



Revised (1) September 2018

Dealer Service Instructions for:

# Safety Recall U80 / NHTSA 18V-493

## Front Halfshaft

---

**NOTE: Revised Parts Information Section.**

### Remedy Available

**2018 (RU) Chrysler Pacifica**

*NOTE: This recall applies only to the above vehicles built from February 22, 2018 through June 11, 2018 (MDH 022205 through 061111).*

**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 halfshaft assembly on about 60 of the above vehicles may be misassembled with the axle shaft incorrectly assembled into the halfshaft assembly. This misassembly does not allow the retaining ring to properly secure the axle shaft into the constant-velocity (CV) joint. An improperly secured axle shaft may disengage from the CV joint in certain circumstances. If the axle shaft disengages, it may result in a loss of motive power if driving or the inability of the vehicle to maintain PARK if stationary. A sudden loss of motive power can cause vehicle crash without prior warning. An inability to maintain PARK may result in unintended vehicle movement which increases the risk of injury to vehicle occupants and bystanders, and can cause vehicle crash without prior warning.

**Repair**

Replace the left or the right halfshaft assembly on the affected vehicles.

**Parts Information**

| <u>Part Number</u> | <u>Description</u>           |
|--------------------|------------------------------|
| <b>CSAJU801AA</b>  | <b>Halfshaft, Left Side</b>  |
| <b>CSAJU802AA</b>  | <b>Halfshaft, Right Side</b> |

Each package contains the following components:

| <u>Quantity</u> | <u>Description</u>           |
|-----------------|------------------------------|
| 1               | Halfshaft                    |
| 1               | Pinch Bolt, Lower Ball Joint |
| 1               | Nut, Pinch Bolt              |
| 1               | Nut, Hub                     |

**NOTE: Parts ordering is VIN specific. Each vehicle requires only one halfshaft, either a right or left side. Dealer Connect VIP (single VIN inquiry) will show which part number is required for a given VIN.**

The screenshot shows the DealerCONNECT interface for a VIN inquiry. The VIN is 2C4RC1EG7JF [redacted]. The vehicle is a 2018 CHRYSLER PACIFICA TOURING L PLUS WAGO. The recall information section shows an 'Incomplete Recall' for 'FRONT HALFSHAFT' with part number 'CSAJU802AA' and a launch date of 'August 2, 2018'. Below this, a 'Complete Recall' section is visible.

| Recall Number | Description     | Part Number | Launch Date    |
|---------------|-----------------|-------------|----------------|
| U80           | FRONT HALFSHAFT | CSAJU802AA  | August 2, 2018 |

**Parts Return**

No parts return required for this campaign.

**Special Tools**

No special tools are required to perform this service procedure.

**Service Procedure****Replace Front Halfshaft (Right Side Shown, Left Side Similar)**

**NOTE:** Never handle the halfshaft assembly by the inner or outer boots. This can cause damage to the boot, which will allow contaminants to enter the Constant Velocity (CV) joint.

**NOTE:** The inner tripod joint is designed with a retention feature that prevents the tripod rollers from coming out of the inner joint housing up to a specific load. If this feature is overcome and the rollers are pulled past the retention feature the joint will lock up and no longer function properly. The entire halfshaft assembly must be replaced if this occurs.

1. Raise and support the vehicle.

2. Remove the right front tire and wheel assembly.

3. While a helper applies the brakes to keep the hub from rotating, remove and **DISCARD** the hub nut from the halfshaft. **The original hub nut is not reusable (Figure 1).**



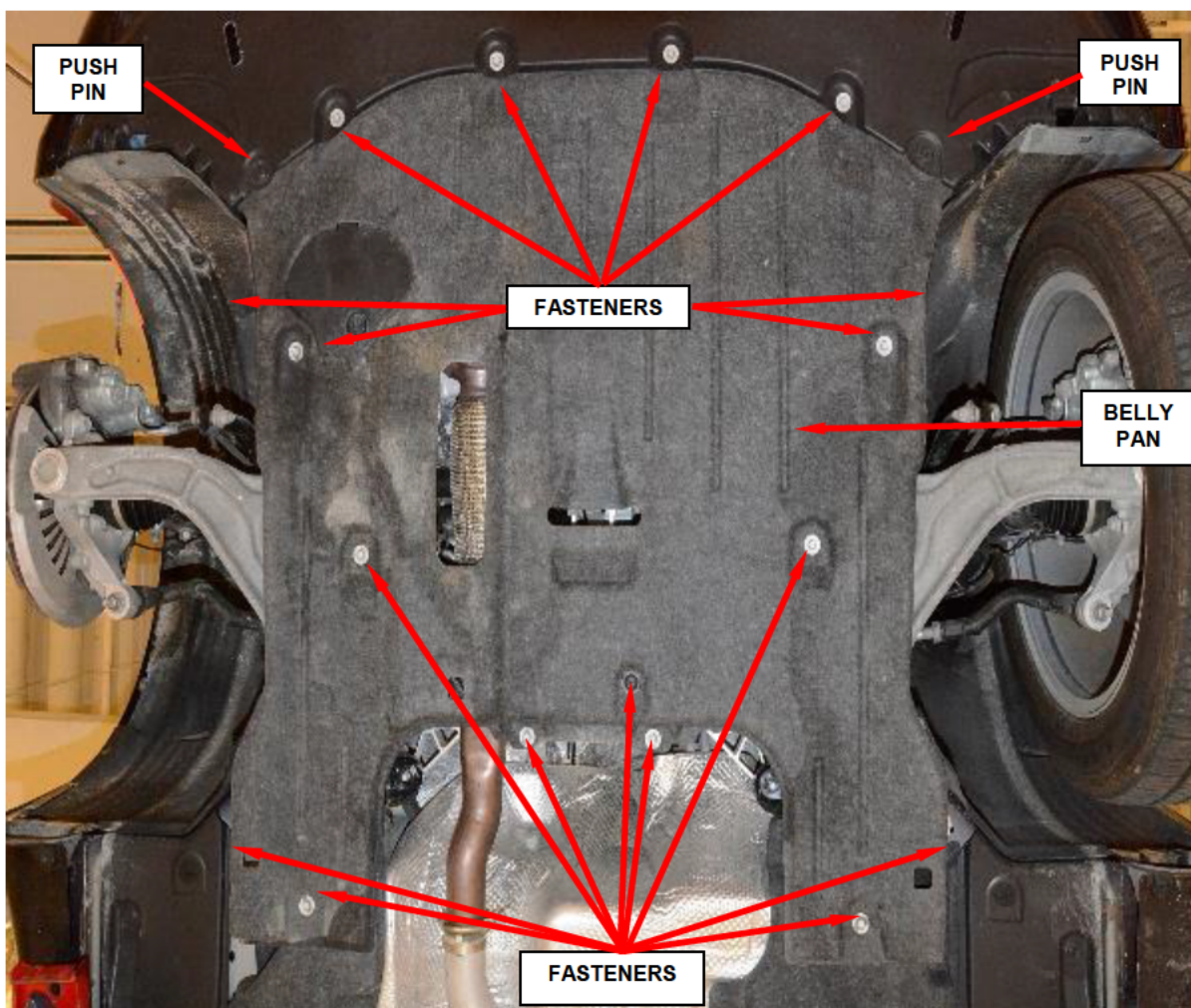
**Figure 1 - Hub Nut**



**Service Procedure (Continued)**

4. Remove and save the engine belly pan fasteners, push pins and remove the belly pan, if equipped (Figure 2).

**NOTE:** Use care when separating the ball joint stud from the knuckle so the ball joint boot does not get cut.



**Figure 2 – Belly Pan**

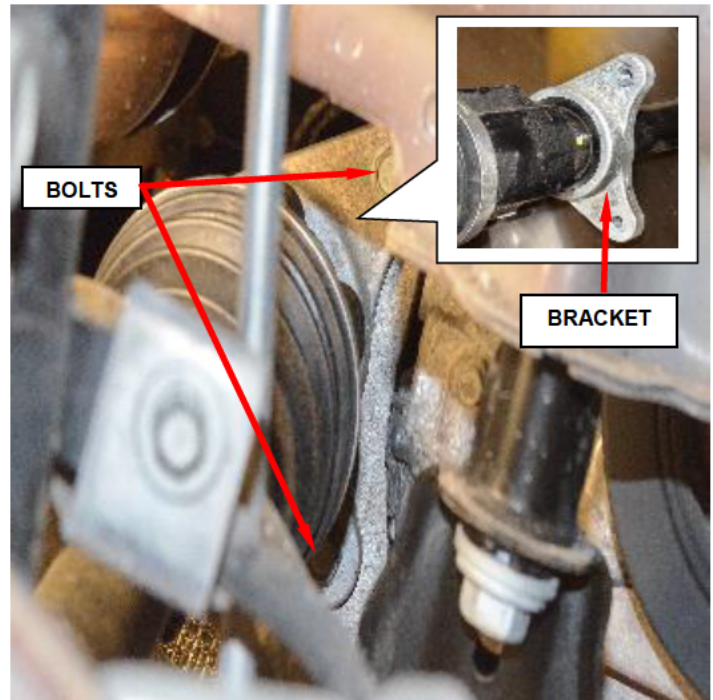
**Service Procedure (Continued)**

5. Remove and save the two intermediate bracket to the engine block bolts, right side only (Figure 3).

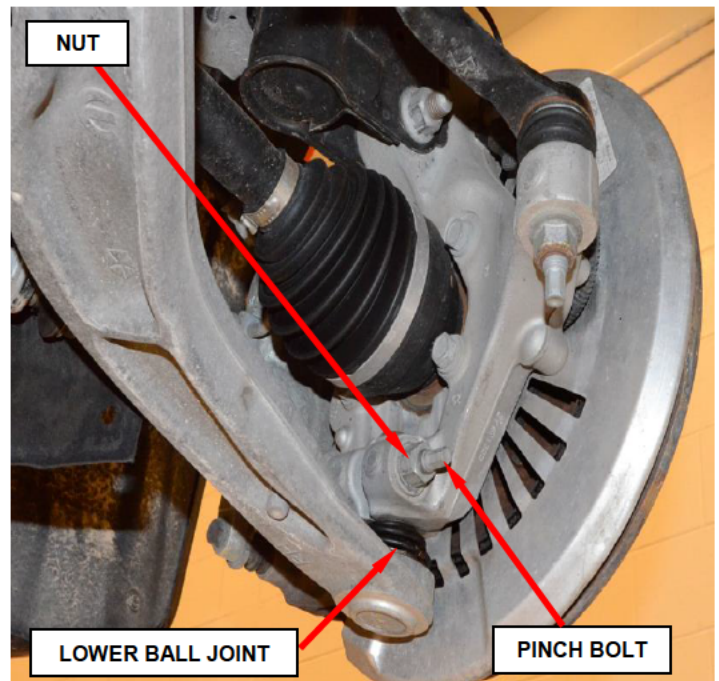
**NOTE:** Partially position the wheel house splash shield to gain additional access to bracket bolts.

**NOTE:** Use care when separating the ball joint stud from the knuckle so the ball joint boot does not get cut.

6. Remove and **DISCARD** the lower ball joint pinch bolt and nut (Figure 4).



**Figure 3 – Intermediate Bracket (Right Side Only)**



**Figure 4 – Lower Ball Joint Pinch Bolt**

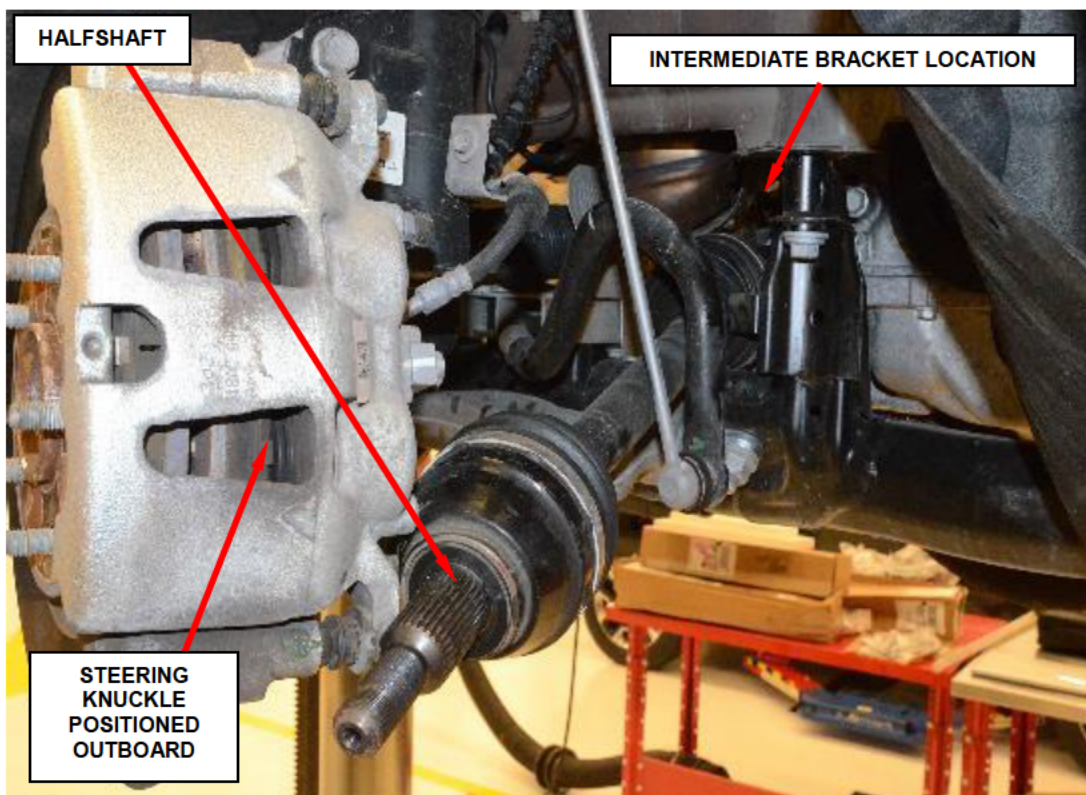


**Service Procedure (Continued)**

**NOTE:** After separating the control arm from the knuckle, do not let it swing rapidly back up. This can tear the ball joint dust boot.

**NOTE:** The halfshaft may stick in the hub bearing during removal. A dead-blow or plastic hammer can be used to tap the halfshaft inward and out of the hub bearing.

7. Pry down on the control arm until the ball joint stud is clear of the knuckle. Position the knuckle assembly to the side until it is clear of the ball joint stud. Slowly release the control arm (Figure 4).
8. Swing the steering knuckle outward and off the halfshaft end (Figure 4).
9. Remove the half shaft from the vehicle by carefully prying the intermediate bearing bracket from the intermediate bracket while supporting the half shaft. **DISCARD** the halfshaft. **For the left side**, pry on the tripod joint at the transmission.



**Figure 5 – Halfshaft Removed from the Steering Knuckle**

**Service Procedure (Continued)**

10. Position the **NEW** halfshaft under the vehicle and over the lower control arm.

**NOTE: Lightly apply grease to the splines prior to installation.**

11. Slip the half shaft into the differential seal and lightly twist until intermediate shaft slides all the way into the differential.
12. Swing the steering knuckle outward and engage the halfshaft end into the hub bearing spline.
13. Push the lower control arm downward until ball joint stud can enter the bottom of the knuckle.
14. Install a **NEW** lower ball joint pinch bolt and nut then tighten to 77 ft. lbs. (105 N•m).
15. Position the half shaft/intermediate shaft assembly in the vehicle.
16. Install the two bolts to hold intermediate support bearing to the engine bracket and tighten the bolts to 37 ft. lbs. (50 N•m).

**CAUTION: An over-torque of the axle hub nut may cause front halfshaft failure. The axle hub nuts are a one-time use and should be not be re-torqued or reused. If an over-torque condition has occurred, the axle hub nut and axle halfshaft must be replaced.**

**NOTE: Always install a NEW hub nut. The original hub nut is one time use only and must be discarded when removed.**

17. Install a **NEW** hub nut and while a helper applies the brakes, tighten the nut to 120 ft. lbs. (163 N•m).
18. If equipped, install the engine belly pan.
19. Install the tire and wheel assembly and tighten the lugs to 100 ft. lbs. (135 N•m).
20. 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 operations number and time allowances:

|                               | <b>Labor Operation<br/>Number</b> | <b>Time<br/>Allowance</b> |
|-------------------------------|-----------------------------------|---------------------------|
| Replace right front halfshaft | 02-U8-01-82                       | 0.7 hours                 |
| Replace left front halfshaft  | 02-U8-01-83                       | 0.6 hours                 |
| Floor Plan Reimbursement      | 95-95-95-97                       | Calculate<br>See Below    |

Floor Plan Reimbursement represents the vehicle’s average daily allowance (see table below) multiplied by the number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale to the date that the remedy was made available. Note: If the vehicle was received by your dealership (KZX date) AFTER the stop sale date, you will use the KZX date instead of the stop sale date. For this Recall, the stop sale was initiated on **08/02/2018** and the remedy was made available on **09/18/2018**, therefore, the number of days cannot exceed **47** days.

| Vehicle                     | Average Daily Allowance |
|-----------------------------|-------------------------|
| 2018 (RU) Chrysler Pacifica | [REDACTED]              |

**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

U80/NHTSA 18V-493

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 U80.

# IMPORTANT SAFETY RECALL

## Front Halfshaft

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 Chrysler Pacifica] 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 halfshaft assembly on your vehicle <sup>[1]</sup> may be misassembled with the axle shaft incorrectly assembled into the halfshaft assembly. This misassembly does not allow the retaining ring to properly secure the axle shaft into the constant-velocity (CV) joint. An improperly secured axle shaft may disengage from the CV joint in certain circumstances. If the axle shaft disengages, it may result in a loss of motive power if driving or the inability of the vehicle to maintain PARK if stationary. **A sudden loss of motive power can cause vehicle crash without prior warning. An inability to maintain PARK may result in unintended vehicle movement which increases the risk of injury to vehicle occupants and bystanders, and can cause 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 replace the left or the right halfshaft assembly on the 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 two 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.