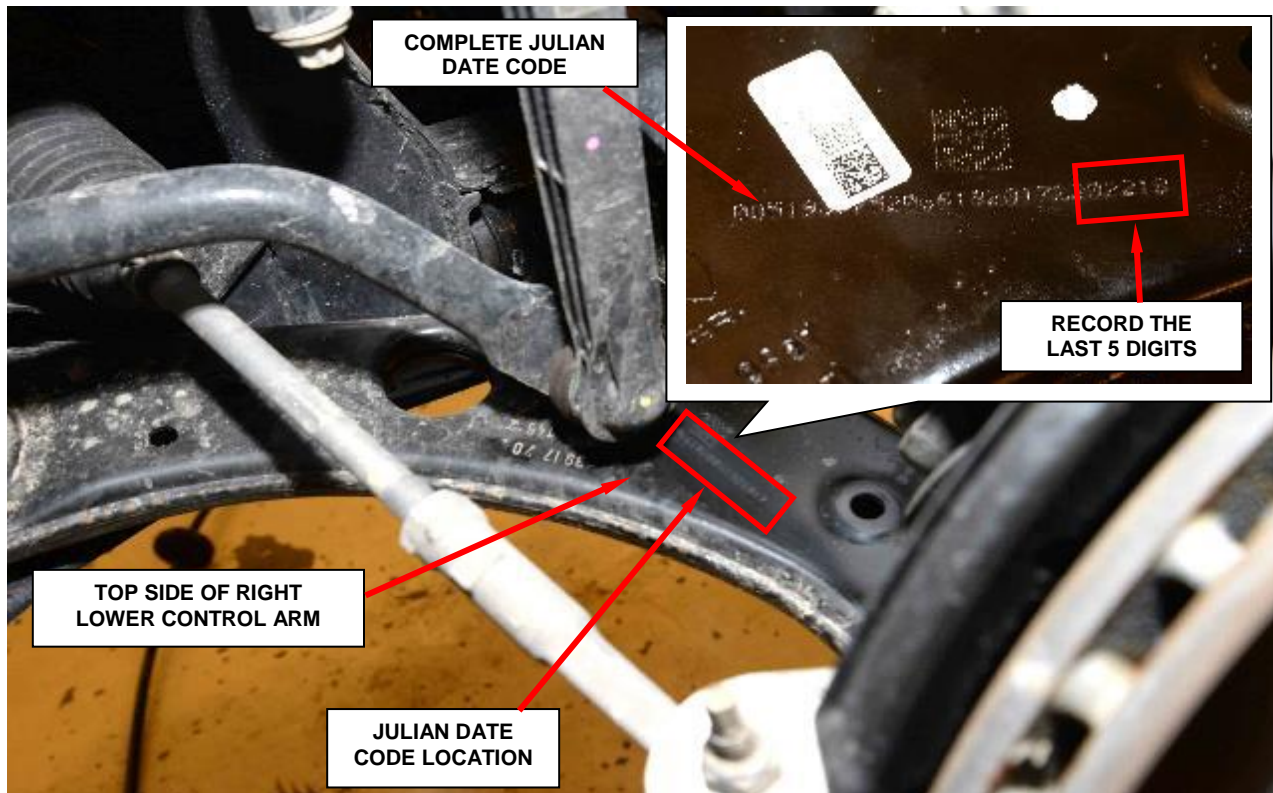
**A. Inspect Front Lower Control Arms**

1. Raise and support the vehicle.
2. Remove the right front tire and wheel assembly.
3. Locate the right front control arm Julian date code etching and record last 5 digits for use in Step 5 (Figure 1).

**NOTE: The Julian date code etching for the right front control arm is located on the top side of the control arm.**

4. Locate the left front control arm Julian date code etching and record last 5 digits for use in Step 5 (Figure 1).

**NOTE: The Julian date code etching for the left front control arm is located on the bottom side of the control arm.**



**Figure 1 – Right Side Julian Date Code Shown (record last 5 digits of etching number)  
Left Side Similar (Located on the Bottom of the Control Arm)**

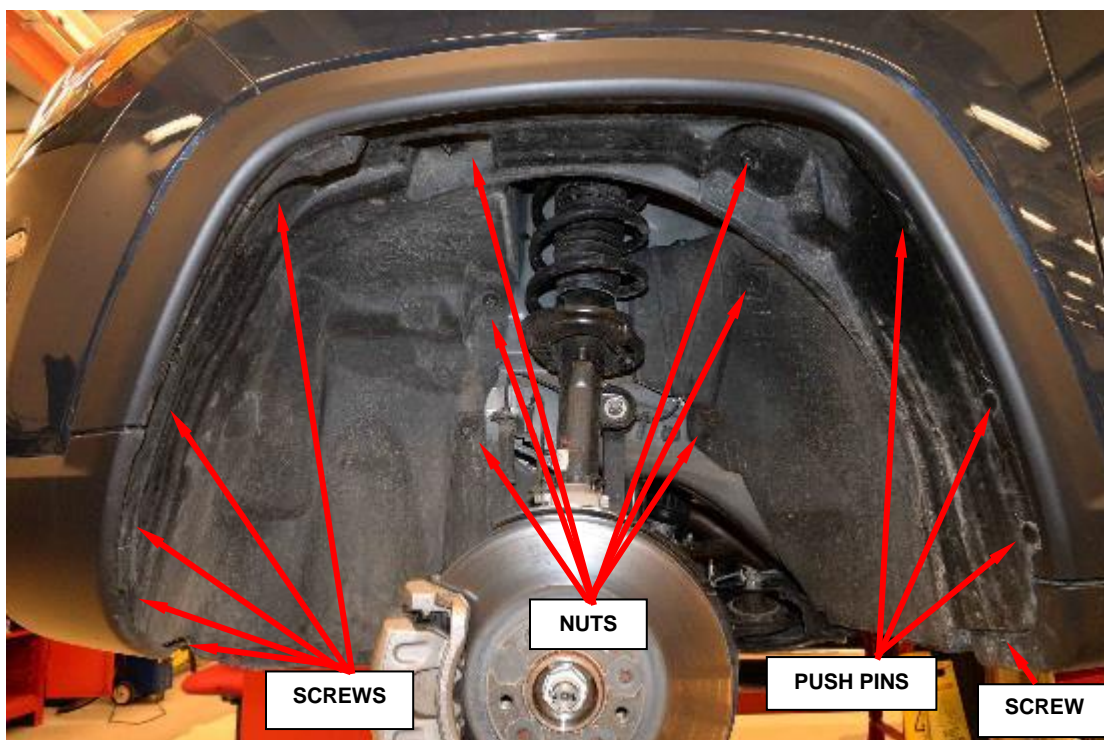
**Service Procedure (Continued)**

5. Are the last 5 digits of the Julian date code **00818**?
  - No, the lower control arm is good. Replacement not needed. If both control arms are good, continue with Step 6.
  - Yes, replace lower control arm(s) that have a Julian date code of **00818**, continue with section **B. Replace Front Lower Control Arm(s)**.
  - If the Julian date code is not visible continue with section **B. Replace Front Lower Control Arm(s)**.
  
6. Install the right front tire and wheel assembly and tighten the wheel lugs/nuts to 135 N·m (100 ft. lbs.).
  
7. Lower the vehicle.
  
8. Return the vehicle to the customer.

**Service Procedure (Continued)****B. Replace Front Lower Control Arm(s)**

**NOTE: Only replace lower control arms that did not pass inspection in Section A.**

1. Disconnect the negative battery cable.
2. Raise and support the vehicle to the appropriate height.
3. Remove the left front tire and wheel assembly.
4. Remove the front fascia using the following steps.
  - a. Remove six, screws, six plastic nuts and three push pins then remove the front wheel house splash shield, **both sides** (Figure 2).



**Figure 2 – Wheel House Splash Shield**



**Service Procedure (Continued)**

- b. Working from the inside of the wheel opening, release the retaining clips by pinching the arrow head clips with an appropriate tool then remove **both** front wheel flairs (Figure 3).

**CAUTION:** Removing the wheel flare retaining clips using a trim tool may damage the retaining clips.



Figure 3 – Wheel Flair

- c. Disconnect the front end module wire harness connector (left side only) (Figure 4).

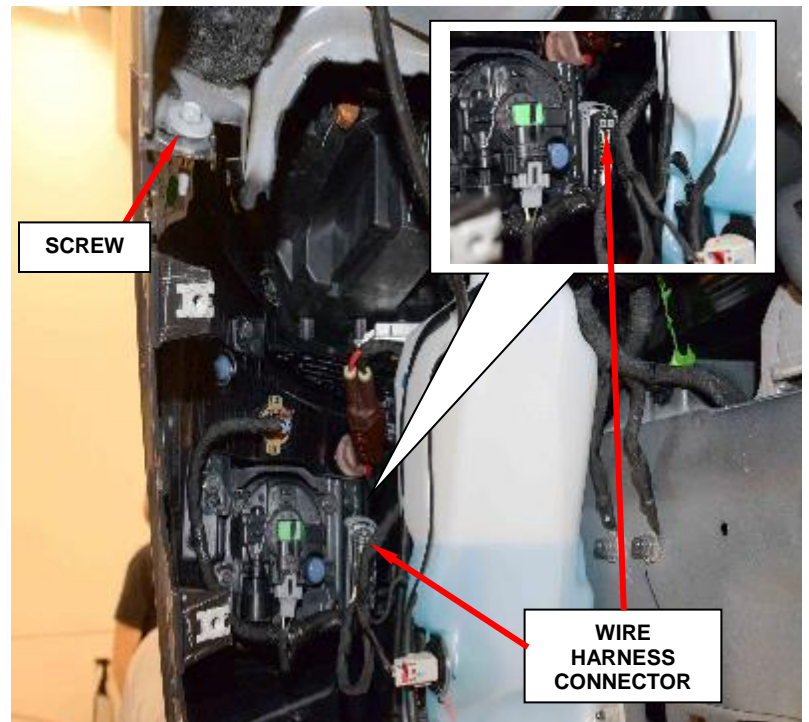
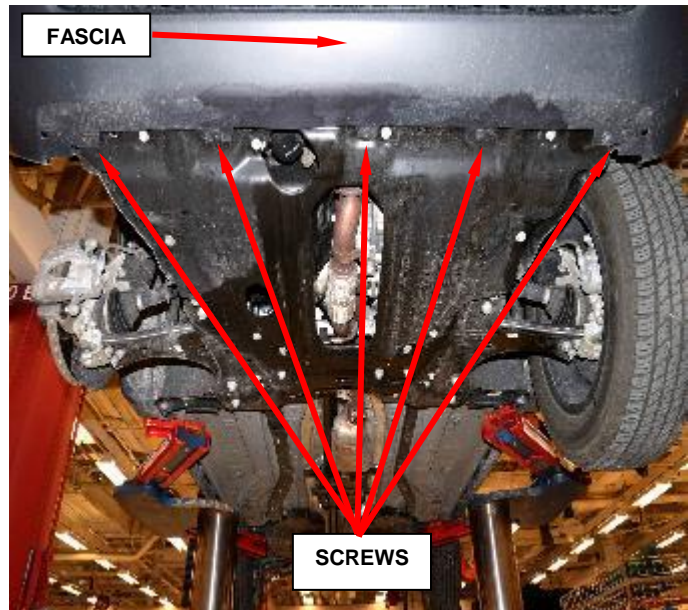


Figure 4 – Wire Harness Connector

- d. Remove the screws attaching the fascia to the fenders (Figure 4).

**Service Procedure (Continued)**

- e. Remove the five lower fascia screws (Figure 5).



**Figure 5 – Lower Fascia Screws**

- f. Remove the two outer screws and remove the six upper grille screws (Figure 6).



**Figure 6 – Upper Fascia Screws**

**Service Procedure (Continued)**

- g. Carefully pull out and release the fascia attachments from the fender attachment brackets using a trim stick (Figure 7).
- h. Carefully pull out and release the fascia attachments from the headlight brackets.
- i. Remove the fascia.



**Figure 7 – Fascia to Fender Attachment**

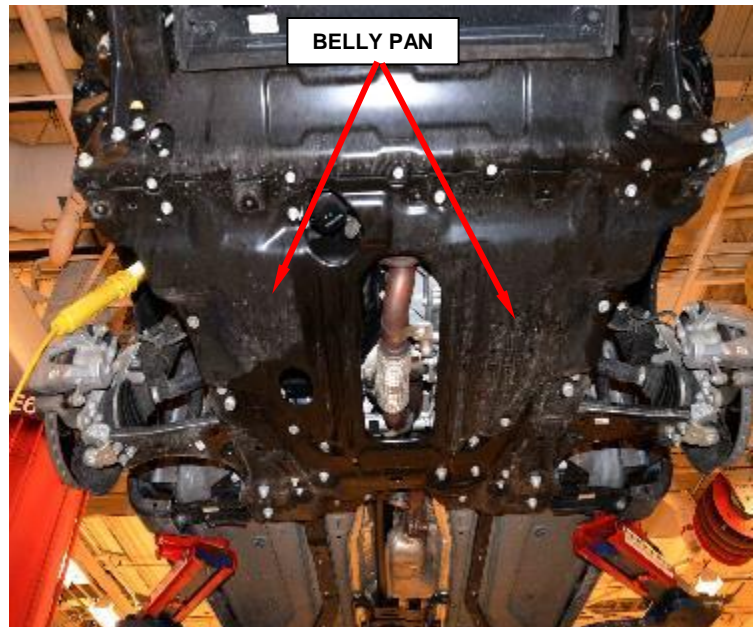


**Service Procedure (Continued)**

4. Remove the lower load beam using the following steps.

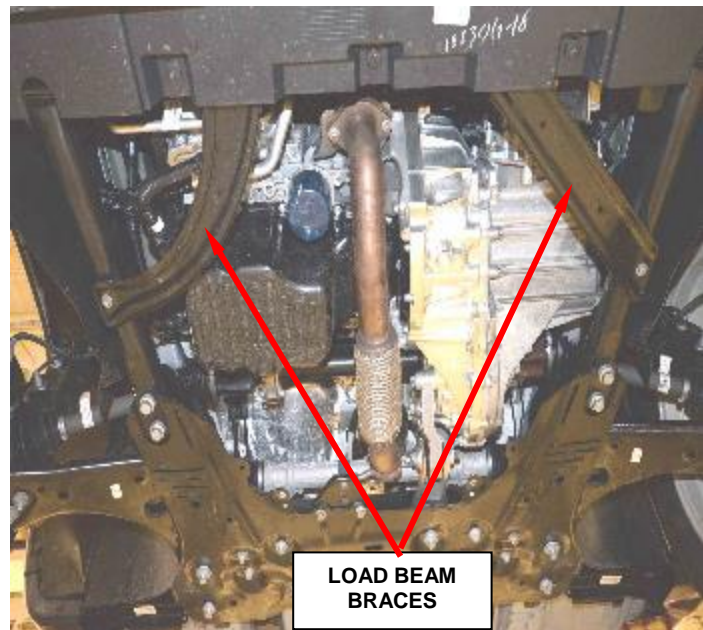
**NOTE:** **Only remove the lower load beam(s) on the side(s) that require a control arm replacement.**

- a. Remove the belly pan, **if equipped** (Figure 8).



**Figure 8 – Belly Pan**

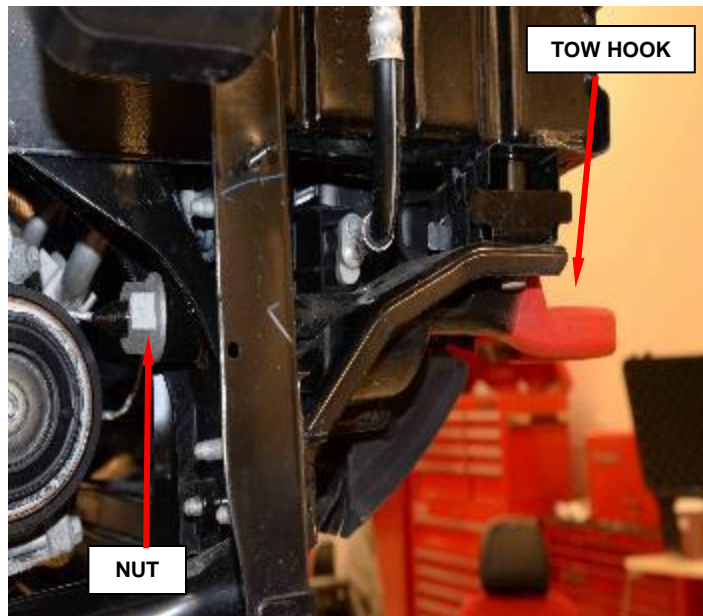
- b. Remove the two load beam braces, **if equipped** (Figure 9).



**Figure 9 – Load Beam Braces**

**Service Procedure (Continued)**

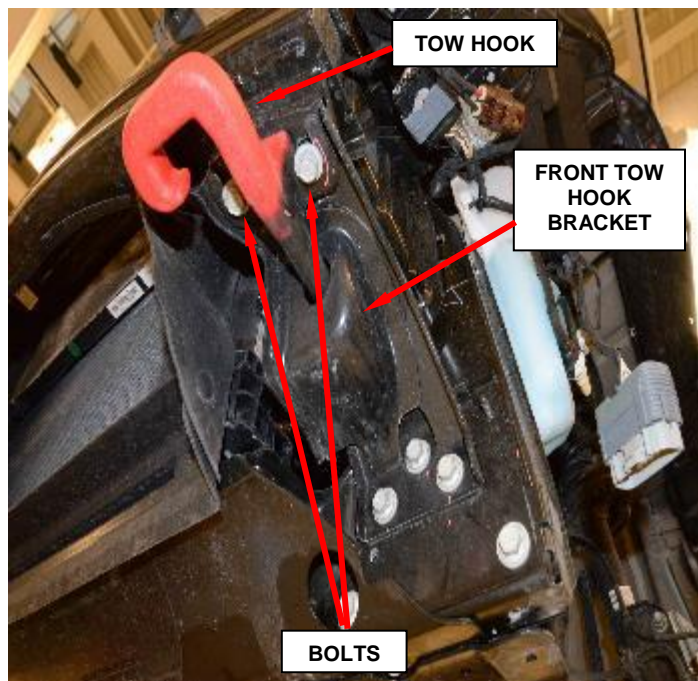
- c. Remove and save the nut from the tow hook, **if equipped** (Figure 10).



**Figure 10 – Tow Hook Nut (right side shown)**

- d. Remove and save the two tow hook bolts, **if equipped** (Figure 11).

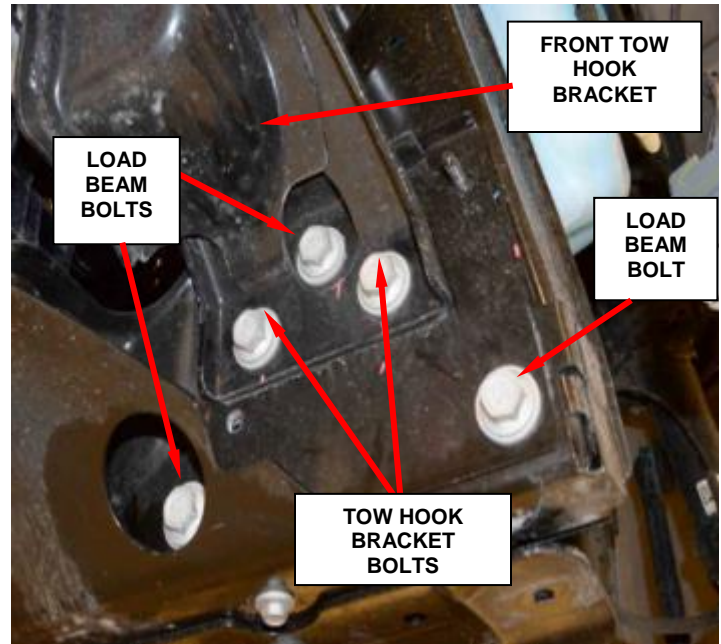
- e. Remove and save the tow hook.



**Figure 11 – Tow Hook Bolts (left side shown)**

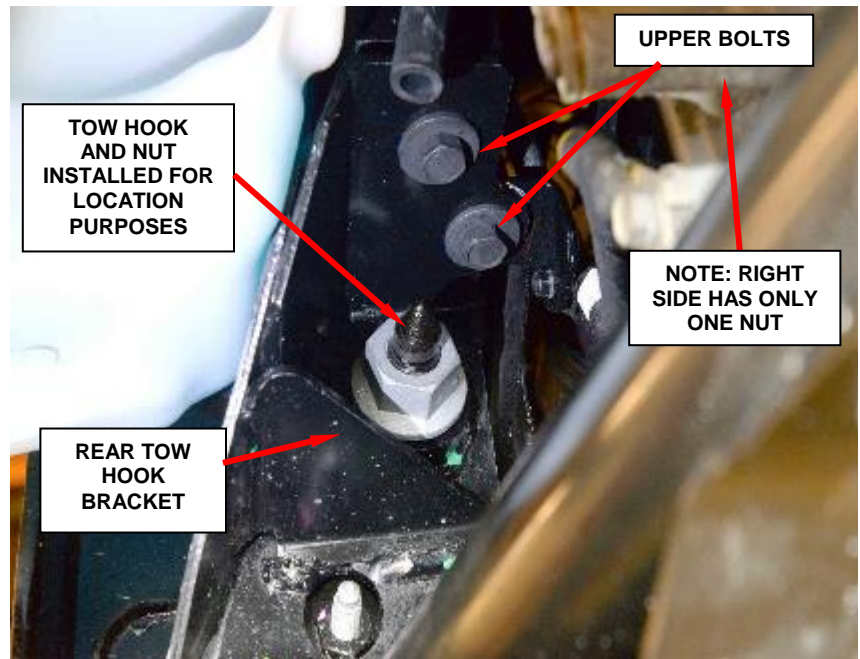
**Service Procedure (Continued)**

- f. Remove and save the two front tow hook bracket bolts, **if equipped** (Figures 11 and 12).
- g. Remove the front tow hook bracket, **if equipped** (Figures 11 and 12).
- h. Remove the three load beam and bracket bolts (Figure 12).



**Figure 12 – Front Tow Hook Bracket**

- i. Remove the two rear tow hook bracket upper bolt(s), **if equipped** (Figure 13).
- j. Remove the rear tow hook bracket, **if equipped**.



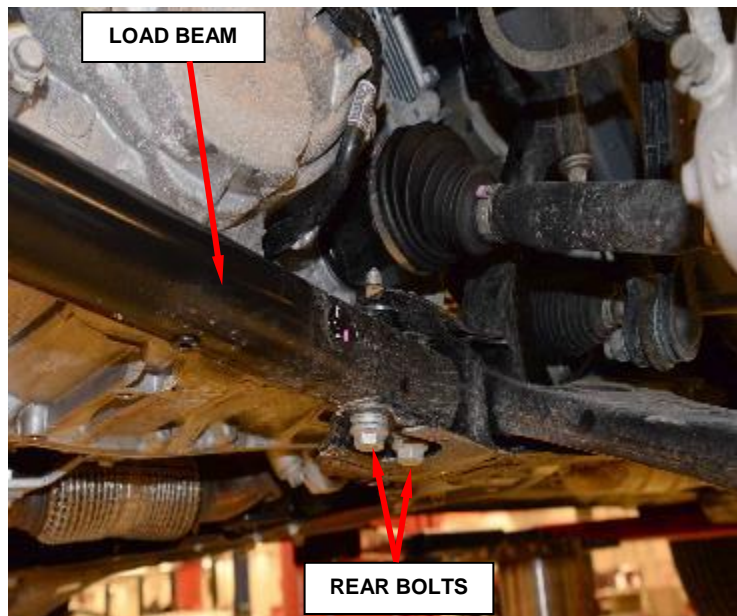
**Figure 13 – Rear Tow Hook Bracket**



**Service Procedure (Continued)**

k. Remove and save the two rear load beam bolts (Figure 14).

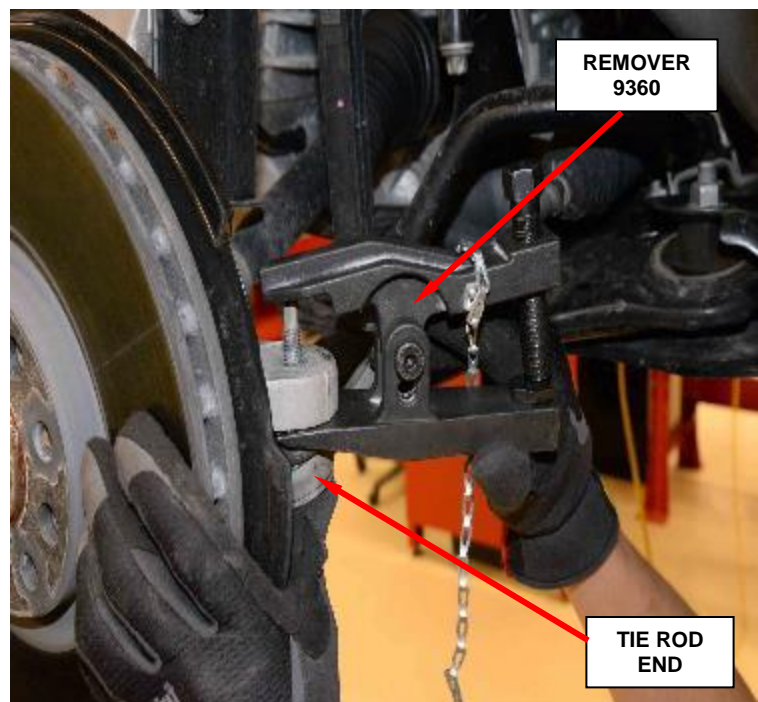
l. Remove the load beam.



**Figure 14 – Rear Load Beam Bolts**

5. Remove and **DISCARD** the outer tie rod end nut.

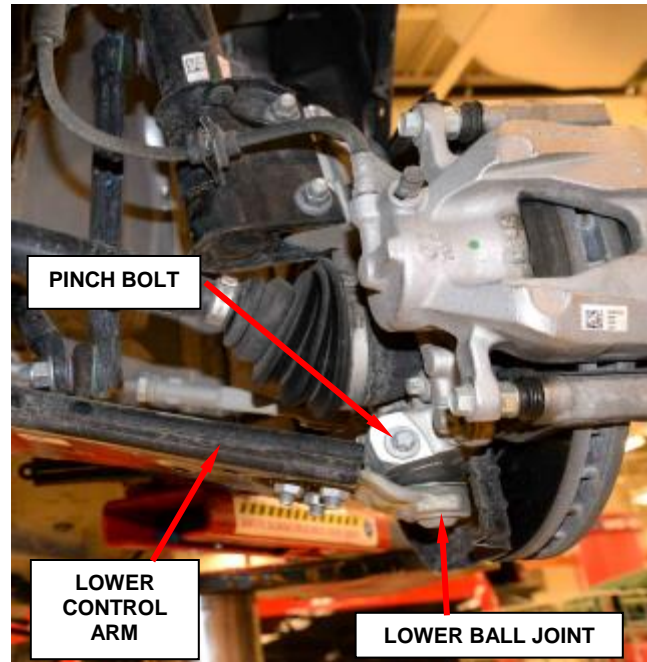
6. Using **Remover 9360**, separate the outer tie rod end from the steering knuckle (Figure 15).



**Figure 15 – Tie Rod End**

**Service Procedure (Continued)**

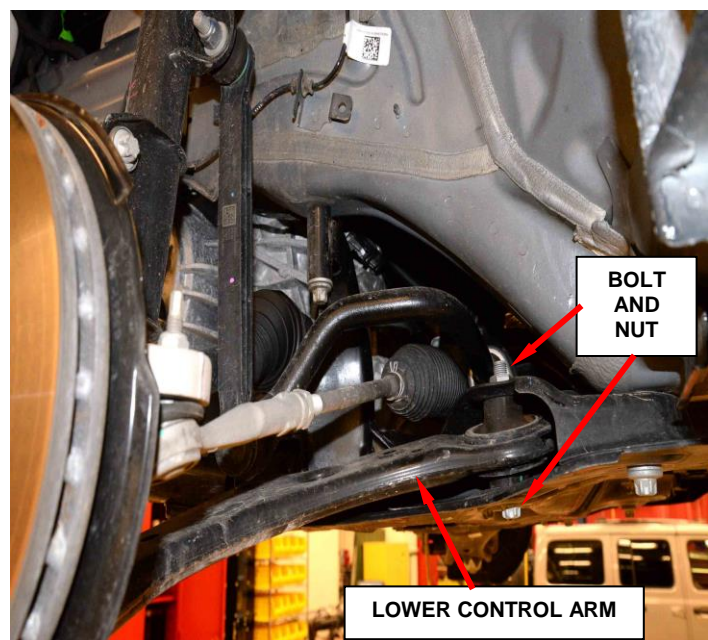
7. Remove and **DISCARD** the steering knuckle pinch bolt and nut (Figure 16).



**Figure 16 – Pinch Bolt**

8. Remove the lower ball joint stud from the steering knuckle (Figure 16).

9. Remove and **DISCARD** the lower control arm rear bolt and nut (Figure 17).



**Figure 17 – Lower Control Arm Rear Bolt**



**Service Procedure (Continued)**

10. Remove and **DISCARD** the lower control arm **front** bolt (Figure 18).

11. Remove and **DISCARD** the lower control arm (Figures 17 and 18).

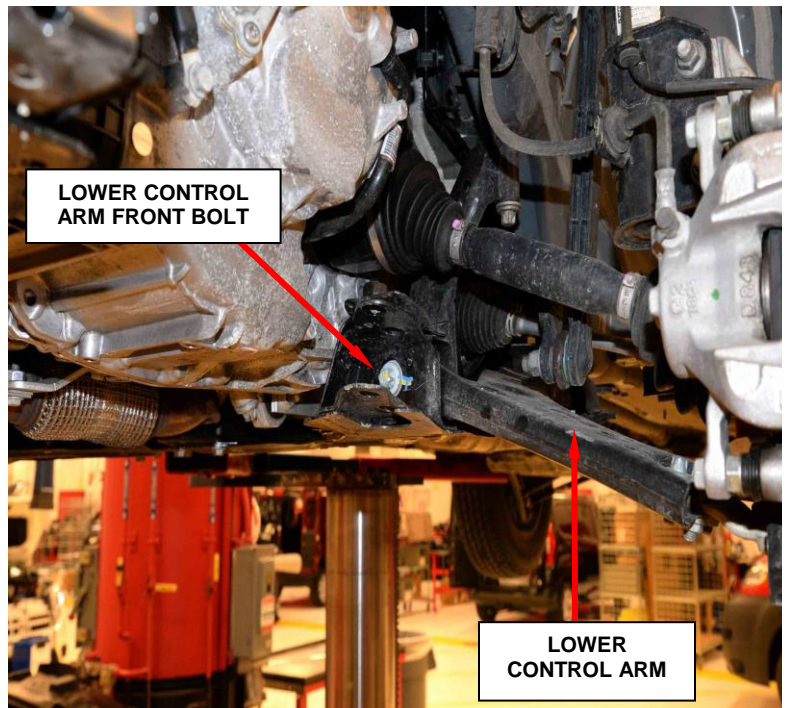


Figure 18 – Lower Control Arm Front Bolt

**NOTE:** Use care when applying load to the knuckle as to avoid damaging the ball joint seal boot.

**NOTE:** When inserting the ball joint stud into the steering knuckle use caution to not over install the stud past the point necessary for installation of the steering knuckle pinch bolt. Inserting the ball joint stud too far can result in damage to the ball joint boot.

12. Align the **NEW** lower control arm to the subframe.

13. Install the **NEW** lower control arm **front bolt** then tighten to 130 N·m + 97 degrees (96 ft. lbs. + 97 degrees).

14. Install the **NEW** lower control arm **rear bolt and nut** then tighten to 130 N·m + 97 degrees (96 ft. lbs. + 97 degrees).

**Service Procedure (Continued)**

15. Install the lower ball joint stud fully into the steering knuckle.

**NOTE: The steering knuckle pinch bolt should be inserted front to rear, nut on the steering arm side.**

16. Install a **NEW** steering knuckle pinch bolt and nut then tighten to 50 N·m (37 ft. lbs.).

17. Inspect the lower ball joint to verify that the steel ring is still seated properly in the groove of the boot.

18. Using a **NEW** tie rod end nut connect the outer tie rod end to the steering knuckle then tighten to 40 N·m (30 ft. lbs.).

19. Repeat Steps 4 through 18 on the opposite side, if required.

20. Install the lower load beam(s).

a. Install the front of the load beam onto the radiator support and install the rear into the front crossmember.

b. Install the two rear load beam bolts and tighten to 100 N·m (74 ft. lbs.).

c. Install the three front load beam bolts and tighten to 45 N·m (33 ft. lbs.)

d. Install the rear tow hook bracket onto the front of the lower load beam, if equipped.

e. Install the upper tow hook bracket bolt(s) and tighten to 45 N·m (33 ft. lbs.).

f. Install the front tow hook bracket and tighten the two bolts to 45 N·m (33 ft. lbs.).

**Service Procedure (Continued)**

- g. Install the tow hook through both brackets and hand start the nut.
  - h. Hand start the two tow hook bolts.
  - i. Position the tow hook as far forward as possible then tighten the bolts to 50 N·m (37 ft. lbs.).
  - j. Tighten the tow hook nut to 23 N·m (17 ft. lbs.).
  - k. Install the two load beam braces, if equipped, and tighten the fasteners securely.
  - l. Install the belly pan, if equipped, and tighten the fasteners securely.
21. Install the front fascia using the following steps.
- a. Position the fascia up onto vehicle and seat the upper headlamp brackets fully.
  - b. Seat the fascia onto the fender attachment clips and seat fully.
  - c. Seat the fascia onto the headlight attachment clips and seat fully.
  - d. Install the upper grille screws fasteners and tighten securely.
  - e. Install the lower grille screws fasteners and tighten securely.
  - f. Install the screws attaching the fascia to the fenders and tighten securely.
  - g. Connect the front end module wire harness connector.
  - h. Install the front wheel flares.
  - i. Install the wheel house liners.

**Service Procedure (Continued)**

22. Install the tire and wheel assemblies and tighten the wheel lugs to 135 N·m (100 ft. lbs.).
23. Lower the vehicle.
24. Connect the negative battery cable.
25. Perform a wheel alignment.
26. 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 one of the following labor operation numbers and time allowances:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Inspect Lower Control Arms	02-U4-21-81	0.2 hours
Replace one Lower Control Arm	02-U4-21-82	2.4 hours
Replace two Lower Control Arms	02-U4-21-83	3.1 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

U42/NHTSA 18V-279

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 U42.

# IMPORTANT SAFETY RECALL

## Front 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 [2018 model year (MP) Jeep® Compass] 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 front lower control arms on your vehicle <sup>[1]</sup> may have been built with out-of-specification welds potentially resulting in a control arm separation. **A front lower control arm separation may cause a reduction in vehicle control and can cause a vehicle crash without prior warning.**

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will inspect the front lower control arms for the Julian date code marking and replace if needed. 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 three 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 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](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[3]</sup> 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](http://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.