



June 2018

Dealer Service Instructions for:

Safety Recall U37 / NHTSA 18V-281

Front Propeller Shaft

Remedy Available

2015 - 2018 (LD) Dodge Charger Pursuit

NOTE: This recall applies only to the above vehicles equipped with All-Wheel Drive (AWD) and a V8 5.7L engine built from August 05, 2014 through March 07, 2018 (MDH 080521 through 030722).

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 U-joint on about 13,900 of the above vehicles may seize or fracture. This can result in separation at the U-joint. If this failure occurs, the front propeller shaft may completely disengage from the vehicle creating road debris, which can cause vehicle crash without prior warning.

Repair

Inspect and replace the front propeller shaft on all affected vehicles.

Inspection Procedure

1. Raise and support the vehicle.
2. Inspect the propeller shaft part number (Figure 1).
 - **GOOD** – Propeller shaft part number NIC level is **AD** or later. This recall inspection is complete; lower the vehicle, claim the inspection LOP and return the vehicle to the customer.
 - **BAD** - Propeller shaft part number NIC level is **AC** or earlier. Or if propeller shaft part number label is missing/unreadable. Proceed to the service procedure for front propeller shaft replacement.

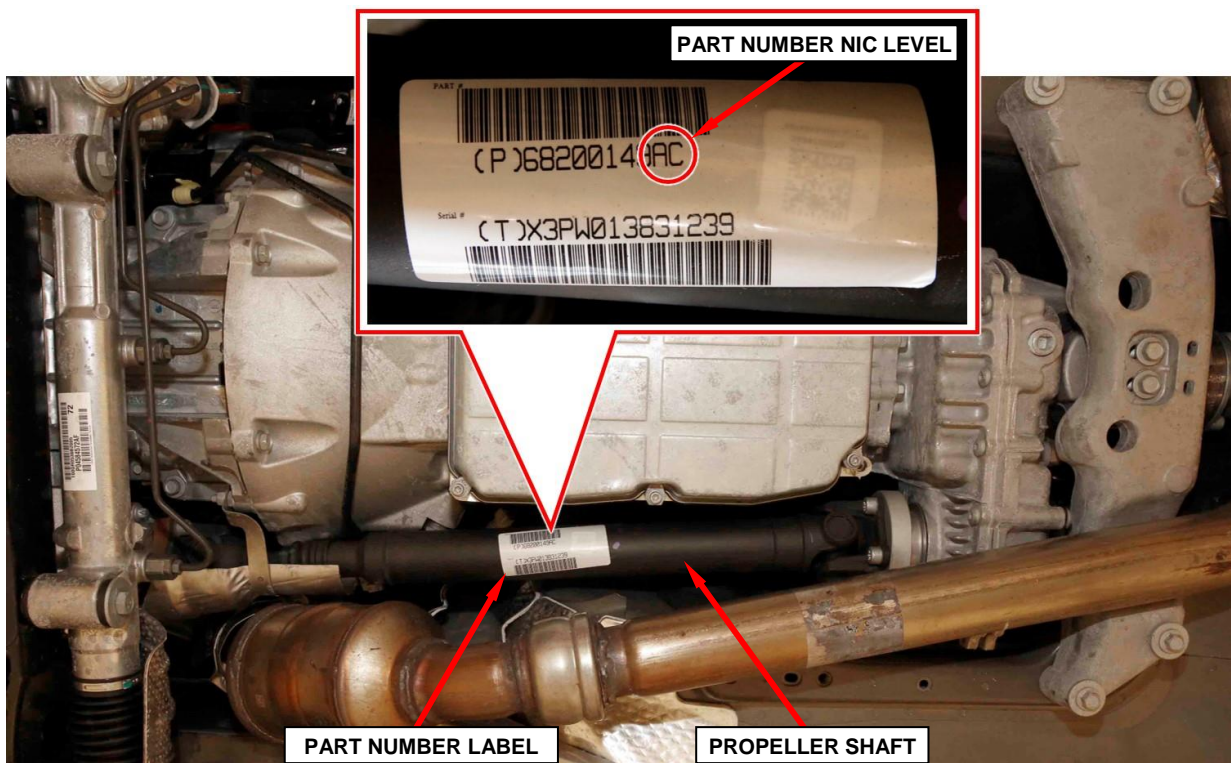


Figure 1 – Front Propeller Shaft Part Number Inspection

Parts Information

<u>Part Number</u>	<u>Description</u>
CSBJU371AA	Front Propeller Shaft and Bolt Kit

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Front Propeller Shaft
8	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 front propeller shaft U-joint separation, 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 U37 safety recall campaign are not expected to require any additional parts or repairs related to U37 except for replacement of the front propeller shaft and bolts. In the unlikely event that damage to the vehicle occurred due to a front propeller shaft U-joint separation, 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. Remove and save the propeller shaft heat shield fastener nuts (Figure 2).
2. Remove and save the propeller shaft heat shield fastener bolt (Figure 2).
3. Remove and save the propeller shaft heat shield (Figure 2).

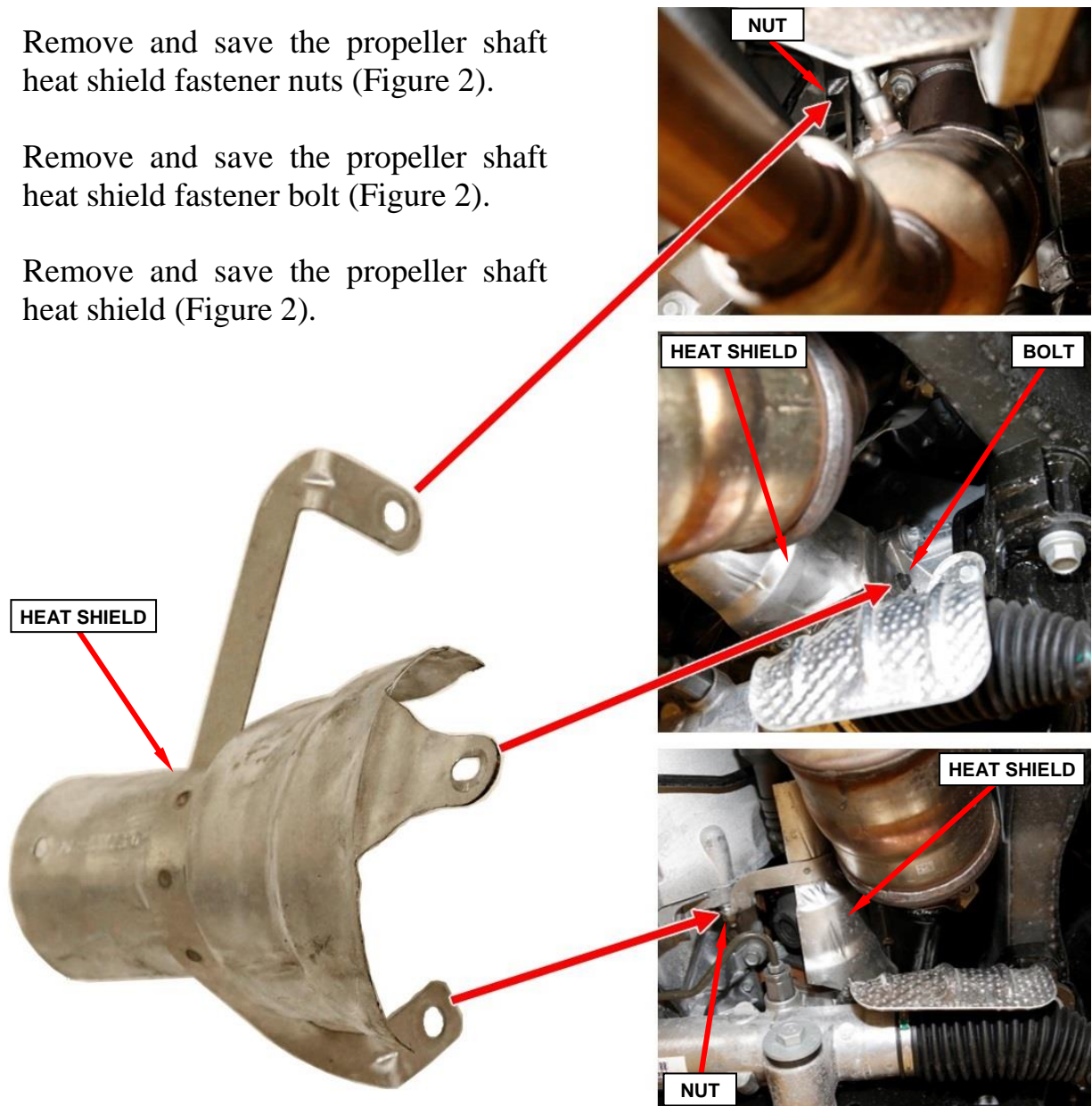


Figure 2 – Propeller Shaft Heat Shield

Service Procedure [Continued]

4. Remove and discard four front propeller shaft to front differential flange bolts (Figure 3).
5. Remove and discard four front propeller shaft to transfer case flange bolts (Figure 3).

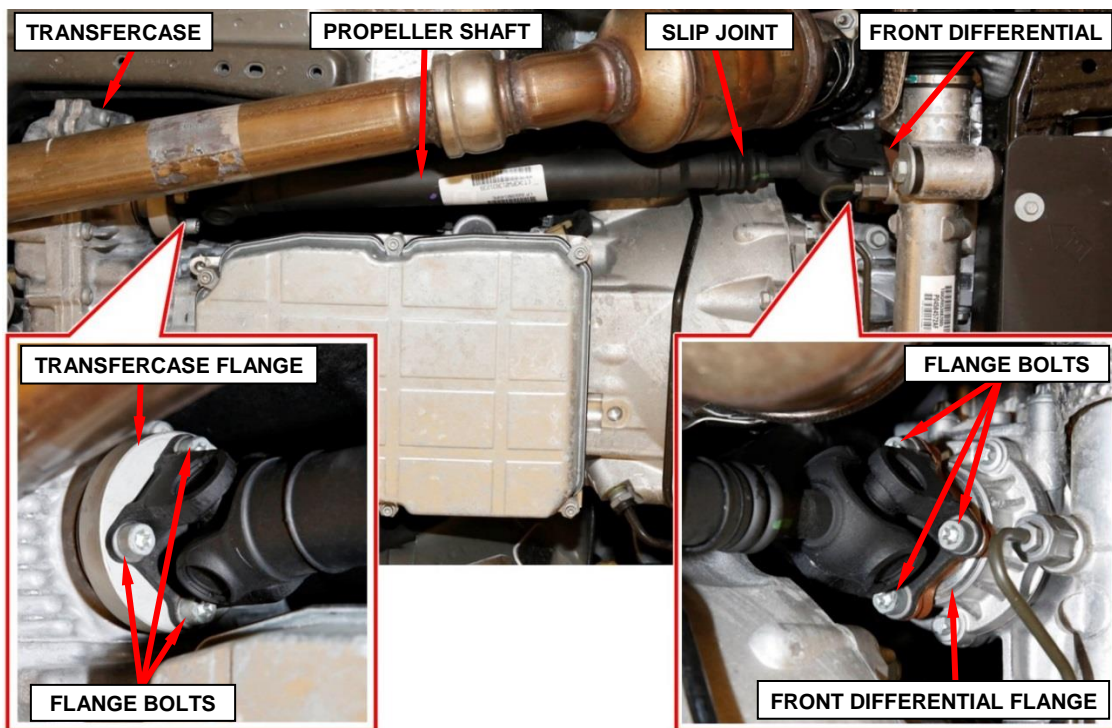


Figure 3 – Front Propeller Shaft Bolts

6. Remove and discard the front propeller shaft (Figure 4).

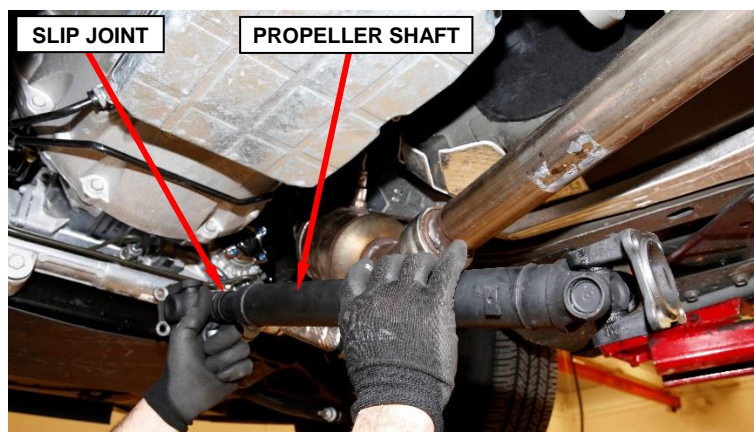


Figure 4 – Front Propeller Shaft

Service Procedure [Continued]

7. Install the **new** propeller shaft into position (Figure 4).

NOTE: Ensure the propeller shaft slip joint is facing forward toward the front axle differential.

CAUTION: Do not use any tools to thread in or tighten the new propeller shaft bolts until all eight bolts are first inserted into position and installed a few threads by hand only.

8. Install the **new** propeller shaft bolts only by hand using no tools to thread in or tighten the bolts (Figure 3).

CAUTION: The NEW propeller shaft bolts must be fully tightened to the proper torque specification within ten minutes once tightening begins. If the bolt is not fully tightened within ten minutes, the pre-applied thread lock coating will be compromised.

9. Tighten all eight NEW propeller shaft bolts to 61 N·m (45 ft. lbs.) (Figure 3).
10. Install the heat shield retaining nuts. Tighten the nuts to 11 N·m (97 in. lbs.) (Figure 2).
11. Install the heat shield retaining bolt. Tighten the bolt to 11 N·m (97 in. lbs.) (Figure 2).
12. Lower the vehicle.
13. 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
Inspect Front Propeller Shaft Part Number	16-U3-71-81	0.2 hours
Inspect and Replace Front Propeller Shaft	16-U3-71-82	0.8 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

U37/NHTSA 18V-281

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 U37.

IMPORTANT SAFETY RECALL

Front Propeller Shaft

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 [2015 through 2018 Model Year Dodge Charger] pursuit vehicles equipped with All-Wheel Drive (AWD) and a V8 engine.

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 propeller shaft U-joint on your vehicle ^[1] may seize or fracture. This can result in separation at the U-joint. **If this failure occurs, the front propeller shaft may completely disengage from the vehicle creating road debris, which can cause 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 the front propeller shaft on all affected vehicles. 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.