



Revision 2 December 2021

Dealer Service Instructions for:

Safety Recall Y36 / NHTSA 21V-398 Wheel Studs

NOTE: Updated repair to commonize with Y26 campaign. The procedure and LOPs should be considered all NEW.

Remedy Available

2012 - 2021 (D2) Ram 3500 Pickup

(DD) Ram 3500 Cab Chassis

(DP) Ram 4500/5500 Cab Chassis

NOTE: Some vehicles above 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 used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery. Dealers should also perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The flanged wheel lug nuts on about 11,000 of the above vehicles may have been over-torqued during service to an incorrect torque specification in the Service & Owner's manuals. 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.

Repair

The Y36 campaign launched in June, 2021 for vehicles without a history of service, upfit, etc. The previous repair required dealers to review their own records, in addition to the vehicle's, and confirm no service, upfitting, or any modifications were performed which required the removal of the wheels and tire assemblies. If no service, upfitting, or modifications were performed, an addendum card and label were to be attached to the vehicle and the campaign closed.

At this time, the repair has now been updated to match the Y26 campaign repair to include a vehicle inspection. Parts are now available, eliminating the need for the prior Interim LOP. Any vehicle with the previous Interim LOP (22-Y3-6L-81) claimed, must now be inspected and repaired, if necessary.

PROCESS:

- 1. Remove all four wheel and tire assemblies and inspect all wheel studs reference section **A. Wheel Stud Inspection Procedure**.
 - a. One (1) "Mopar Essential Tool #2077700030 Go/No-Go Gauge" was shipped to every dealer the week of November 1, 2021. Please ensure the gauge is kept in a secure location to be utilized for the duration of this campaign.
 - b. If there are any questions regarding delivery of the "Mopar Essential Tool #2077700030 Go/No-Go Gauge", contact the Mopar Essential Tool Call Center (1-855-298-2687 / www.moparessentialtools.com).
 - c. Additional tools are available in limited quantities, if required. Utilize the above Mopar Essential Tool Call Center or website to submit a request.
- If any of the wheel studs do not pass inspection reference sections <u>B.</u>
 <u>Front Axle Stud Removal and Installation Procedure</u> or section <u>C. Rear Axle Stud Removal and Installation Procedure</u>. If all studs pass inspection, proceed to item #3.
- 3. Dealers are required to locate the lug nut torque specification page in the owner's manual/user's manual and attach a label over the existing lug nut torque specifications information page. Also insert and staple the addendum card to the same page reference section **D. Owner's Manual Update**.
 - a. <u>Process Steps to obtain Addendum Card(s) and/or Adhesive Label(s):</u>
 - i. Access the "Dealer CONNECT" website.
 - ii. Select the "**Marketing**" link in the header of DealerCONNECT.

- iii. Locate the "**Product Information**" section heading on the Marketing page.
- iv. Select the "Literature and Merchandising Materials" link in the product information section.
- v. Locate the "**Mopar**" section heading on the Literature and Merchandising Materials page.
- vi. Select the "**Recall Labels /Cards**" link listed in the MOPAR section.
- vii. Select Item>Update Cart>Submit Order.
- b. Reference: Y26 or Y36 Addendum and Label/Sticker they are the same.
- c. Dealers can order a minimum of 10 pieces (both labels and addendum cards) at a time and a maximum of 50 pieces. Note that labels and addendum cards should be ordered in **sets**.

Parts Information

Due to the significant quantity of vehicles and parts involved in this campaign, a STAR Case must be submitted in order to request parts.

Please access Cherwell via the Service Library link to create a STAR Case.

Please provide the VIN, Model Year and Family, Mileage, Dealer Code and failed stud location(s) and quantities (i.e. Driver Front -2, Passenger Rear -4). Review the parts lists below and provide required parts list in STAR Case.

Important – When submitting a STAR Case-On the Repair Information Screen when selecting the "Next Step" – be sure to select "**Y26** Wheel Stud Recall" from the list of options. This will route your ticket to the appropriate agent. DO NOT select "I will wait for STAR Response, or any other available option.

NOTE: Parts are packaged in kits. Most kits contain material to repair one or more wheels depending on the number of failed studs per truck. It is expected that the unused parts are maintained for future vehicles requiring repair. **PLEASE CHECK YOUR DEALER INVENTORY PRIOR TO PROVIDING REQUIRED PARTS LIST TO STAR.**

STAR will then verify that all of the required information is accurate, and will place the order for the appropriate parts.

Dealers must place their own axle fluid orders, if fluid is needed.

#	MY	<u>Vehicle</u>	Axle Sales Code	Required	Part Description	C-Kit P/N	Qty per C-Kit	Qty.
1	2012- 2021	D2 DD DP	-	Failed Inspection	M14x1.50x70.00 Wheel Stud - Front	CSZMY261AA	10	ONLY quantity failing inspection is needed; note: DP - 10 per wheel, Others - 8 per wheel; x 2 rear wheels
2	2012- 2021	DP	DRY	Failed Inspection	M14x1.50x88.00 Wheel stud - Rear	CSZMY262AA	8	ONLY quantity failing inspection is needed; note: DP - 10 per wheel x 2 rear wheels
3	2012- 2021	D2 DD	-	Failed Inspection	M14x1.50x80.00 Wheel Stud - Rear	CSZMY263AA	5	ONLY quantity failing inspection is needed; note: 8 per wheel x 2 rear wheels
4	2012- 2021	D2 DD DP	-	·	Flanged Lug Nut	CSZMY264AA	8	ONLY if needed; note: DP - 10 per wheel, Others - 8 per wheel; x 4 front/rear wheels
5A	2012- 2021	D2 DD	DRX	Required for Rear Stud Replacement	BOLT, Rear Hub - Hex Flange Head, 7/16-14x35.00	CSZMY266AA	8	required when any REAR studs fail inspection; note: 8 per wheel; x2 rear wheels
5B	2019- 2021	DD	DRC	Required for Rear Stud Replacement	BOLT, Rear Hub - Hex Flange Head, 7/16-14x35.00	CSZMY266AA	8	required when any REAR studs fail inspection; note: 8 per wheel; x2 rear wheels
5C	2012- 2018	D2	DRS	Required w/ Rear Stud Replacement	BOLT, Rear Hub - Hex Flange Head, 7/16-14x35.00	CSZMY266AA	8	required when any REAR studs fail inspection; note: 8 per wheel; x2 rear wheels
6A	2019- 2020	D2	DRC	Required for Rear Stud Replacement	Bolt, M12 Rear hub	CSZMY267AA	8	required when any REAR studs fail inspection; note: 8 per wheel; x2 rear wheels
6B	2021	D2	DRC	Required for Rear Stud Replacement	BOLT, M12 Rear Hub	CSZMY267AA	8	required when any REAR studs fail inspection; note: 12 per wheel; x2 rear wheels
6C	2019- 2021	DP	DRY	Required for Rear Stud Replacement	BOLT, M12 Rear Hub	CSZMY267AA	8	required when any REAR studs fail inspection; note: 8 per wheel; x2 rear wheels
7	2012- 2018	DP	DRT	Required w/ Rear Stud Replacement	BOLT, M12 Rear Hub	CSZMY26JAA	8	required when any REAR studs fail inspection; note: 8 per wheel; x2 rear wheels
8	2012- 2018	D2 DD	DRX / DRS	Required w/ Rear Stud Replacement	Seal, Wheel Bearing	CSZMY269AA	5	required when any REAR studs fail inspection; note: 1 per wheel; x2 rear wheels
9A	2019- 2021	D2 DD	DRX	Required for Rear Stud Replacement	Seal, Wheel Bearing	CSZMY26BAA	2	required when any REAR studs fail inspection; note: 1 per wheel; x2 rear wheels
9В	2019- 2021	DD	DRC	Required for Rear Stud Replacement	Seal, Wheel Bearing	CSZMY26BAA	2	required when any REAR studs fail inspection; note: 1 per wheel; x2 rear wheels
10	2012- 2018	DP	DRT	Required w/ Rear Stud Replacement	Seal, Wheel Bearing	CSZMY26KAA	4	required when any REAR studs fail inspection; note: 1 per wheel; x2 rear wheels
11A	2019- 2021	D2	DRC	Required for Rear Stud Replacement	Seal, Wheel Bearing	CSZMY26DAA	5	required when any REAR studs fail inspection; note: 1 per wheel; x2 rear wheels
11B	2019- 2021	DP	DRY	Required for Rear Stud Replacement	Seal, Wheel Bearing	CSZMY26DAA	5	required when any REAR studs fail inspection; note: 1 per wheel; x2 rear wheels
12A	2019- 2021	D2 DD	DRX	Required for Rear Stud Replacement	O-Ring, Axle Shaft	CSZMY26CAA	10	required when any REAR studs fail inspection; note: 1 per wheel; x2 rear wheels
12B	2019- 2021	DD	DRC	Required for Rear Stud Replacement	O-Ring, Axle Shaft	CSZMY26CAA	10	required when any REAR studs fail inspection; note: 1 per wheel; x2 rear wheels
13	2019- 2021	D2	DRC	Required for Rear Stud Replacement	O-Ring, Axle Shaft	CSZMY26EAA	10	required when any REAR studs fail inspection; note: 1 per wheel; x2 rear wheels
14	2012- 2018	D2 DD	DRX / DRS	Required w/ Rear Stud Replacement	O-Ring, Axle Shaft	CSZMY26AAA	8	required when any REAR studs fail inspection; note: 1 per wheel; x2 rear wheels
15	2012- 2018	DP	DRT	Required w/ Rear Stud Replacement	O-Ring, Axle Shaft	CSZMY268AA	4	required when any REAR studs fail inspection; note: 1 per wheel; x2 rear wheels
16	2019- 2021	DP	DRY	Required for Rear Stud Replacement	O-Ring, Axle Shaft	CSZMY26FAA	10	required when any REAR studs fail inspection; note: 1 per wheel; x2 rear wheels
17	2012- 2021	DP	-	Required for Rear Stud Replacement	Bolt, Rear Rotor to hub	CSZMY26GA A	10	required when any REAR studs fail inspection; note: 10 per wheel; x2 rear wheels
18	2012- 2021	D2 DD	-	Required for Rear Stud Replacement	Bolt, Rear Rotor to hub	CSZMY26HAA	8	required when any REAR studs fail inspection; note: 8 per wheel; x2 rear wheels
19	2012- 2021	DP	-	Required for Rear Stud Replacement	Bolt, Tone Ring	CSZMY265AA	5	required when any REAR studs fail inspection; note: 5 per wheel; x2 rear wheels

MY	Vehicle	Sales Code	Axle Fluid PN
2012-2018	D2,DD, DX	DRX	68210057AB
2012-2018	D2	DRS	00210037AB
			68218655AA
2012-2018	DP	DRT	MS-9763
2019-2021	DP	DRY	68449546AA
2019-2021	D2,DD	DRX	MS-A0759
			68449547AA
2019-2021	D2	DRC	MS-8985

Parts Return

Parts returns are not required for this campaign.

Special Tools

The following special tools are required to perform this repair:

8677	Remover, Ball Joint
2067700030	Guide, Hub
8954A	Socket, Hub Nut 6 Pin
2029500030	Socket, Hub Nut 9 Pin
2066600030	Socket, Hub Nut 12 Pin
2066700030	Installer, Hub Seal (12.0" Ring Gear)
8693	Installer, Hub Seal (11.5" Ring Gear)
C-4171	Handle
2077700030	Stud Inspection Tool

Service Procedure

A. Wheel Stud Inspection Procedure

- 1. Remove the front and rear wheel and tire assemblies.
- 2. Using a wire brush clean the threads on all of the wheel studs.
- 3. Measure approximately 25mm from the axle flange surface up the stud and place a mark (Figure 3). If no measurement tool is available, use the color of the stud to identify the measurement area (Figure 2).

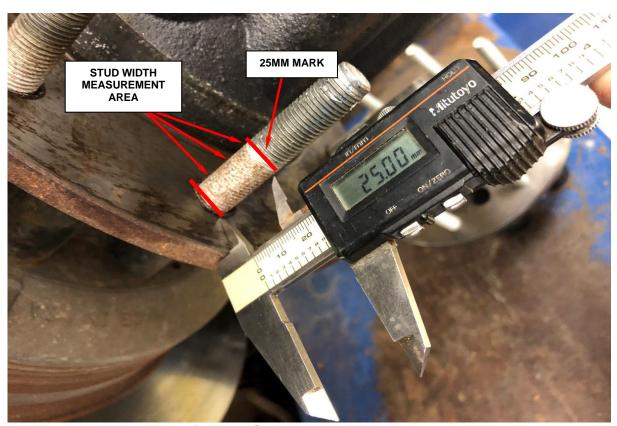
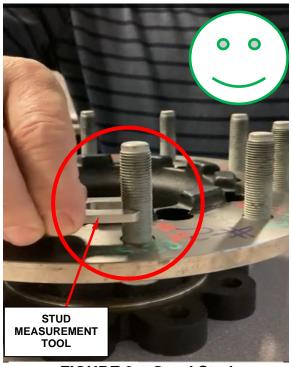


Figure 2 Stud Measurement Area

- 4. Attempt to insert the stud measurement tool in the following locations of the stud at different angles: (Figure 2).
 - a) At the base of the wheel stud.
 - b) At the center of the 25mm measurement area.
 - c) Near the 25mm mark.

5. Did the measurement tool insert fully into ANY of the wheel studs at all three locations? See sample illustrations below (Figure 3 and Figure 4).





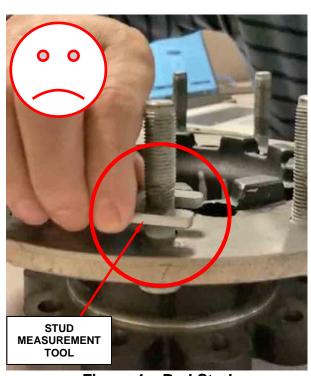
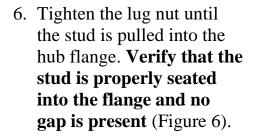


Figure 4 – Bad Stud

- Fig. 16 YES (aka. any Bad Studs), continue to section B. Front Axle Studen Removal and Installation Procedure or section C. Rear Axle Studen Removal and Installation, depending on failed studen wheel location.
- ➤ If **NO** (aka. All Good Studs), reinstall the wheel and tire assemblies by tightening all of the lug nuts to 175N·m (129ft. lbs.) and continue to section **D. Owner's Manual Update**.

B. Front Axle Stud Removal and Installation Procedure

- 1. Raise and support the vehicle.
- 2. Remove the front tires and wheel assemblies.
- 3. Attach special tool **8677** onto the front hub and press the wheel stud out of the wheel hub (Figure 5).
- 4. Install the **NEW** wheel stud into the flange.
- 5. Install three proper sized washers onto the stud, then install a lug nut with the flat side of the nut against the washer.



NOTE: Do not use an air impact tool to install the stud.

NOTE: Do Not Exceed 175 N·m (129ft. lbs.) of torque on the lug nut.

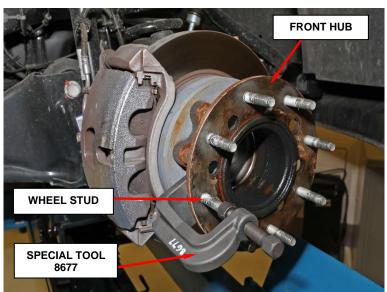


Figure 5 - Wheel Stud Removal

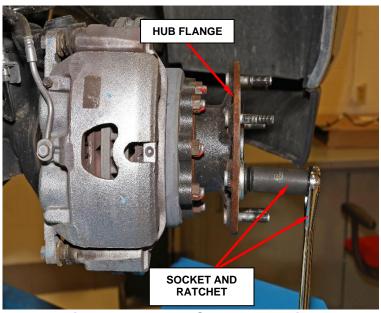


Figure 6 - Wheel Stud Installation

- 7. Remove the lug nut and washers.
- 8. Install the wheel and tire assemblies.
- 9. Tighten the lug nuts to 175 N·m (129ft. lbs.).

NOTE: Lug Nut torque specification is a <u>NEW</u> revised specification.

- 10. Lower the vehicle.
- 11. If required, proceed to section <u>C. Rear Axle Stud Removal and Installation</u> **Procedure.**
- 12. If rear studs do not require replacement, proceed to section **D. Owner's**Manual Update.

C. Rear Axle Stud Removal and Installation Procedure

- 1. Raise and support the vehicle.
- 2. Remove the rear tire and wheel assemblies.
- 3. Remove the brake caliper adaptor bolts and brake caliper as an assembly and support the caliper (Figure 8).
- 4. Remove the axle flange bolts (Figure 9).
- 5. Slide the axle shaft out of the axle tube.

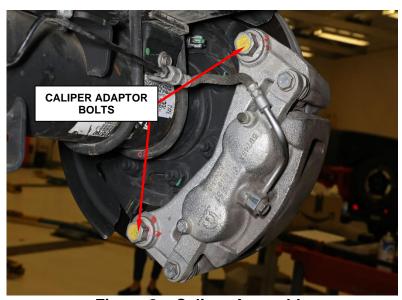


Figure 8 - Caliper Assembly

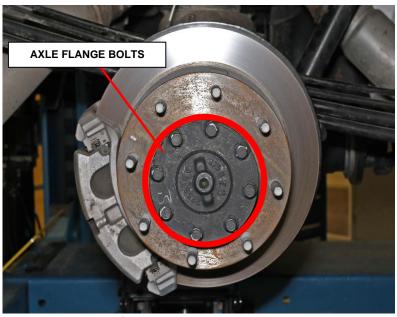


Figure 9 - Flange Bolts

6. Remove the retaining clip from the hub. **Note the direction it is installed** (Figure 10).

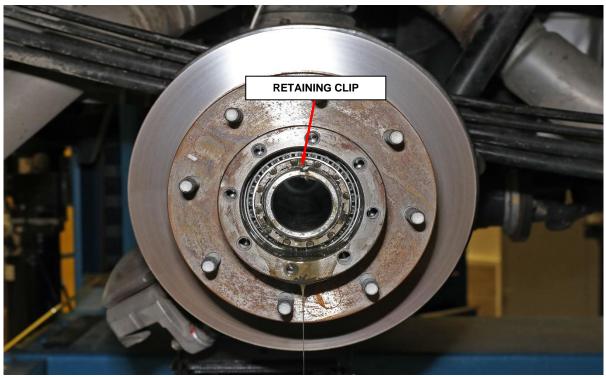


Figure 10 - Retaining Clip

7. Remove the hub nut key (Figure 11).

NOTE: If hub nut key will not remove freely, loosen or tighten hub nut to free the key.

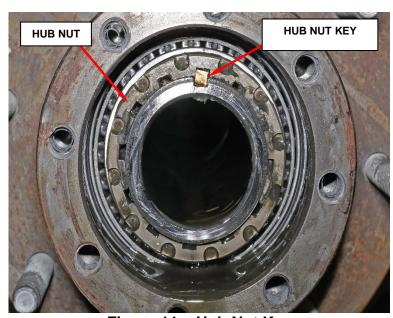


Figure 11 - Hub Nut Key

- 8. Using Socket, Hub Nut 6 Pin 8954A, or Socket, Hub Nut 9 Pin 2029500030, or Socket, Hub Nut 12 Pin 2066600030 remove the hub nut (Figure 12).
- 9. Remove the hub assembly from the vehicle and set on a clean surface.
- 10. **If equipped**: Remove the tone ring bolts.
- 11. **If equipped**: Remove the tone ring.
- 12. Place a mark on the hub and rotor for re-assembly.
- 13. Remove the rotor bolts (Figure 13).

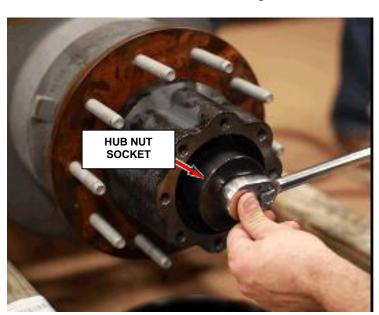


Figure 12 - Hub Nut

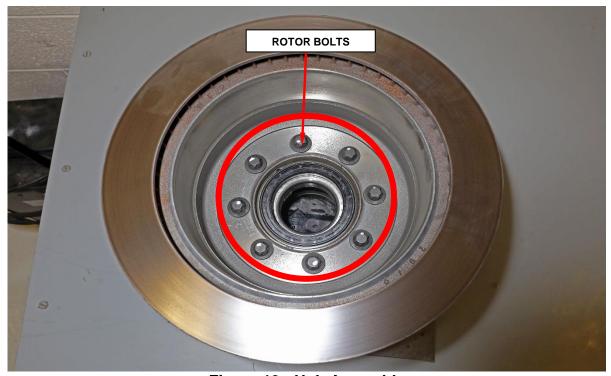


Figure 13 - Hub Assembly

- 14. Separate the brake rotor from the wheel hub.
- 15. Attach special **8677** tool to hub and extract the wheel stud(s) (Figure 14).

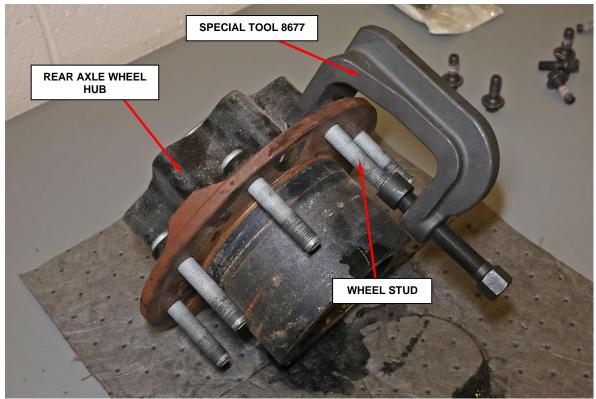


Figure 14 - Rear Hub Stud Removal

- 16. Install the **NEW** stud into the flange, install three proper sized washers onto the **NEW** stud, then install a lug nut.
- 17. Tighten the lug nut until the stud is pulled into the hub flange. Verify that the stud is properly seated into the flange and no gap is present.

NOTE: Do not use an air impact tool to install the stud.

NOTE: Do Not Exceed 175 N·m (129ft. lbs.) of torque on the lug nut.

18. Remove the lug nut and washers.

- 19. Pry out the hub bearing seal from the back of the hub.
- 20. Wipe the inner hub clean and repack the inner and out bearings with grease.
- 21. Install the rear hub bearing.
- 22. Install **NEW** grease seal with **Installer**, **Hub Seal 2066700030** and **Handle C-4171** for 12.0" Ring Gear or **Installer**, **Hub Seal 8693** for 11.5" Ring Gear (**Sales Code DRC = 12.0"**) (**Sales Code DRX=11.5"**) (Figure 15).

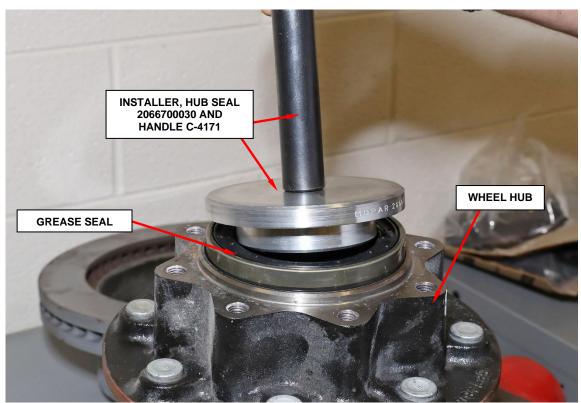


Figure 15 - Grease Seal Installation

- 23. Align the hub and rotor marks previously marked, and position the brake rotor to the wheel hub.
- 24. Install the **NEW** rotor to hub bolts and tighten to 155N·m (144ft. lbs.).
- 25. **If equipped:** Position the tone ring to the rotor.
- 26. **If equipped:** Install the tone ring bolts and tighten to 26 N·m (17ft. lbs.).

- 27. Install the Guide, Hub 2012800031 hub guide onto the axle tube and slide the hub over the guide and onto the axle tube and install front bearing into the hub (Figure 16).
- 28. Install the hub bearing nut Socket, Hub Nut 2029500030 and tighten the hub bearing nut to 95 N·m (70 ft. lbs.) then reverse the nut 30° and align to the nearest notch (Figure 11).

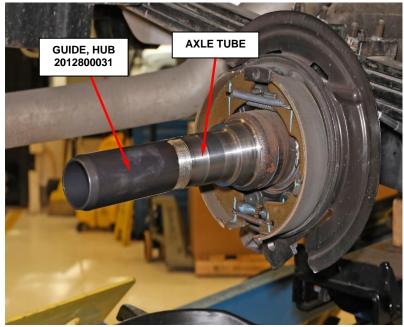


Figure - 16 Hub Installation

- 29. Install the hub nut locking key (Figure 11).
- 30. Install the retainer ring (Figure 10).

NOTE: Retaining ring follows threads, with the hook side on the closest thread to the key.

- 31. Clean the axle flange and hub.
- 32. Install a **NEW** Axle Shaft O-ring or gasket (Figure 17).

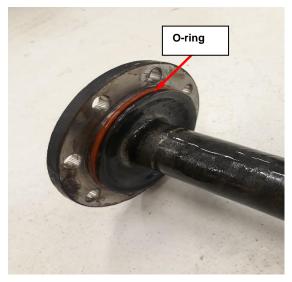


Figure 17 – Axle Shaft

- 33. Slide axle shaft into the axle tube.
- 34. Install **NEW** axle shaft flange bolts and tighten the bolts to your specific vehicle family, model, year and sales code, and bolt part number, see chart below (Figure 18).

Family	Model Years	Sales Code	Bolt PN	Torque Spec
	2012 - Current	DRX	05086770AB	41N·m + 37° (30ft. lbs. + 37°)
D2	2012-2018	DRS	05086770AB	41N·m + 37° (30ft. lbs. + 37°)
	2019 - Current	DRC	68454743AA	80 N-m + 30° (59ft. lbs. + 30°)
-	2012-Current	DRX	05086770AB	41N·m + 37° (30ft. lbs. + 37°)
DD	2019 - Current	DRC	05086770AB	41N·m + 37° (30ft. lbs. + 37°)
DX	2012-Current	DRX	05086770AB	41N·m + 37° (30ft. lbs. + 37°)
DP	2012 -2018	DRT	68036475AA	133 N·m (98 ft. lbs.).
UP	2019 - Current	DRY	68454743AA	80 N-m + 30° (59ft. lbs. + 30°)

Figure 18 - Axle Flange Bolt Torque

- 35. Position the caliper adapter and caliper to the mounting bracket (Figure 8).
- 36. Install the two rear caliper adapter bolts and tighten to:
 - 2012 2018 D2, DD 300N·m (221ft. lbs.) (Figure 8).
 - 2019 2021 D2, DD 353N·m (260ft. lbs.) (Figure 8).
 - **2012 2021 DP** 545N·m (402ft. lbs.) (Figure 8).

37. Remove the rear differential oil fill plug (Figure 19).

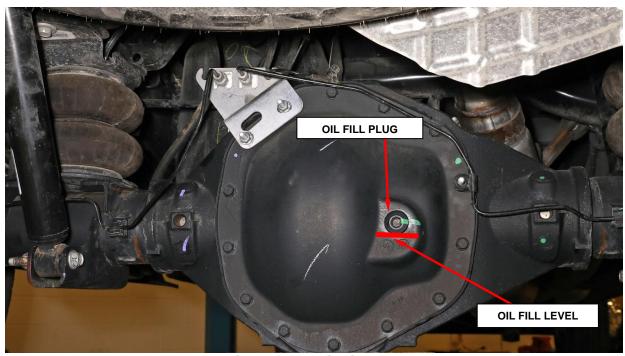


Figure 19 - Oil Fill Plug

- 38. Verify the oil level is within 0.25" of the fill plug, add as needed (Figure 19).
- 39. Install the fill plug and tighten to 32N·m (24ft. lbs.)
- 40. Install the tire and wheel assemblies.
- 41. Tighten the lug nuts to 175 N·m (129ft. lbs.).

 NOTE: Lug Nut torque specification is a NEW revised specification.
- 42. Lower the vehicle and proceed to Section **D. Owner's Manual Update**.

D. Owner's Manual Update

1. Obtain the owner's/user's manual from the vehicle's glove box, and attach the adhesive label over the existing wheel lug nut torque specifications section. Staple the addendum card onto the same page of the manual and reinstall owner's/user's manual into the glove box (Figure 20).

NOTE: If the owner's manual is not available, provide the addendum/label to the customer and advise them to attach the label and the addendum card in the lug nuts torque section of the manual.

INFORMATION LOCATION MAY VARY FROM VEHICLE FAMILY AND MODEL YEAR. Please ensure the label is placed over the existing incorrect torque information. The following two examples are variances in location of the lug nut torque specification:

ep wall socket. OROUE SPECIFICATIONS Lug Nut **Lug Bolt Lug Nut/ Nut/Bolt Socket lug Nut/ Bolt Type Size Size Bolt orque 130 Ft-Lb M14 x Cone 22 mm 1.50 176 N·m) Ins Flanged L40 Ft-Lb mic *Use only authorized dealer recomm loc rholts and clean or remove any dirt or 190 IA11 Figure 20 – Owner's Manual Page (Sample)

ADHERE THE NEW
INFORMATION LABEL TO THIS
SECTION
PAY SPECIAL ATTENTION TO
COVERING THE FLANGED
LUG NUT TORQUE 140 FT-LB /
190 N-m.

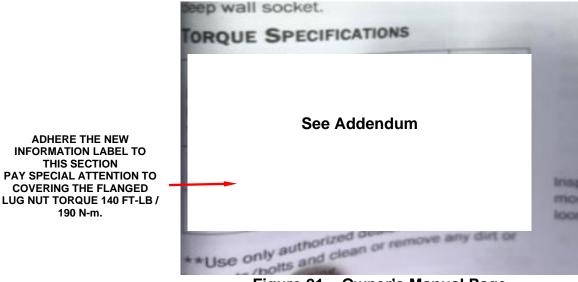


Figure 21 – Owner's Manual Page

THIS ADDENDUM UPDATES INFORMATION ON "TORQUE SPECIFICATIONS" IN THE "TECHNICAL SPECIFICATIONS" SECTION OF YOUR OWNER'S MANUAL

Lug Nut/Bolt Torque	Lug Nut/Boit Type	Lug Nut/Bolt Size	Lug Nut/Bolt Socket Size	
130 Ft-Lb (176 N·m)	Cone	M14 x 1.50	22 mm	
129 Ft-Lb (175 N·m)	Flanged	1114 X 2.00		

NOTE

Dual wheels are flat mounted, center piloted. The lug nuts are a two-piece assembly. When the tires are being rotated or replaced, clean these lug nuts at the interface between the lug nut/bolt and the washer. **Do not oil wheel studs.**

Figure 22 – New Addendum Card

WHAT TO DO IN EMERGENCIES

- Lower the jack to its fully closed position. If the bottle jack will not lower by turning the dial (thumbwheel) by hand, it may be necessary to use the jack drive tube in order to lower the jack. Stow the replaced tire, jack, and tools as previously described.
- 9. Adjust the tire pressure when possible.

NOTE: Do not oil wheel studs. For chrome wheels, do not substitute with chrome plated wheel nuts.

Hub Caps/Wheel Covers

- . The hub caps must be removed before raising the vehicle off the ground.
- For 2500/3500 single rear-wheel (SRW) models, use the blade on the end of the lug wrench to pry the hub cap off. Insert the blade end into the pry-off notch and carefully pop off the hub cap with a back-and-forth motion.
- On 3500 models with dual rear wheels (DRW), you must first remove the hub caps. The jack handle driver has a hook at one end that will fit in the pry off notch of the rear hub caps. Position the hook and pull out on the ratchet firmly.
 The hub cap should pop off. The wheel skins can now be removed. For the front hub cap on 3500 models use the blade on the end of the lug wrench to pry the caps off. The wheel skin can now be removed.
- You must use the flat end of the lug wrench to pry off the wheel skins. Insert
 the flat tip completely and using a back-and-forth motion, loosen the wheel
 skin. Repeat this procedure around the tire until the skin pops off.
- Replace the wheel skins first using a rubber mallet. When replacing the hub caps, tilt the cap retainer over the lug nut bolt circle and strike the high side down with a rubber mallet. Be sure that the hub caps and wheel skins are firmly seated around the wheel.

Wheel Nuts

• All wheel nuts should be tightened occasionally to eliminate the possibility of wheel studs being sheared or the bolt holes in the wheels becoming elongated. This is especially important during the first few hundred miles/kilometers of operation to allow the wheel nuts to become properly set. All wheel nuts should first be firmly seated against the wheel. The wheel nuts should then be tightened to recommended torque. Tighten the wheel nuts to final torque in increments. Progress around the bolt circle, tightening the wheel nut opposite to the wheel nut just previously tightened until final torque is achieved. Recommended torques are shown in the following chart.

Disc Wheels	TypeNut	StudSize	Hex Size	Torque Ft Lbs	Torque Newton Meters
	Cone	M14 x 1.5	22 mm	120-150	160-200
	Flanged	M14 x 1.5	22 mm	130-160	190-220

Figure 23 - User's Guide

ADHERE THE NEW INFORMATION LABEL TO THIS SECTION PAY SPECIAL ATTENTION TO COVERING THE FLANGED LUG NUT TORQUE 140 FT-LB / 190 N-m.

WHAT TO DO IN EMERGENCIES

- Lower the jack to its fully closed position. If the bottle jack will not lower by turning the dial (thumbwheel) by hand, it may be necessary to use the jack drive tube in order to lower the jack. Stow the replaced tire, jack, and tools as previously described.
- 9. Adjust the tire pressure when possible.

NOTE: Do not oil wheel studs. For chrome wheels, do not substitute with chrome plated wheel nuts.

Hub Caps/Wheel Covers

- . The hub caps must be removed before raising the vehicle off the ground.
- For 2500/3500 single rear-wheel (SRW) models, use the blade on the end of the lug wrench to pry the hub cap off. Insert the blade end into the pry-off notch and carefully pop off the hub cap with a back-and-forth motion.
- On 3500 models with dual rear wheels (DRW), you must first remove the hub caps. The jack handle driver has a hook at one end that will fit in the pry off notch of the rear hub caps. Position the hook and pull out on the ratchet firmly. The hub cap should pop off. The wheel skins can now be removed. For the front hub cap on 3500 models use the blade on the end of the lug wrench to pry the caps off. The wheel skin can now be removed.
- You must use the flat end of the lug wrench to pry off the wheel skins. Insert the flat tip completely and using a back-and-forth motion, loosen the wheel skin. Repeat this procedure around the tire until the skin pops off.
- Replace the wheel skins first using a rubber mallet. When replacing the hub caps, tilt the cap retainer over the lug nut bolt circle and strike the high side down with a rubber mallet. Be sure that the hub caps and wheel skins are firmly seated around the wheel.

Wheel Nuts

• All wheel nuts should be tightened occasionally to eliminate the possibility of wheel studs being sheared or the bolt holes in the wheels becoming elongated. This is especially important during the first few hundred miles/kilometers of operation to allow the wheel nuts to become properly set. All wheel nuts should first be firmly seated against the wheel. The wheel nuts should then be tightened to recommended torque. Tighten the wheel nuts to final torque in increments. Progress around the bolt circle, tightening the wheel nut opposite to the wheel nut just previously tightened until final torque is achieved. Recommended torques are shown in the following chart.

See Addendum

Figure 24 - User's Guide

ADHERE THE NEW INFORMATION LABEL TO THIS SECTION PAY SPECIAL ATTENTION TO COVERING THE FLANGED LUG NUT TORQUE 140 FT-LB / 190 N-m.

THIS ADDENDUM UPDATES INFORMATION ON "TORQUE SPECIFICATIONS" IN THE "TECHNICAL SPECIFICATIONS" SECTION OF YOUR OWNER'S MANUAL

Lug Nut/Bolt Torque	Lug Nut/Boit Type	Lug Nut/Bolt Size	Lug Nut/Bolt Socket Size	
130 Ft-Lb (176 N·m)	Ft-Lb (176 N·m) Cone M14 x 1.50		22 mm	
129 Ft-Lb (175 N·m)	Flanged	m14 x 1.50	22 11111	

NOTE:

Dual wheels are flat mounted, center piloted. The lug nuts are a two-piece assembly. When the tires are being rotated or replaced, clean these lug nuts at the interface between the lug nut/bolt and the washer. **Do not oil wheel studs.**

Figure 25 – New Addendum Card

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 numbers and time allowances:

	Labor Operation <u>Number</u>	Time Allowance
Inspect Wheel Studs	22-Y3-61-81	0.6 hours
If pass, insert addendum card/label and close re	call.	
Inspect and Replace Wheel Studs - Front (One Side or Both Sides)	22-Y3-61-82	0.7 hours
Inspect and Replace Wheel Studs - Rear (One Side)	22-Y3-61-83	1.6 hours
Inspect and Replace Rear Wheel Studs - Rear (Both Sides)	22-Y3-61-84	2.5 hours
Inspect and Replace Wheel Studs - Front (One Side or Both Sides) and Rear (One Side)	22-Y3-61-85	1.6 hours
Inspect and Replace Wheel Studs - Front (One or Both Sides) and Rear (Both Sides)	22-Y3-61-86	2.5 hours
Related Operations		
Replacement of up to 2 additional studs (Can be claimed multiple times as required)	22-Y3-61-50	0.1 hours
10 Lug Equipped	22-Y3-61-60	0.1 hours
Antilock Brakes Equipped (Tone Wheel)	22-Y3-61-61	0.2 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.

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 <u>updated</u> VIN list of <u>their incomplete</u> 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 <u>must</u> perform this repair on all unsold vehicles <u>before</u> 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