



August 2020

Dealer Service Instructions for:

## **Customer Satisfaction Notification W60 Rear Axle Hub Nut**

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**NOTE: ProMaster repairs can ONLY be performed by BusinessLink Dealers.  
Non BusinessLink Dealers should not order parts or perform the repair.**

### **Remedy Available**

**2020 (VF) Ram ProMaster**

***NOTE: Some vehicles above may have been identified as not involved in this campaign and therefore have been excluded from this campaign.***

**IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory.** Dealers should also consider this requirement to apply to used vehicle inventory and should perform this campaign on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

### **Subject**

The rear axle hub nut on about 300 of the above vehicles may not have been properly crimped.

## **Repair**

Verify proper axle nut torque, and crimp to prevent loosening.

## **Alternate Transportation**

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if inspection determines that axle hub nut crimping is required and the vehicle must be held overnight.

## **Parts Information**

No parts are required to perform this service procedure.

## **Parts Return**

No parts return required for this campaign.

## **Special Tools**

No special tools are required to perform this service procedure.

## Service Procedure

**CAUTION:** Only frame contact or wheel lift hoisting equipment can be used on this vehicle. It cannot be hoisted using equipment designed to lift a vehicle by the rear axle. If this type of hoisting equipment is used, damage to rear suspension components will occur.

1. Raise and support the vehicle.
2. Remove the wheel mounting bolts, then the rear tire and wheel assembly.
3. Remove the hub and bearing dust cap (Figure 1).

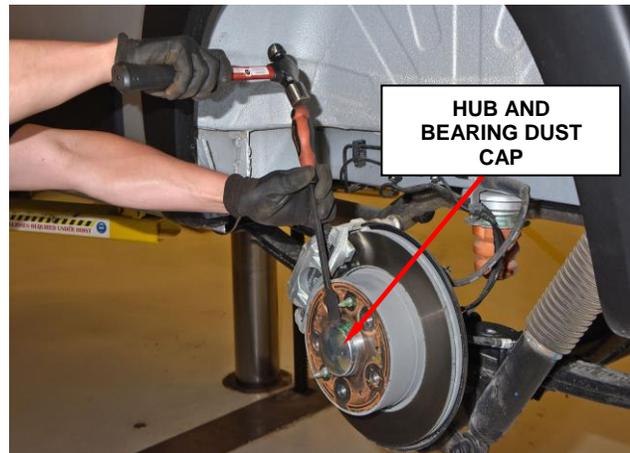


Figure 1 - Hub and Bearing Dust Cap

4. Is the nut crimped (Figure 2)?
  - If the nut is not crimped, proceed to step 5.
  - If the nut has been crimped, proceed to step 8.



Figure 2 – Un-Crimped and Crimped Nut

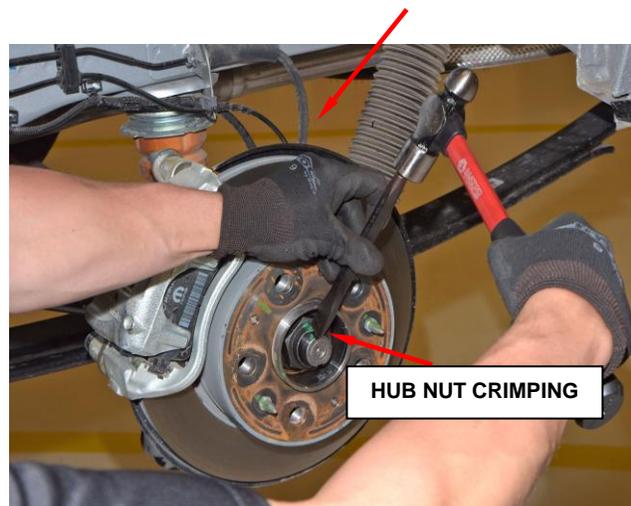
**Service Procedure [Continued]**

5. While a helper applies the brakes, tighten the nut to 408 N·m (301 ft. lbs.) (Figure 3).



**Figure 3 – Rear Axle Hub Nut**

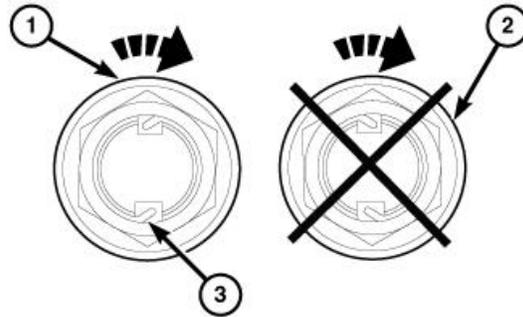
6. Using the chisels leading cutting edge, crimp the hub nut (Figure 4).



**Figure 4 – Hub Nut Crimping**

**Service Procedure [Continued]**

7. The hub nut must be staked so that it looks similar to (1) in Figure 5. Both edges must be split and bent into the shape shown (3). The staking must be in the opposite direction from the forward rotation of the wheel.



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**Figure 5 – Hub Nut Crimping**

8. Install the hub and bearing dust cap (Figure 6).

**Figure 6 – Hub and Bearing Dust Cap**

**Service Procedure [Continued]**

9. Install the tire and wheel assembly. Progressively tighten all five wheel mounting (lug) bolts in a star pattern. Tighten wheel (lug) bolts to 197 N·m (145 ft. lbs.) (Figure 7).



**Figure 7 – Torque Wheel Bolts**

10. Perform the same inspection or repair to both sides of the vehicle.
11. Lower the vehicle.

**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 Customer Satisfaction Notification service completions and provide dealer payments.

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

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Inspect Rear Axle Hub Nuts for Crimping	05-W6-01-81	0.3 hours
Inspect, Tighten and Crimp Rear Axle Hub Nuts	05-W6-01-82	0.4 hours

**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 FCA 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.

## 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 campaign 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  
FCA US LLC

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

W60

LOGO

VEHICLE PICTURE

#### YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**  
Call your authorized *BusinessLink* 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](https://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.

#### DEALERSHIP INSTRUCTIONS

Please reference CSN W60.

# CUSTOMER SATISFACTION NOTIFICATION

## Rear Axle Hub Nut

Dear [Name],

At FCA US LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle <sup>[1]</sup>. This will be done at no charge to you.

We are recommending the following improvements be performed on certain [2020 (VF) Ram ProMaster] vehicles.

#### WHY DOES MY VEHICLE NEED REPAIRS?

The rear axle hub nut on your vehicle may not have been properly crimped. This can result in improper rear axle bearing torque.

#### HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION?

FCA US will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect the hub nut, and if needed crimp it to prevent loosening. The estimated repair time is one hour. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may 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 BUSINESSLINK 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](https://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[2]</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 repair performed.

We apologize for any inconvenience, but are sincerely concerned about your satisfaction. Thank you for your attention to this important matter.

Customer Assistance/Field Operations  
FCA 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] 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.