April 2019

Dealer Service Instructions for:

Safety Recall V15 / NHTSA 19V-143
Ball Joint

Remedy Available

2018 (RU) Chrysler Pacifica

NOTE: This recall applies only to the above vehicles. Some vehicles may have been identified as not involved in this recall and therefore have been excluded from this recall.

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 right front lower control arm knuckle pinch bolt on about 47,780 of the above vehicles may experience a loss of clamp load at the right front lower control arm ball joint, potentially resulting in the right front lower control arm ball joint separating from the steering knuckle. A separation of the right front lower control arm from the steering knuckle may allow the knuckle to rotate while driving resulting in a loss of directional control, which may increase the risk of a crash without prior warning.

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Repair

Inspect the right front lower ball joint stud for proper installation into the steering knuckle. If properly installed, replace the pinch bolt with a larger-diameter pinch bolt. If the ball joint stud was NOT properly installed into the steering knuckle, replace the lower control arm, steering knuckle and install the larger-diameter pinch bolt.

Alternate Transportation

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if the vehicle must be held overnight.

Parts Information

Part Number	Description
CSFJV151AA	**Lower Ball Joint Pinch Bolt Kit**

Each package contains the following components:

Quantity	Description
1	I-Sheet
1	Pinch Bolt
1	Washer, Pinch Bolt
1	Pinch Nut

Very few vehicles will require additional parts. If after inspection it is determined that the lower control arm and knuckle replacement is required, please refer to Star Parts for the correct part numbers.

Part Number	Quantity	Description
Star Parts	1	ARM, Lower Control, right Front
Star Parts	1	KNUCKLE, right Front Suspension
Star Parts	4	Bolt, Wheel Bearing to Knuckle M10
Star Parts	1	NUT, Axle Half Shaft, M22
Star Parts	1	BOLT, Wheel Speed Sensor (Includes Lubricant)
Star Parts	2	Bolt, lower control arm to subframe front M16
Star Parts	2	Nut, lower control arm to subframe front M16
Star Parts	2	Bolt, lower control arm to subframe rear M12
Star Parts	1	BOLT, shear bracket M16
Star Parts	1	BOLT, shear bracket M14
Star Parts	1	BOLT, shear bracket M10

Parts Return

No parts return required for this campaign.

Special Tools

The following special tool or equivalent may be necessary to separate the tie rod end from the steering knuckle only if inspection determines that the steering knuckle must be replaced:

- 9360 Ball Joint Remover

Service Procedure

A. Inspect Right Front Lower Ball Joint Stud Insertion

1. Raise and support the vehicle.

2. Remove the right front tire and wheel assembly.

3. Inspect the right side lower control arm ball joint stud insertion into the steering knuckle. The ball joint stud should be fully inserted into the steering knuckle. The pinch bolt should be securely tight with no observable movement of the pinch bolt and no observable movement of ball joint stud in the steering knuckle (Figure 1).

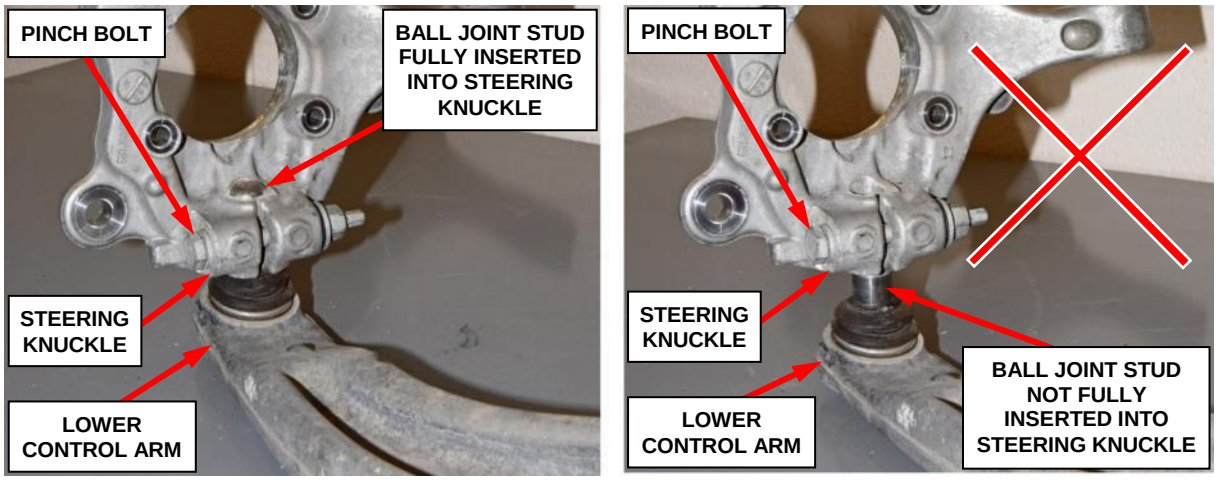


Figure 1 – Lower Control Arm Ball Joint Stud Insertion into Steering Knuckle

4. Is the ball joint stud fully inserted into the steering knuckle?
   - **YES**: The ball joint stud is fully inserted. Continue with **Step 5**.
   - **NO**: Proceed to **Section B. Replace Lower Control Arm and Knuckle**.

5. Is the ball joint stud and pinch bolt securely tight?
   - **YES**: Ball stud and pinch bolt are securely tight. Continue with **Step 6**.
   - **NO**: Proceed to **Section B. Replace Lower Control Arm and Knuckle**.

Service Procedure [Continued]

6. Remove and discard the old ball joint stud pinch bolt and nut.

7. Install the NEW ball joint stud pinch bolt, washer, and nut as shown in (Figure 2).

   NOTE: The washer must be located under the bolt head.

   NOTE: The bolt head must be facing toward the caliper side of the steering knuckle.

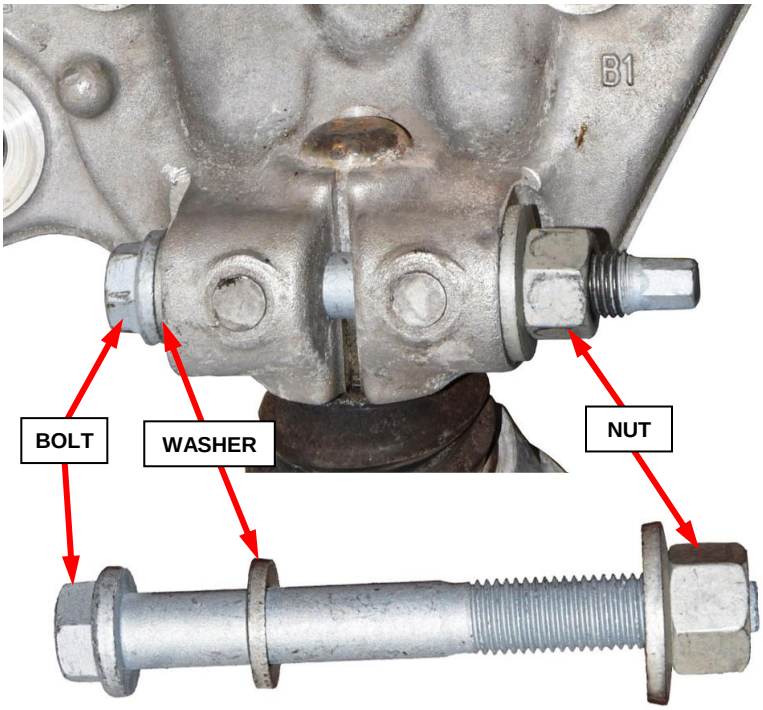


Figure 2 – NEW Pinch Bolt, Washer and Nut Installation into Steering Knuckle

8. Hold the ball joint pinch bolt from rotating and tighten the nut to 110 N·m (81 ft. lbs.).

9. Clean the wheel mounting surfaces removing any corrosion or dirt.

10. Position the tire and wheel assembly on the hub.

11. Install all five wheel mounting lug nuts, and lightly snug all five wheel mounting lug nuts. Do not tighten at this time.

12. Remove the support and lower the vehicle.

13. Progressively tighten the wheel mounting lug nuts, in a star pattern to 135 N·m (100 ft. lbs.).

14. Return the vehicle to inventory or the customer.

Service Procedure [Continued]

B. Replace Lower Control Arm and Knuckle

1. Remove the engine belly pan (Figure 3).

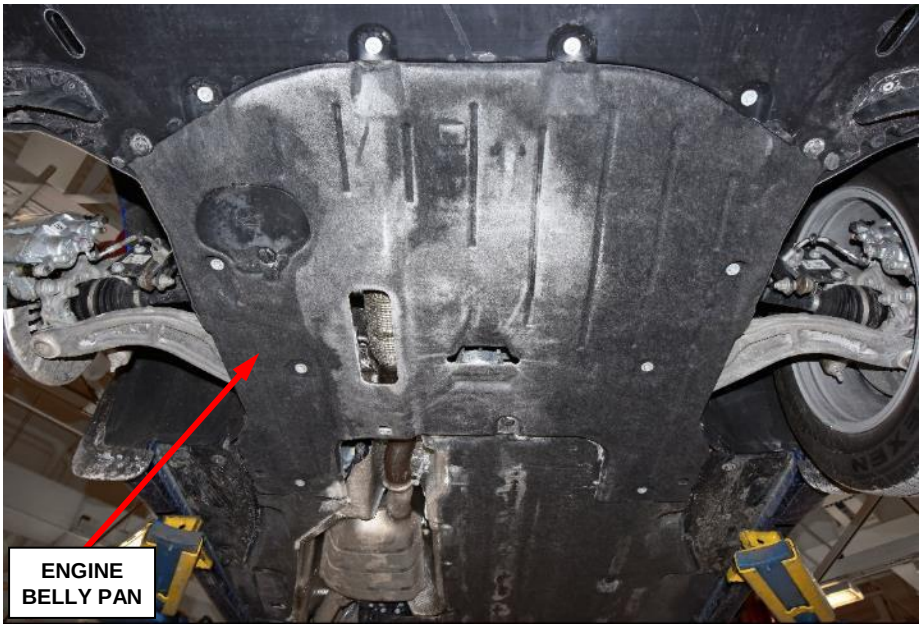


Figure 3 – Engine Belly Pan

2. Remove the right side lower sill closeout panels (Figure 4).

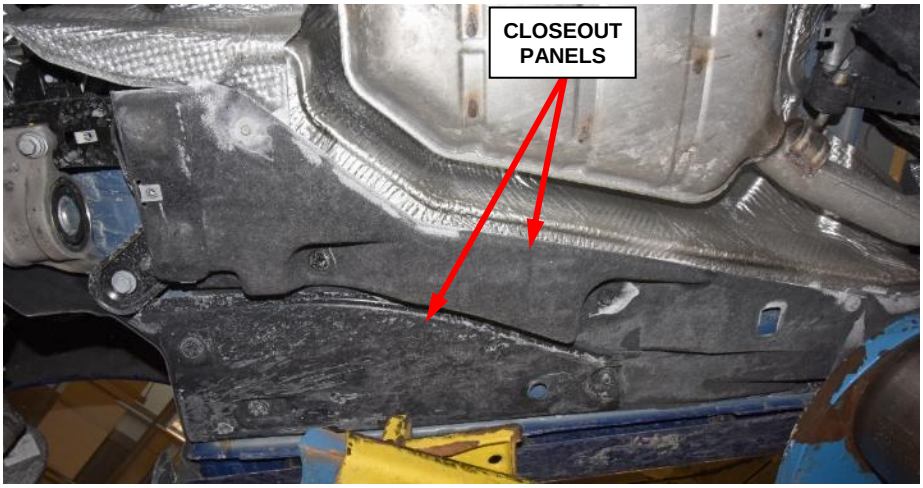


Figure 4 – Right Side Lower Sill Closeout Panels

Service Procedure [Continued]

3. While a helper applies the brakes to keep hub from rotating, remove and DISCARD the half shaft hub nut (Figure 5).

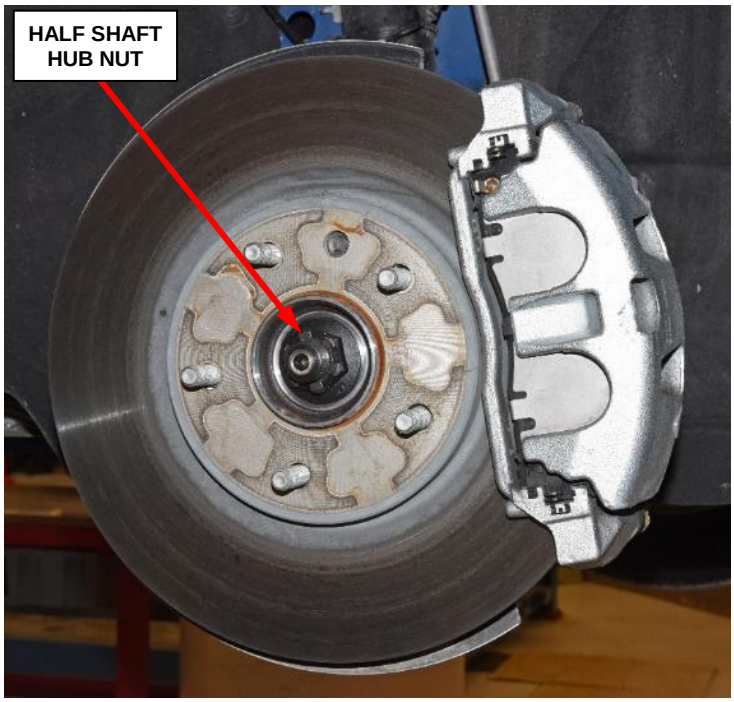


Figure 5 – Half Shaft Hub Nut

4. Remove and SAVE the two bolts securing the brake caliper adapter bracket to steering knuckle (Figure 6).

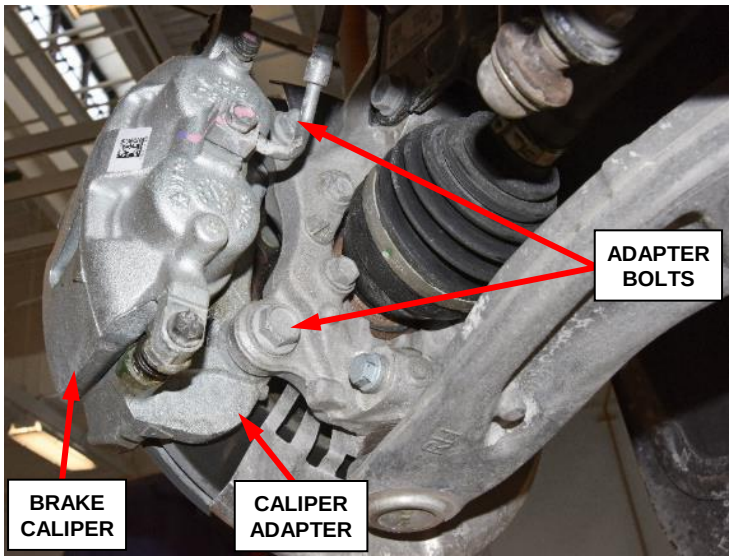


Figure 6 – Brake Caliper Adapter Bolts

Service Procedure [Continued]

5. Carefully remove and support the brake caliper mounting bracket assembly aside taking care not to over extend the brake hose (Figure 7).

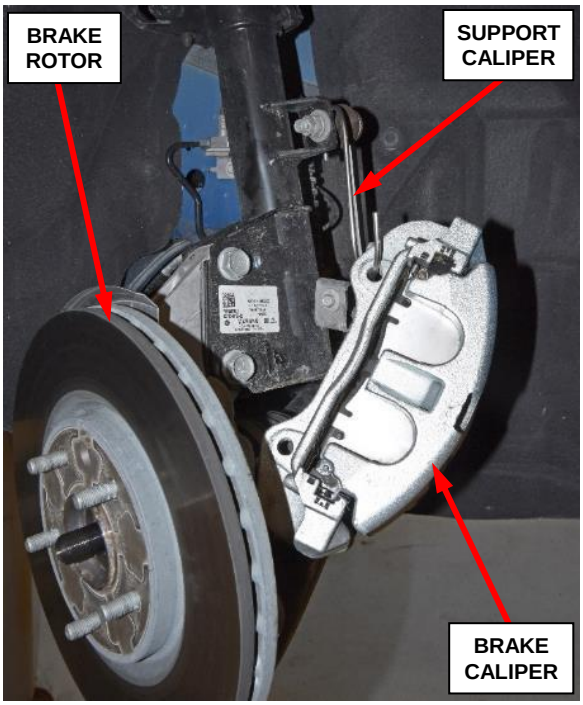


Figure 7 – Brake Caliper and Rotor

6. Remove the brake rotor from the wheel bearing hub (Figure 7).

7. Remove and SAVE the three bolts securing the brake rotor splash shield to the steering knuckle, then remove the splash shield (Figure 8).

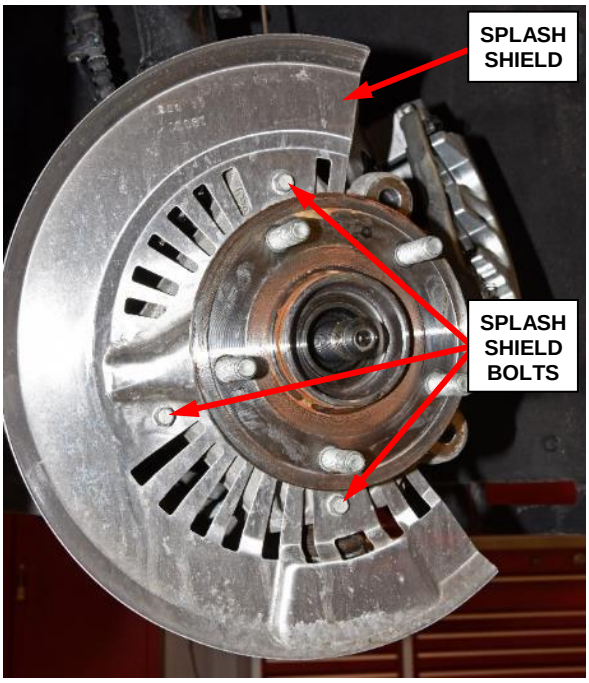


Figure 8 – Brake Rotor Splash Shield

Service Procedure [Continued]

8. Remove and DISCARD the bolt securing the wheel speed sensor to the wheel bearing (Figure 9).

9. Remove the wheel speed sensor from the wheel bearing hub (Figure 9).

10. Remove and SAVE the bolt securing the wheel speed sensor wire harness retainer to the steering knuckle (Figure 9).

11. Position the wheel speed sensor and wire harness aside out of the way.

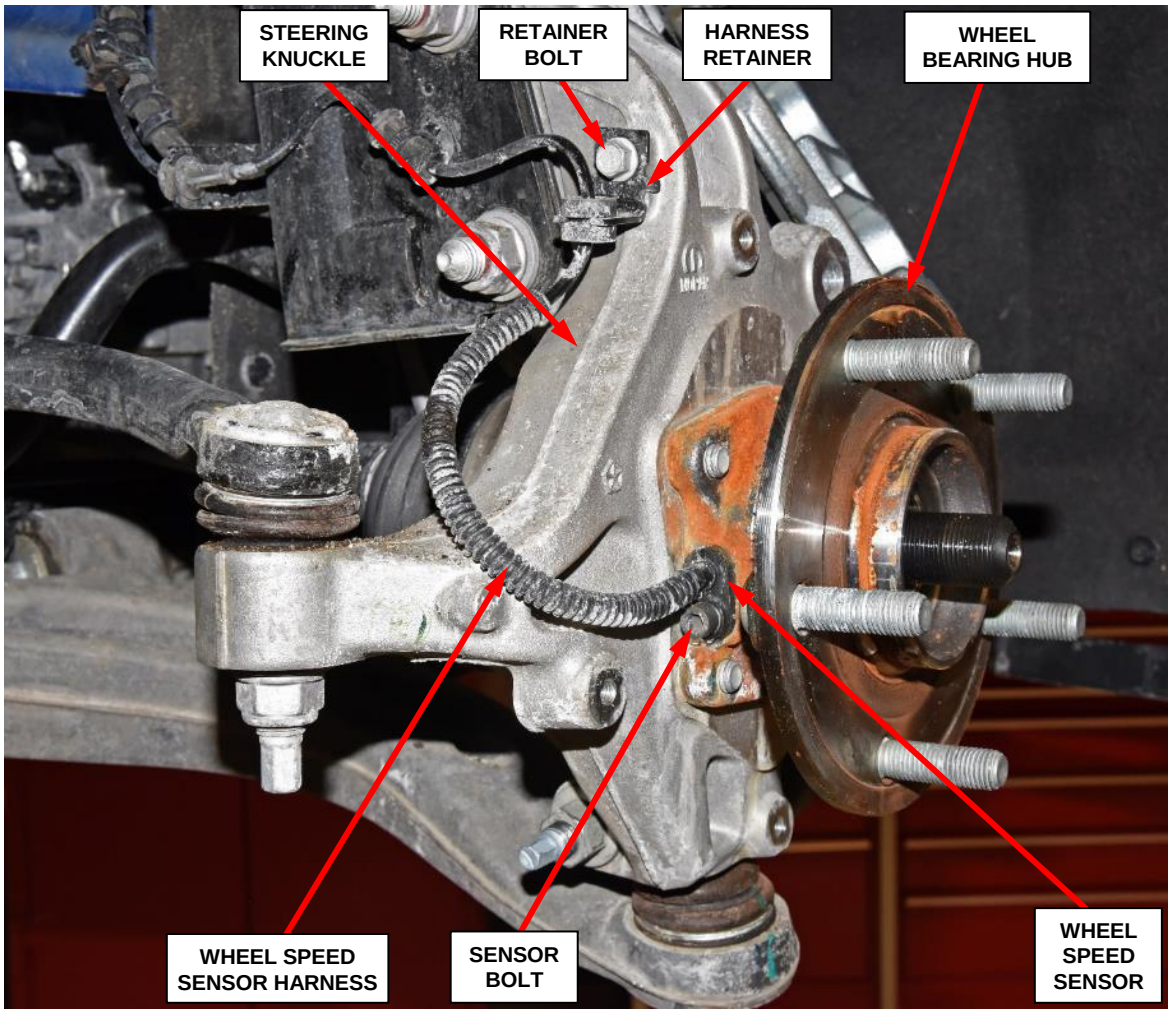


Figure 9 – Wheel Speed Sensor

Service Procedure [Continued]

12. Remove and SAVE the outer tie rod nut at the steering knuckle (Figure 10).

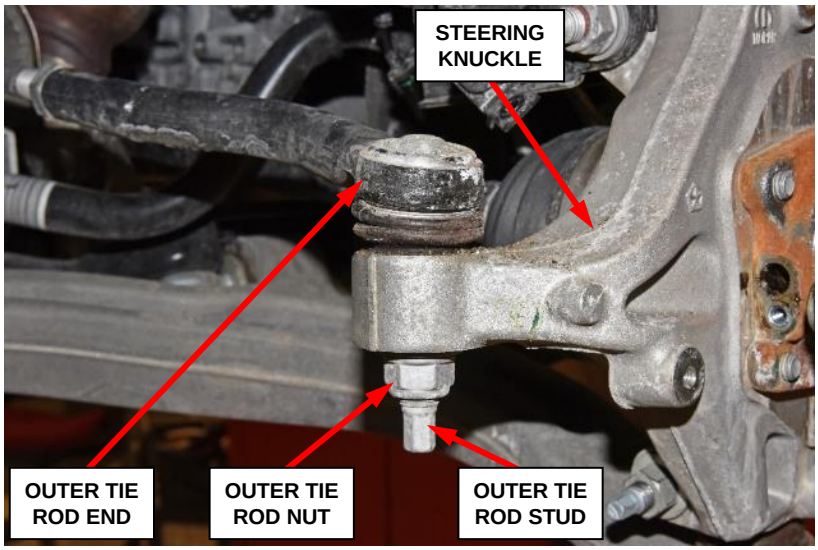


Figure 10 – Right Side Outer Tie Rod

13. Use special tool 9360 Ball Joint Remover or equivalent, to separate the outer tie rod from the steering knuckle. Take care to not damage the outer tie rod end rubber boot (Figure 11).

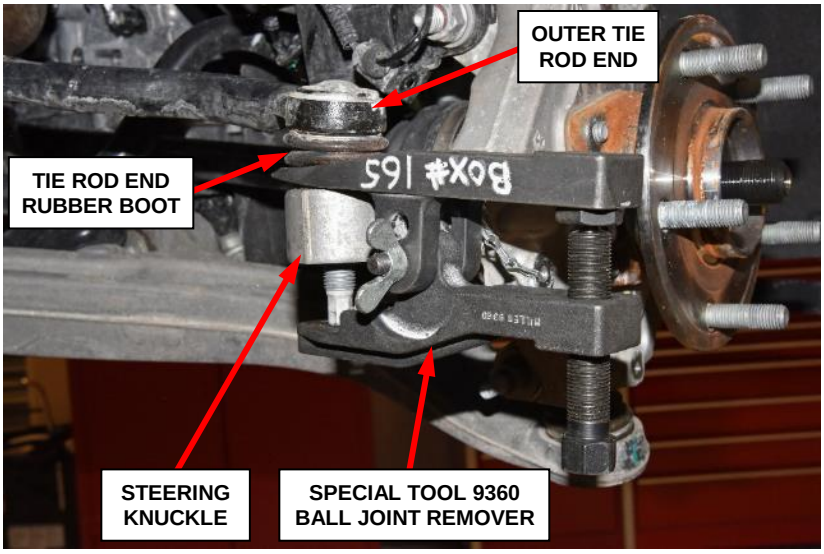


Figure 11 – Separate Tie Rod from Steering Knuckle

Service Procedure [Continued]

14. Remove and SAVE the two nuts and bolts securing the suspension strut to the steering knuckle (Figure 12).

15. Remove and DISCARD the three bolts M10, M14, M16 securing the shear bracket. Remove and SAVE the shear bracket (Figure 13).

16. Remove and DISCARD the two M12 bolts securing the rear of the lower control arm to the subframe (Figure 13).

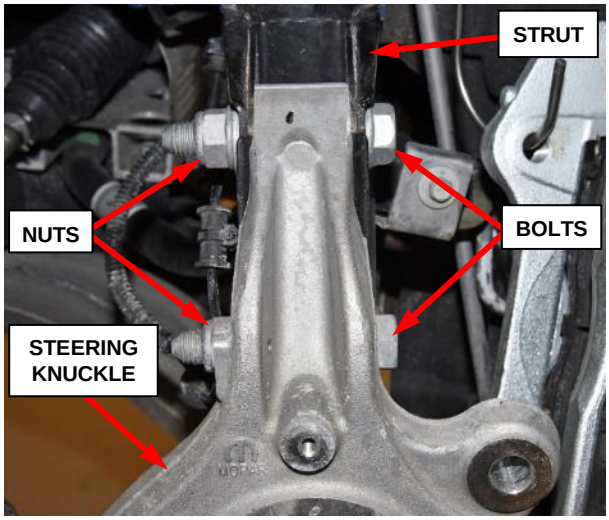


Figure 12 – Strut Mounting Bolts

17. Remove and DISCARD the two M16 nuts and bolts securing the front of the lower control arm to the subframe (Figure 13).

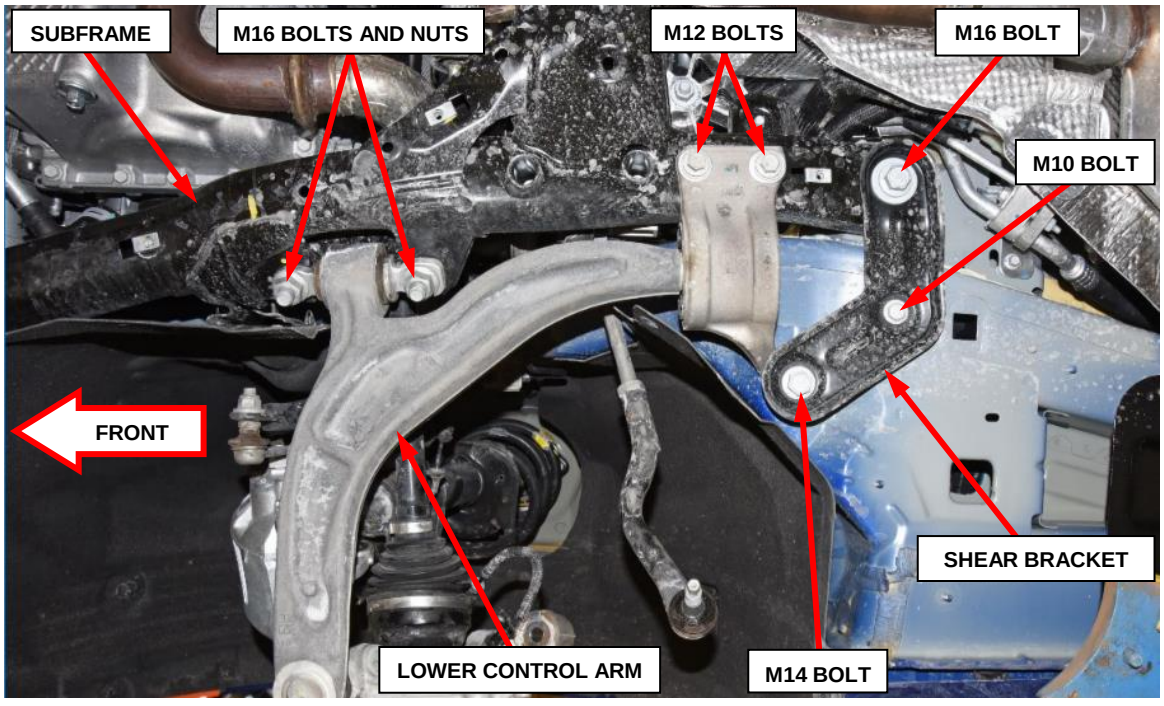


Figure 13 – Right Front Lower Control Arm Fasteners

Service Procedure [Continued]

18. Remove the lower control arm and knuckle assembly from the vehicle while separating the wheel bearing hub from the outer constant velocity (C/V) joint splined shaft.

    NOTE: Do not allow the half shaft to hang by the inner C/V joint; it must be supported to keep the joint from separating during this operation.

19. Remove and DISCARD the four bolts securing the wheel bearing hub to the steering knuckle (Figure 14).

20. Remove and SAVE the wheel bearing hub from the steering knuckle (Figure 14).

21. DISCARD the steering knuckle and lower control arm assembly.

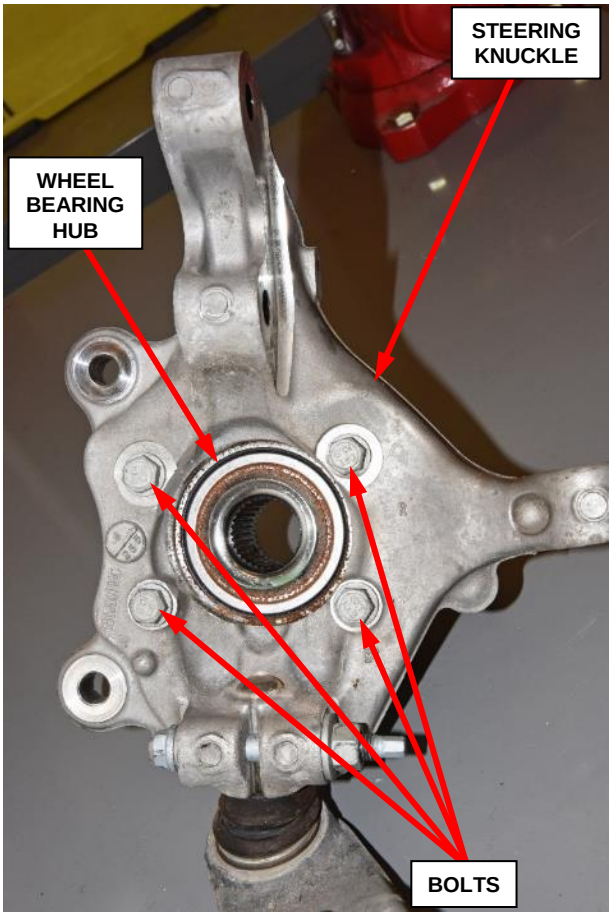


Figure 14 – Wheel Bearing Hub

22. Position the NEW front lower control arm against the subframe (Figure 15).

23. Install two NEW bolts and nuts M16 securing the front of the lower control arm to the subframe. Do not tighten bolts and nuts at this time (Figure 15).

24. Install two NEW bolts M12 securing the rear of the lower control arm to the subframe. Do not tighten bolts at this time (Figure 15).

25. Position the shear bracket and install three NEW bolts M16, M14, M10 securing the shear bracket. Do not tighten the bolts at this time (Figure 15).

Service Procedure [Continued]

26. Tighten the two M16 bolts and nuts securing the front of the lower control arm to the subframe to 250 N·m (184 ft. lbs.) (Figure 15).

27. Tighten the two M12 bolts securing the rear of the lower control arm to the subframe to 105 N·m (77 ft. lbs.) (Figure 15).

28. Tighten the M16 bolt securing the shear bracket to the subframe to 169 N·m (125 ft. lbs.) (Figure 15).

29. Tighten the M14 bolt securing the shear bracket and lower control arm to the vehicle body to 160 N·m (118 ft. lbs.) (Figure 15).

30. Tighten the M10 bolt securing the shear bracket to the vehicle body to 50 N·m (37 ft. lbs.) (Figure 15).

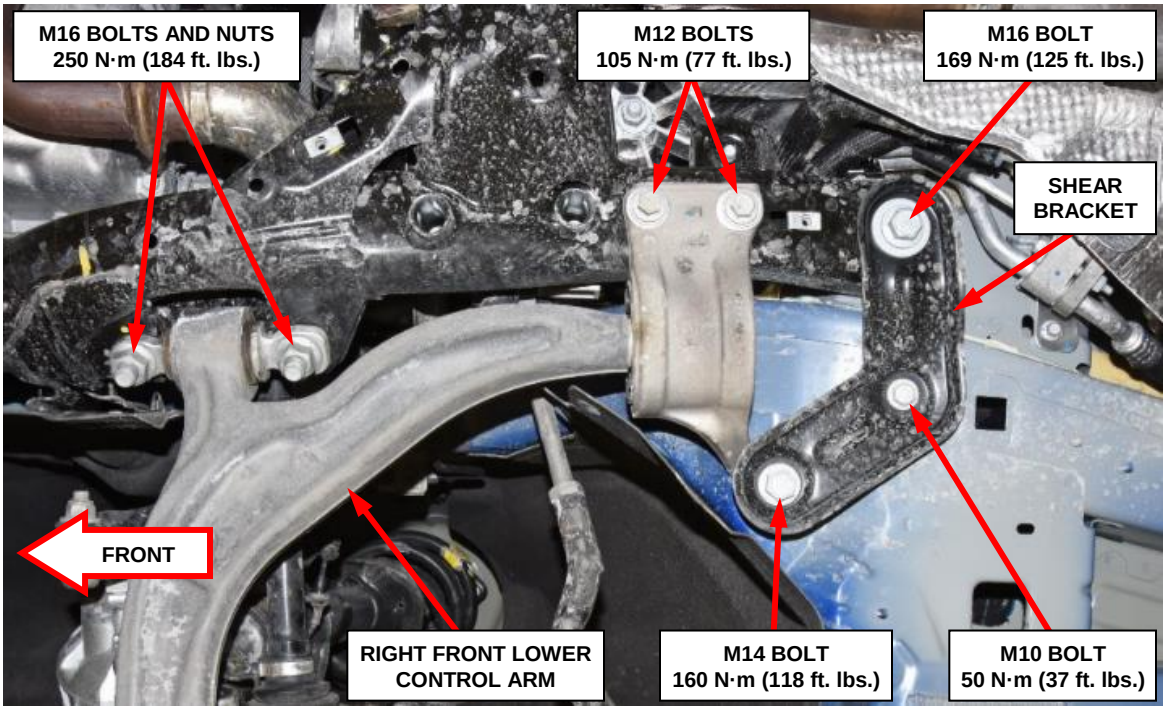


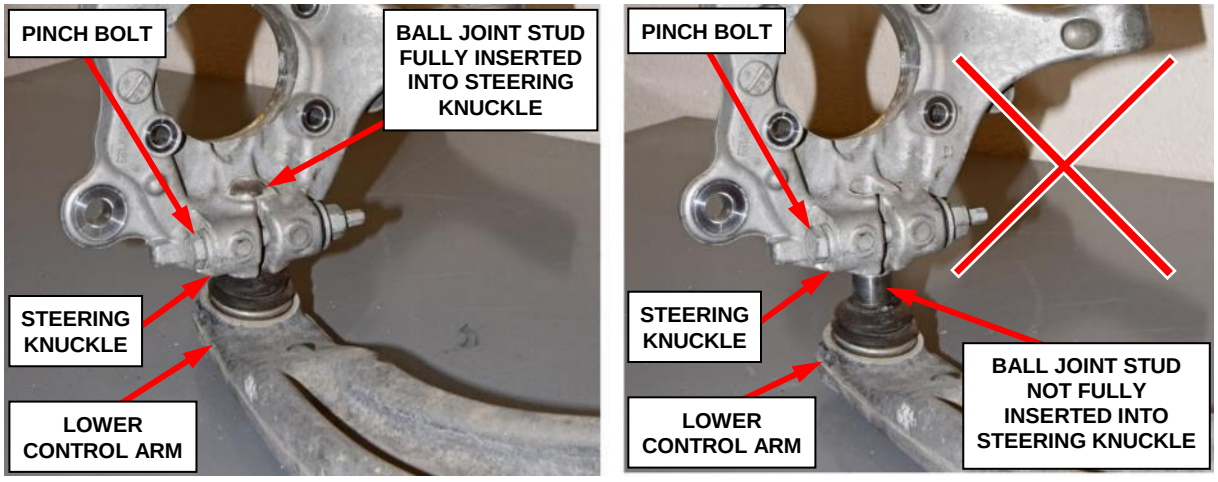
Figure 15 – Right Front Lower Control Arm Fasteners

Service Procedure [Continued]

31. Clean any grease and oil residue from the steering knuckle ball joint stud hole and lower control arm ball joint stud.

32. Install the NEW steering knuckle onto the lower ball joint stud and verify it is in the correct position with the ball joint stud visible at the upper portion of the mounting hole before installing the NEW pinch bolt (Figure 16).

WARNING: Make sure lower control arm ball joint stud is fully inserted into knuckle before pinch bolt is inserted into knuckle. Only ball joint stud rubber boot should be visible below the knuckle; stud should not be visible (Figure 16). Failure to fully and properly insert ball joint stud could lead to wheel separation and loss of mobility and could result in personal injury or death.



Correct **Incorrect**

Figure 16 – Lower Control Arm Ball Joint Stud Insertion into Steering Knuckle

Service Procedure [Continued]

33. Install the NEW ball joint stud pinch bolt, washer, and nut as shown in (Figure 17).

    NOTE: The washer must be located under the bolt head.

    NOTE: The bolt head must be facing toward the caliper side of the steering knuckle.

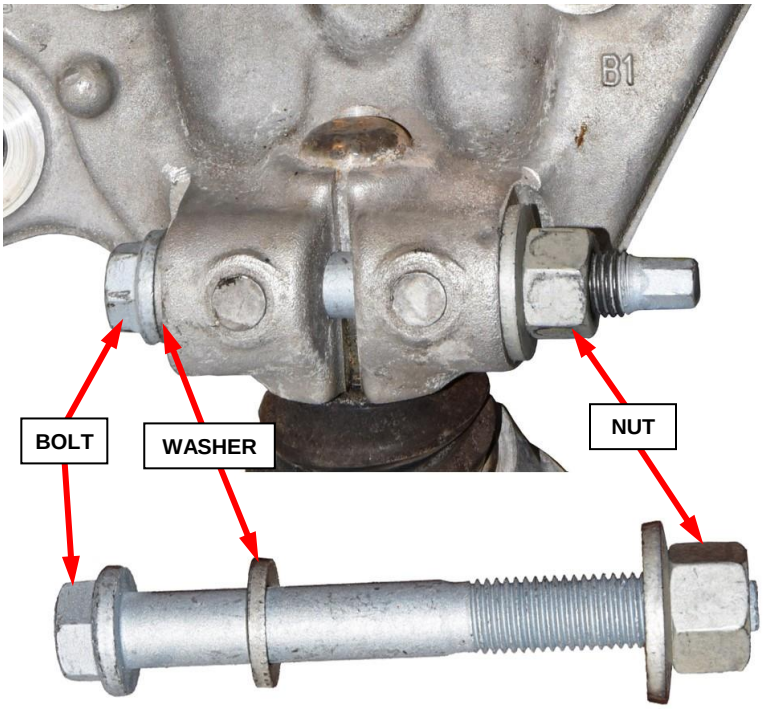


Figure 17 – NEW Pinch Bolt, Washer and Nut Installation into Steering Knuckle

34. Hold the ball joint pinch bolt from rotating and tighten the nut to 110 N·m (81 ft. lbs.).

35. Position the wheel bearing hub into the steering knuckle.

36. Install four NEW bolts securing the wheel bearing hub to the knuckle. Tighten the bolts to 57 N·m (44 ft. lbs.) (Figure 14).

37. Insert the outer C/V joint splined shaft into the wheel bearing hub.

38. Position the steering knuckle to the suspension strut, then install the strut mounting bolts and nuts (Figure 12).
    Bolts are splined, do not attempt to rotate bolts. Tighten the nuts to:
    (Built Before January 12, 2018) = 202 N·m (149 ft. lbs.)
    (Built On or After January 12, 2018) = 98 N·m (72 ft. lbs.)

Service Procedure [Continued]

39. Clean any grease and oil residue from the steering knuckle tie rod stud hole and tie rod joint stud. Then install the tie rod end stud into the steering knuckle.

40. Install the nut onto the outer tie rod end stud. Hold the stud to prevent it from rotating while tightening the nut to 50 N·m + 90° (37 ft. lbs. + 90°) (Figure 10).

41. Install the wheel speed sensor wire harness retainer and bolt to the steering knuckle. Tighten the bolt to 8 N·m (71 in. lbs.) (Figure 9).

42. Install the wheel speed sensor with lubricant and NEW bolt to the wheel bearing hub. Tighten the bolt to 8 N·m (71 in. lbs.) (Figure 9).

43. Install the brake rotor splash shield to the steering knuckle and install the three mounting bolts securing the splash shield. Tighten the bolts to 8 N·m (71 in. lbs.) (Figure 8).

44. Install the brake rotor to the wheel bearing hub (Figure 7).

45. Install the brake caliper adapter bracket with brake caliper to the steering knuckle. Install the two mounting bolts and tighten the bolts to 202 N·m (149 ft. lbs.) (Figure 6).

46. While a helper applies the brakes to keep hub from rotating, install a NEW half shaft hub nut and tighten the nut to 163 N·m (120 ft. lbs.) (Figure 5).

Service Procedure [Continued]

47. Clean wheel mounting surfaces of any corrosion or dirt.

48. Position the tire and wheel assembly on the hub.

49. Install all five wheel mounting lug nuts and lightly snug all five wheel mounting lug nuts. Do not tighten at this time.

50. Remove the support and lower the vehicle.

51. Progressively tighten the wheel mounting lug nuts, in a star pattern to 135 N·m (100 ft. lbs.).

52. Position the vehicle on an alignment rack.

53. Perform a wheel alignment to proper specifications (set toe only).

54. Install the right side lower sill closeout panels (Figure 4).

55. Install the engine belly pan (Figure 3).

56. Return the vehicle to inventory or 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:

	Labor Operation Number	Time Allowance
Inspect Lower Control Arm Connection to Steering Knuckle and Replace Ball Joint Pinch Bolt	02-V1-51-82	0.3 hours
Inspect and replace Lower Control Arm, Steering Knuckle, Ball Joint Pinch Bolt and Perform a Front End Alignment (Set Toe Only)	02-V1-51-83	2.0 hours
Floor Plan Reimbursement	95-95-95-97	Calculate 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 03/07/2019 and the remedy was made available on 04/25/2019, therefore, the number of days cannot exceed 49 days.

Vehicle	Average Daily Allowance
2018 (RU) Chrysler Pacifica	[redacted]

Add the cost of the recall parts package 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 XXXXXXXXXXXXXXXXX

V15/NHTSA 19V-143

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 V15.

IMPORTANT SAFETY RECALL

Ball Joint

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 (RU) 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 right front lower control arm knuckle pinch bolt on your vehicle [1] may experience a loss of clamp load at the right front lower control arm ball joint, potentially resulting in the right front lower control arm ball joint separating from the steering knuckle. **A separation of the right front lower control arm ball joint from the steering knuckle may allow the knuckle to rotate while driving resulting in a loss of directional control, which may increase the risk of a 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 inspect the right front knuckle and lower control arm for damage and replace as needed. In addition, your dealer will replace the right front lower control arm knuckle pinch bolt with a larger-diameter pinch bolt. The estimated repair time is 30 minutes or 2 hours if lower control arm requires replacement. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which require more time. Your time is important to us, so 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
FCA US LLC

FIAT CHRYSLER AUTOMOBILES

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.