Part 573 Safety Recall Report 21V-398

Manufacturer Name : Chrysler (FCA US, LLC)
Submission Date : AUG 19, 2021
NHTSA Recall No. : 21V-398
Manufacturer Recall No. : Y26, Y36, Y60

NHTSA
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

Manufacturer Information :

Manufacturer Name : Chrysler (FCA US, LLC)
Address : 800 Chrysler Drive
CIMS 482-00-91 Auburn Hills MI
48326-2757
Company phone : 1-800-853-1403

Population :

Number of potentially involved : 447,985
Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2012-2021 Ram 3500 Pickup
Vehicle Type :
Body Style : PICKUP TRUCK
Power Train : NR
Descriptive Information : Some 2012-2021 MY Ram 3500 Pickup vehicles with flanged lug nuts may have their lug nuts over-torqued during service due to an incorrect torque specification in the Service & Owner's manuals.

The suspect period began on May 18, 2011, when the incorrect owner's manual information started to be included with vehicles, and ended May 21, 2021, when the torque specification in all affected service and owner's manuals were updated. The vehicle population was determined through owner's manual revision history and historical service specifications.

Similar vehicles not included in this recall were built with a different lug nut design or were built after the suspect period.

The total affected vehicles for this model is 221,091.

Production Dates : MAY 18, 2011 - MAY 21, 2021
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 2 :	2012-2021 Ram 3500 Cab Chassis
Vehicle Type :	
Body Style :	OTHER
Power Train :	NR
Descriptive Information :	Some 2012-2021 MY Ram 3500 Cab Chassis vehicles with flanged lug nuts may have their lug nuts over-torqued during service due to an incorrect torque specification in the Service & Owner's manuals. The suspect period began on April 26, 2011, when the incorrect owner's manual information started to be included with vehicles, and ended May 21, 2021, when the torque specification in all affected service and owner's manuals were updated. The vehicle population was determined through owner's manual revision history and historical service specifications. Similar vehicles not included in this recall were built with a different lug nut design or were built after the suspect period. The total affected vehicles for this model is 76,863.
Production Dates :	APR 26, 2011 - MAY 21, 2021
VIN Range 1 :	Begin : NR End : NR ☐ Not sequential

Vehicle 3 :	2012-2021 Ram 4500/5500 Cab Chassis
Vehicle Type :	
Body Style :	OTHER
Power Train :	NR
Descriptive Information :	Some 2012-2021 MY Ram 4500/5500 Cab Chassis vehicles with flanged lug nuts may have their lug nuts over-torqued during service due to an incorrect torque specification in the Service & Owner's manuals. The suspect period began on May 31, 2011, when the incorrect owner's manual information started to be included with vehicles, and ended May 21, 2021, when the torque specification in all affected service and owner's manuals were updated. The vehicle population was determined through owner's manual revision history and historical service specifications. Similar vehicles not included in this recall were built with a different lug nut design or were built after the suspect period. The total affected vehicles for this model is 150,031.
Production Dates :	MAY 31, 2011 - MAY 21, 2021
VIN Range 1 :	Begin : NR End : NR ☐ Not sequential

Description of Defect :

Description of the Defect :	Torque specification information included in vehicle Service and Owner's Manuals may cause flanged lug nuts to be torqued to a level that may cause the wheel stud to yield and eventually break during vehicle operation.
FMVSS 1 :	NR
FMVSS 2 :	NR
Description of the Safety Risk :	A yielded wheel stud may eventually break, which could lead to a wheel separating from the vehicle during operation. A wheel separating from the vehicle could cause a vehicle crash without prior warning and/or the wheel/tire could pose a risk to other vehicles or pedestrians.
Description of the Cause :	NR
Identification of Any Warning that can Occur :	None

Involved Components :

Component Name 1 :	Bolt/knurl.nk
Component Description :	M14x1.50x80
Component Part Number :	06509399AA

Component Name 2 :	Bolt/knurl.nk
Component Description :	M14x1.50x70
Component Part Number :	06509853AA

Component Name 3 :	Bolt/knurl.nk
Component Description :	M14x1.50x88
Component Part Number :	06509420AA

Supplier Identification :

Component Manufacturer

Name :	NR
Address :	NR

NR
Country : NR

Chronology :

• On August 18, 2020, the FCA US LLC ("FCA US") Vehicle Safety and Regulatory Compliance ("VSRC") organization opened an investigation as a result of reports alleging wheel studs breaking on heavy duty trucks.

• In September 2020, FCA US Chassis Engineering and Materials engineering ran torque to failure tests and analyzed the material properties of the broken studs.

• From October 2020, through December 2020, FCA US VSRC and Chassis Engineering continued the investigation analyzing field reports and claims of broken studs.

• From January 2021, through March 2021, FCA US engineering continued to analyze the strength of the stud to determine if the torque specification was appropriate.

• From April 2021, through May 2021, FCA US continued to review service and owner's information to determine what torque specifications were released for vehicles using M14 studs and flanged lug nuts.

• As of May 14, 2021, FCA US has identified 128 customer assistance records, 116 warranty claims, and 184 field reports potentially relating to this issue for all markets with dates of receipt ranging from January 26, 2012 to May 14, 2021.

• As of May 14, 2021, FCA US is not aware of any accidents or injuries potentially relating to this issue for all markets.

• On May 21, 2021, FCA US determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall of the affected vehicles.

Description of Remedy :

Description of Remedy Program :	FCA US will conduct a voluntary safety recall on all affected vehicles. For vehicles in Y26 and Y60, FCA US will inspect the wheel studs and update the torque specification in owner's information and published service documents. Vehicles found with studs that are potentially yielded will have a new stud installed and the lug nuts tightened to the updated torque specification. For vehicles in Y36, FCA US will update the torque specification in owner's information and published service documents. FCA US has a longstanding policy and practice of reimbursing owners who have incurred the cost of repairing a problem that subsequently becomes the subject of a field action. To ensure consistency, FCA US, as part of the owner letter, will request that customers send the original receipt and/or other adequate proof of payment to the company for confirmation of the expense.
How Remedy Component Differs from Recalled Component :	This recall is not related to a part defect but rather incorrect vehicle service information. The remedy component will be a replacement stud with the lug nut tightened to a torque specification that will not yield the stud.
Identify How/When Recall Condition was Corrected in Production :	NR

Recall Schedule :

Description of Recall Schedule :	**8/19/2021: FCA US notified dealers for FCA campaign Y36 with final notifications on 06/08/21. FCA US will begin notifying owners for FCA campaign Y60 with final notifications on or about 08/26/2021. FCA US will notify dealers and begin notifying owners for FCA campaign Y26 with final notifications on or about 12/28/21. **06/22/2021: FCA US will notify dealers and begin notifying owners for FCA campaign Y26 with final notifications on or about 12/28/21. **05/27/2021: FCA US will notify dealers and begin notifying owners on or about 07/16/2021.
Planned Dealer Notification Date :	JUL 16, 2021 - JUL 16, 2021
Planned Owner Notification Date :	JUL 16, 2021 - JUL 16, 2021

* NR - Not Reported