

**CHRYSLER**

December 2014

Dealer Service Instructions for:

## **Customer Satisfaction Notification P33 Rear Stabilizer Bar Assembly**

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Effective immediately all repairs on involved vehicles are to be performed according to this notification. Service Bulletin 17-008-14 is no longer applicable for the involved vehicles only.

### **Models**

**2014 (DD) RAM 3500 Cab Chassis**

*NOTE: This notification applies only to the above vehicles equipped with a 6.7L Cummins Turbo Diesel engine (sales code ETK) and Dual Rear Wheel (sales code WLA) built August 16, 2013 through March 20, 2014 (081618 through 032009).*

**IMPORTANT:** Some of the involved vehicles may be in dealer new vehicle inventory. Dealers should complete this repair on these vehicles before retail delivery. Dealers should also perform this repair on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

### **Subject**

The rear stabilizer bar assembly on about 2,200 of the above vehicles may not have been installed at the assembly plant.

### **Repair**

The rear stabilizer bar assembly must be installed.

**Parts Information**

Part Number

Description

**CEAOP331AA**

**Rear Stabilizer Bar**

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Stabilizer Bar Assembly
4	Nut, Rear Stabilizer Bar to Axle
2	Stud Plate
2	Nut Flag, Link to Frame
2	Bolt, Link to Frame
1	Cap, Rear Stabilizer Bar to Frame

**Special Tools**

No special tools are required to perform this service procedure.

**Service Procedure**

1. Look under the rear of the vehicle and inspect the vehicle for a rear stabilizer bar assembly (Figure 1).
  - If the vehicle has a rear stabilizer bar assembly installed, return the vehicle to the customer.
  - If the vehicle is missing the rear stabilizer bar assembly, continue with Step 2.

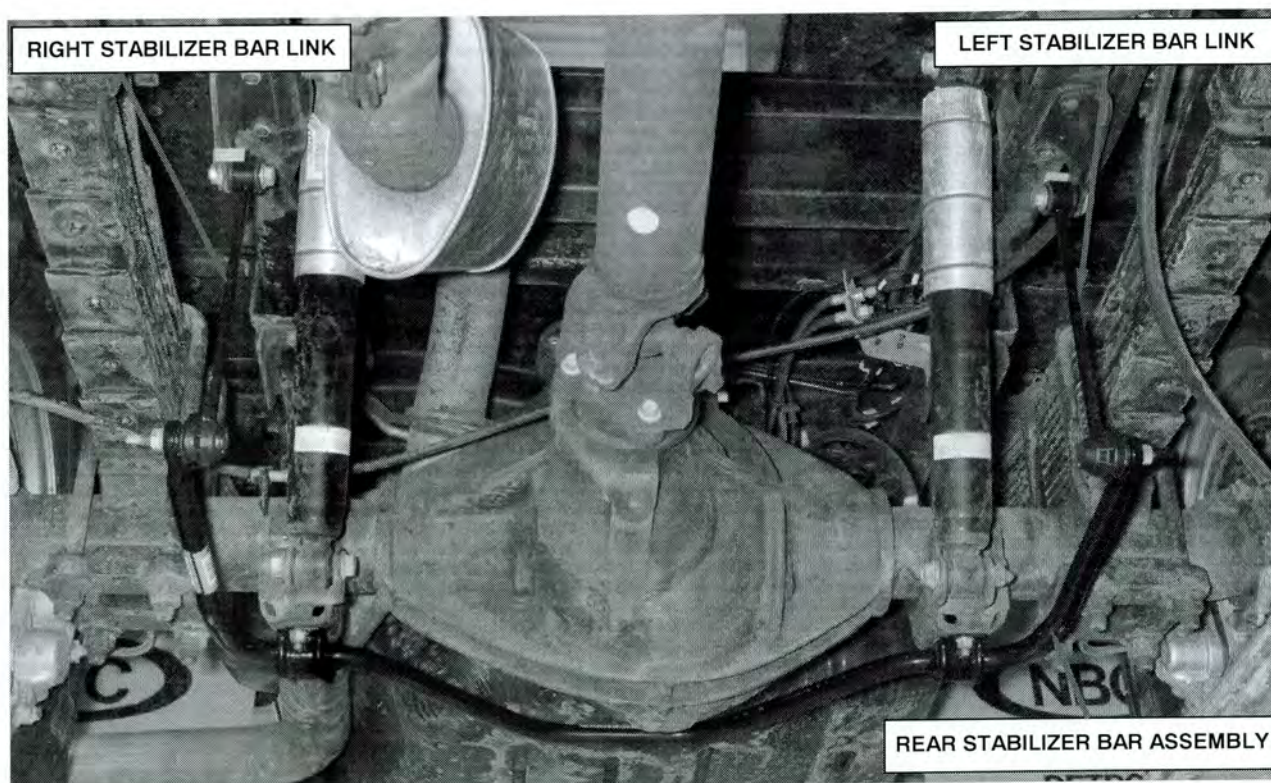


Figure 1 – Rear Stabilizer Bar Assembly Installed

**Service Procedure**

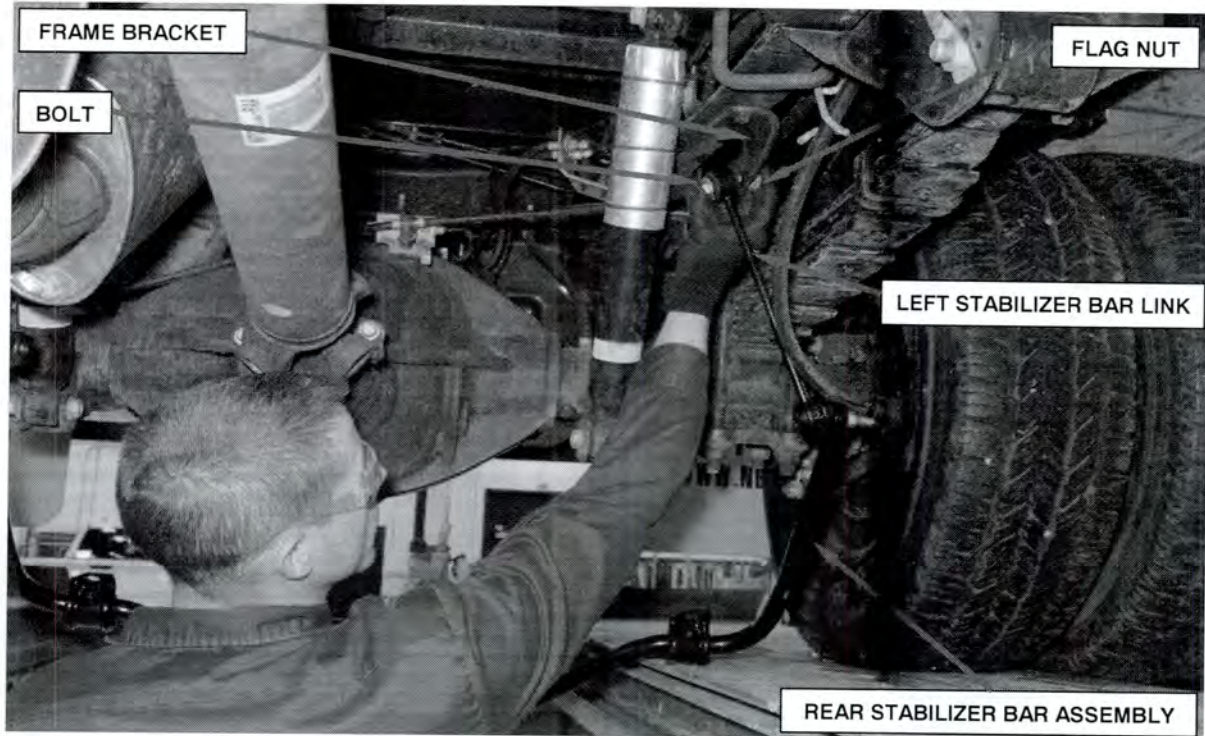
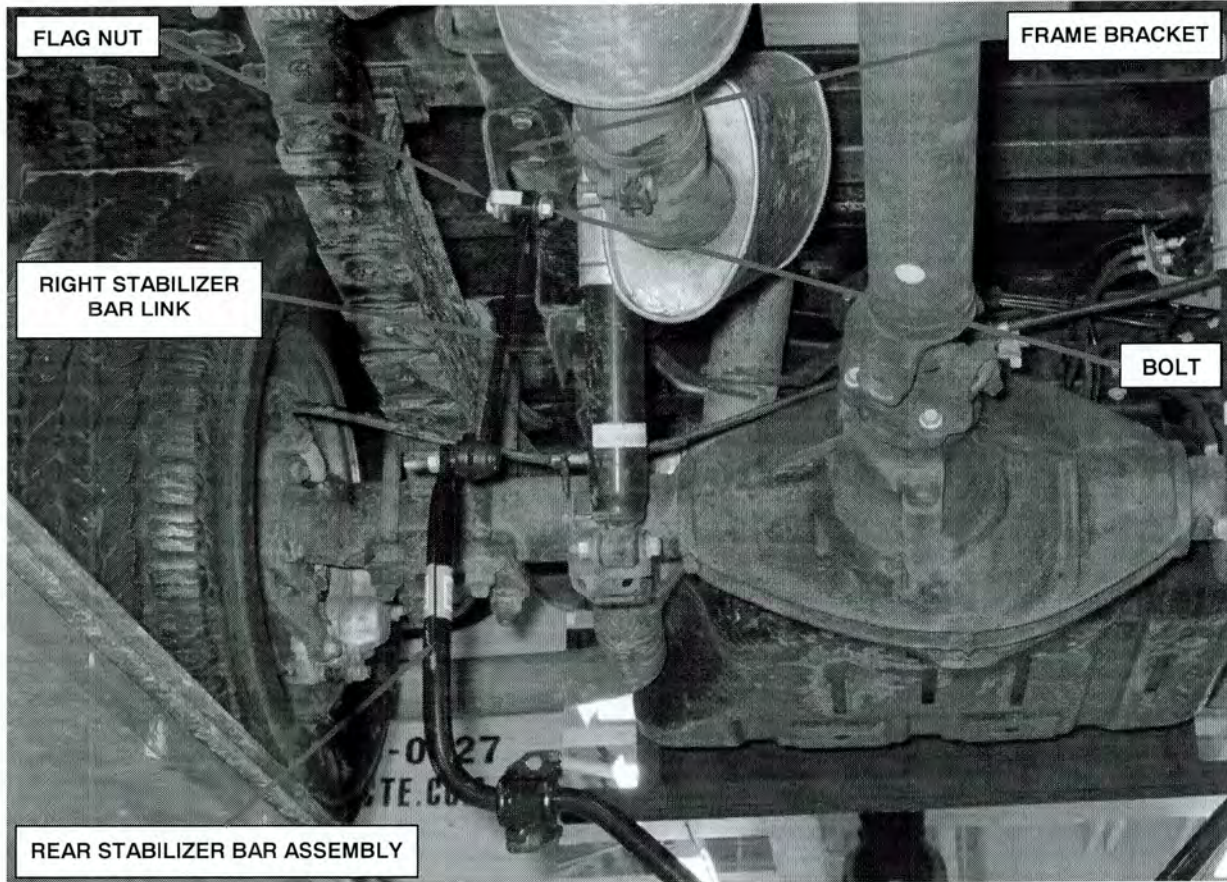


Figure 2 – Left Stabilizer Bar Link

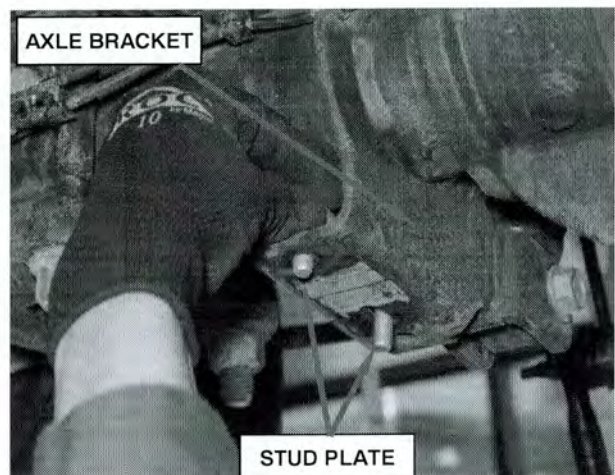
2. Raise the vehicle on an appropriate drive on hoist.  
**NOTE: Intent is to have the vehicle at curb height.**
  
3. Attach the left stabilizer bar link to the frame bracket using a bolt and flag nut (Figure 2).  
**NOTE: Position a jack stand to help support the stabilizer bar during installation.**

**Service Procedure Continued**



**Figure 3 – Right Stabilizer Bar Link**

4. Attach the right stabilizer bar link to the frame bracket using a bolt and flag nut (Figure 3).
5. Install the stud plates to the axle bracket, both right and left sides (Figure 4).



**Figure 4 – Stud Plate**

**Service Procedure Continued**

6. Position the rear stabilizer bar assembly to the stud plates (Figure 5).
7. Hand start and loose assemble the stabilizer bar nuts to the stud plates (Figure 5).
8. Visually ensure the rear stabilizer bar assembly is centered between the two bushings where mounted to the axle (Figure 5).

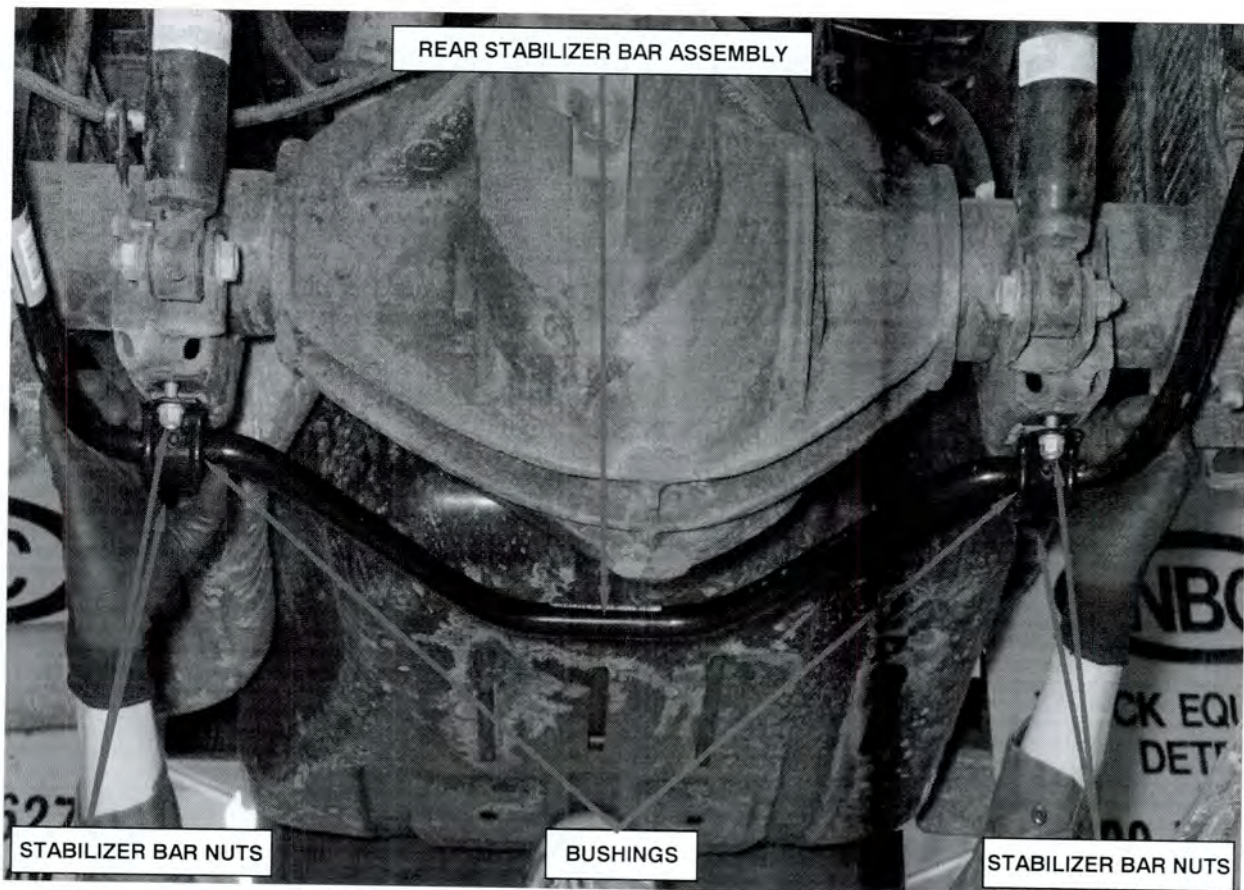
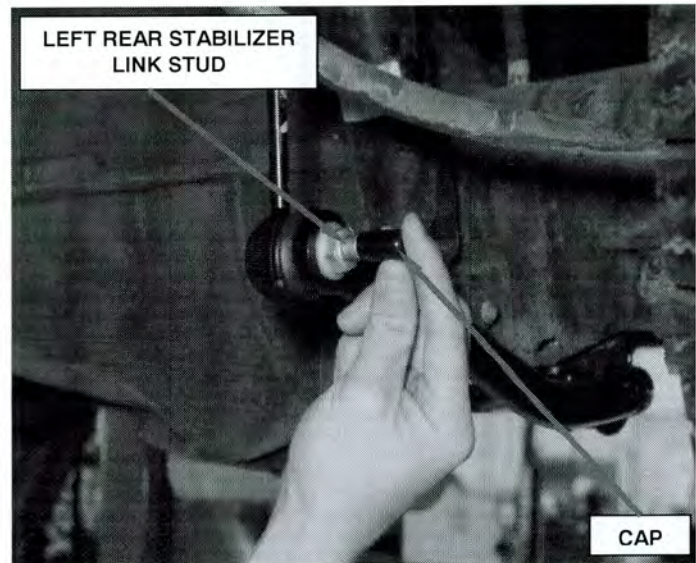


Figure 5 – Rear Stabilizer Bar Assembly

**Service Procedure Continued**

9. Torque the four nuts for the stabilizer bar assembly attachment to the axle to 40 ft. lbs. (55 N·m).
  
10. Torque the two bolts for the stabilizer bar links to frame to 55 ft. lbs. (75 N·m).
  
11. Install the rear stabilizer bar to frame cap to the lower left rear stabilizer link stud (Figure 6).
  
12. Remove the jack stand.
  
13. Lower the vehicle.
  
14. Return the vehicle to the customer.



**Figure 6 – Stabilizer Bar to Frame Cap**

**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 submitted will be used by Chrysler to record Customer Satisfaction Notification service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	<b><u>Labor Operation Number</u></b>	<b><u>Time Allowance</u></b>
Inspect for Rear Stabilizer Bar Assembly in write-up area	02-P3-31-81	0.0 hours
Inspect and Install Rear Stabilizer Bar Assembly	02-P3-31-82	0.3 hours

Add the cost of the parts package plus applicable dealer allowance to your claim.

**FOR VEHICLES INSPECTED IN THE WRITE UP AREA:** Enter “INSPECT” in the part number section of your claim with a quantity of one (1). Enter \$5.00 WITH NO MARK-UP for reimbursement of steering linkage inspection performed in the write up area.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete 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 Chrysler are being notified of the service requirement by mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

### **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 should 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.

*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 notification 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 Service / Field Operations  
Chrysler Group LLC



# CUSTOMER SATISFACTION NOTIFICATION

P33

## REAR STABILIZER BAR ASSEMBLY

Dear: (Name)

At Chrysler Group LLC, you can be assured that we are changing the way we look at quality. To prove our commitment to quality, the company is investing in and prioritizing improvements for every vehicle that we build. As part of that commitment, we are also targeting existing vehicles on the road today and contacting our customers to provide these quality improvements, at no charge, that will help to improve your ownership satisfaction.

We are recommending the following improvements be performed on certain **2014 model year RAM trucks equipped with a 6.7L Cummins turbo diesel engine and dual rear wheel.**

**Recommended Service:** **The rear stabilizer bar assembly on your truck (VIN: xxxxxxxxxxxxxxxxxxx) may not have been installed at the assembly plant.**

**What your dealer will do:** **Chrysler will service your vehicle free of charge (parts and labor).** To do this, your dealer will inspect for a rear stabilizer bar assembly and install a new rear stabilizer bar assembly, if required. The inspection will take less than 1/2 hour to complete. If a rear stabilizer bar assembly is required, the work will take an additional 1/2 hour to complete. We recommend that you make an appointment with your dealer to minimize your inconvenience.

**What you should do:** Simply **contact your Chrysler, Jeep, or Dodge dealer,** at your convenience, to schedule a service appointment. Your dealer will collect the necessary information to ensure that the appropriate parts are available so your service can be completed in a timely manner. Although not required, we recommend bringing this letter with you to your dealer, when you bring your vehicle in for this service.

**If you need help:** Please contact the Chrysler Customer Assistance Center at 1-800-853-1403.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to your vehicle. You may also update this information on the web at  
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We apologize for any inconvenience this service may cause to your schedule. Moving forward we are committed to providing our customers with world class quality products, ensuring that you have a positive dealership experience and following up on any issues and concerns that you may have in a timely manner through our Customer Assistance Center.

Sincerely,  
Customer Service / Field Operations  
Chrysler Group LLC  
Notification Code P33