March 2021

Dealer Service Instructions for:

Customer Satisfaction Notification W95
Built to Serve 1” Lift Springs

Remedy Available

2020 (DT) Ram 1500 Pickup

NOTE: This campaign applies only to the above vehicles equipped with “Built to Serve Army Edition” (sales code ASG) and "Raised Ride Height" (sales code XZN).

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

Subject

The vehicle ride height on about 2,900 of the above vehicles may be lower than expected.

Repair

Replace all four springs.

Alternate Transportation

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

Parts Information

	CURRENT			NEW		
	Non-Lifted			Lifted		
	PN	Lt Sales Code	Rt Sales Code	PN	Lt Sales Code	Rt Sales Code
Front Steel	68320236AB	ZAD	ZND	68320249AC	ZBC	ZPC
	68320237AB	ZAE	ZNE	68320250AC	ZBD	ZPD
	68412270AA	ZCE	ZRE	68412277AB	ZCM	ZRM
Rear Steel	68262664AC	ZAS	ZNS	68370565AB	ZCW	ZRW
	68262675AB	ZBS	ZPS	68262686AB	ZCU	ZRU
	68262680AB	ZBX	ZPX	68262684AB	ZCS	ZRS
	68262681AB	ZBY	ZPY	68262682AB	ZBZ	ZPZ
	68262676AB	ZBT	ZPT	68370567AB	ZCY	ZRY

A part to VIN relationship has been established under the VIN/campaign in Dealer Connect for ease of part ordering.

Use the table above to identify the proper sales codes for removal and addition.

While spring will vary from vehicle to vehicle, the parts below are common to all vehicles in this campaign.

Parts Information [Continued]

Part Number	Qty.	Description
06513034AA	4	Front Caliper Adapter Bolt (MSQ 4, 1 bag services 1 vehicle)
06513202AA	2	Front Stabilizer Bar Nut (MSQ 4, 1 bag services 2 vehicles)
06506454AA	2	Halfshaft Nuts
06506557AA	2	Upper Ball Joint Nuts
06104264AA	1	Track Bar Bolt (MSQ 3, 1 bag services 3 vehicles)

Parts Return

No parts return required for this campaign.

Special Tools

The following special tools are required to perform this repair:

- 8677 Ball Joint Remover
- 9362 Strut Nut Wrench
- NPN wiTECH Software
- NPN wiTECH MicroPod II
- NPN Laptop Computer
- NPN wiTECH Software

Service Procedure

A. Front Suspension Remove

1. Disconnect and isolate the negative battery cable.

2. Raise and support the vehicle.

3. Remove all four wheels and tires.

4. Remove the wiring harness retainers from the top of the shock (Figure 1).

5. Apply penetrating oil to the shock shaft at the nut.

6. Add a paint mark to the coil spring, shock top plate, and frame pocket.

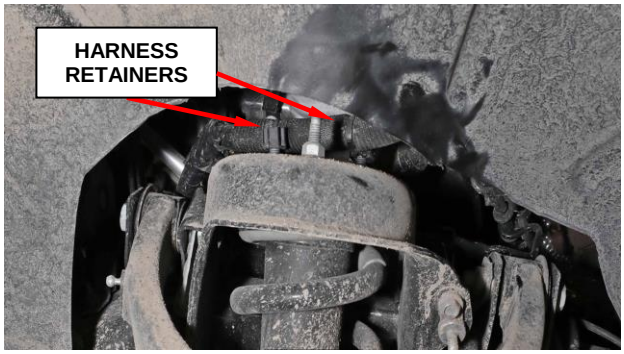

Figure 1 – Wiring Harness on Shocks

7. Have a helper apply brake pressure and remove and DISCARD the halfshaft nut (2) (Figure 2).

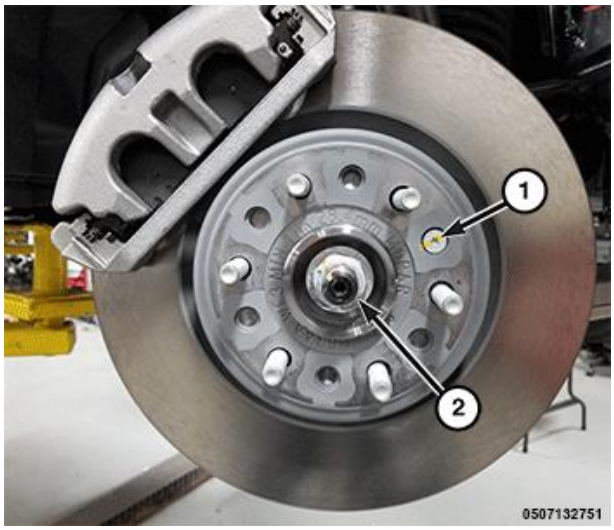

Figure 2 – Halfshaft Nut

Service Procedure [Continued]

8. Remove the three shock absorber upper nuts (1) (Figure 3).

Figure 3 – Upper Shock Absorber Nuts

9. Remove the lower shock nut and bolt (1) (Figure 4).

Figure 4 – Lower Shock Absorber Bolt and Nuts

CAUTION: Never allow the disc brake caliper to hang from the brake hose. Damage to the brake hose will result. Provide a suitable support to hang the caliper securely.

Service Procedure [Continued]

10. Remove and DISCARD the two front caliper adapter bolts (5) (Figure 5).

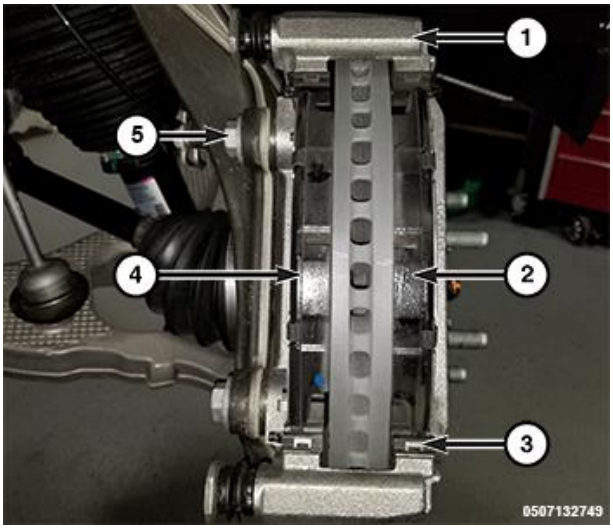

Figure 5 – Front Caliper Adapter Bolts

11. Remove the wheel speed sensor wire from the clips on the brake hose, knuckle, and frame.

12. Remove and hang the front caliper and adapter assembly.

13. Remove the front brake rotor bolt (1) (Figure 6).

14. Remove the brake rotor.

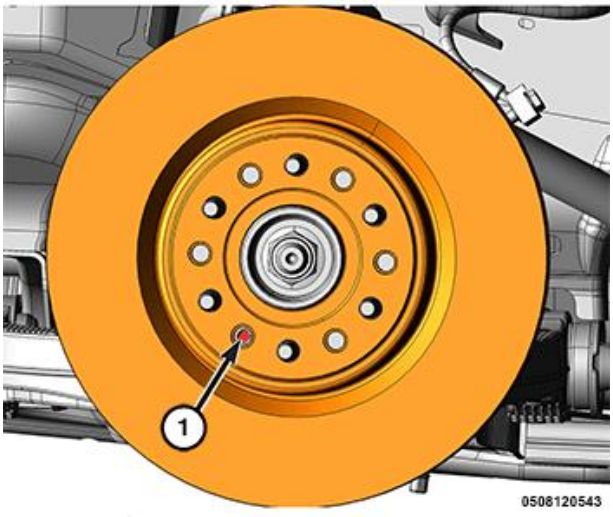

Figure 6 – Front Brake Rotor Bolt

Service Procedure [Continued]

15. Remove and DISCARD the upper ball joint nut and separate the upper ball joint from the knuckle using Ball Joint Remover 8677 (Figure 7).

Figure 7 – Ball Joint Remover 8677

16. Disconnect the stabilizer bar link from the lower control arm (2) (Figure 8).

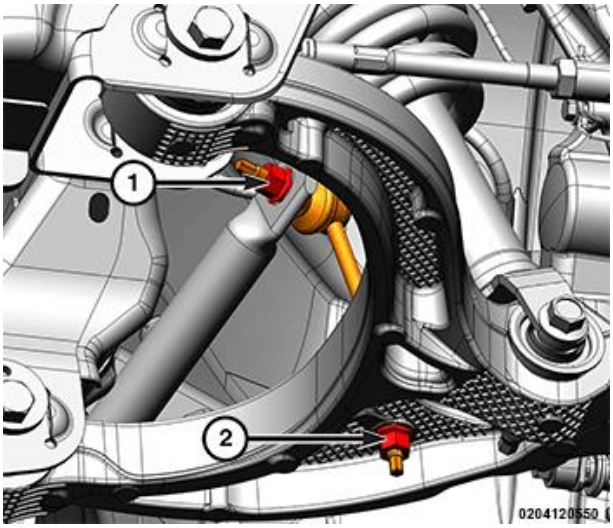

Figure 8 – Stabilizer Bar Link Nut

17. Remove the shock absorber assembly.

18. Compress the coil spring in a suitable spring compressor.

Service Procedure [Continued]

CAUTION: Never use impact or high speed tools to remove the shock rod nut. Damage to the shock internal bearings can occur.

19. Have a helper support the shock absorber (8) from below, hold the shock rod with a suitable socket then use tool 9362 to remove the shock rod nut (1) (Figure 9).

20. Remove the upper shock mount (2), the upper spacer (3), the shield (4), the spring isolator (5), the jounce bumper (6), and the shock absorber (8) (Figure 9).

21. Release the spring compressor and remove the coil spring.

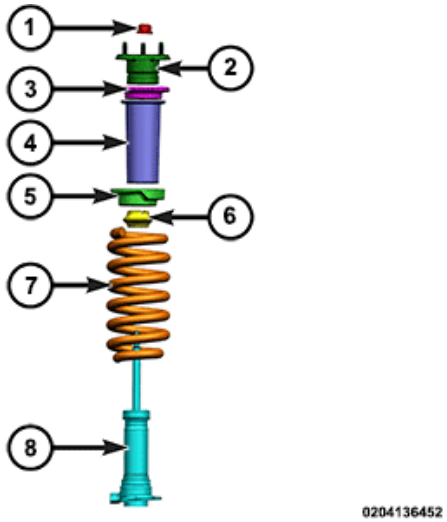

Figure 9 – Shock Absorber Assembly

Service Procedure [Continued]

B. Front Suspension Install

NOTE: In any instance where a bolt is through a rubber bushing, the bolt must be torqued with the vehicle at normal ride height.

1. Transfer the upper and lower spring cushions from the old coil spring to the new one as needed.

2. Compress the new coil spring in a suitable spring compressor.

3. Have a helper position the shock absorber to the coil spring from below and verify that the coil spring lower end is correctly aligned to the spring stop as shown (Figure 10).

4. Align the paint marks, and install the jounce bumper (6), the spring isolator (5), the shield (4), the upper spacer (3), the upper shock mount (2), and the shock rod nut (1) (Figure 9).

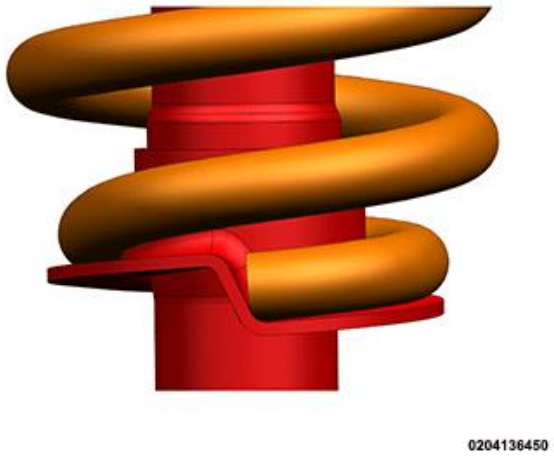

Figure 10 – Align Coil Spring

CAUTION: Never use impact or high speed tools to remove the shock rod nut. Damage to the shock internal bearings can occur.

5. Have a helper support the shock absorber from below, hold the shock rod with a suitable socket, then use the Strut Nut Wrench 9362 to install the shock rod nut (1) (Figure 9). Tighten to 35 N·m (26 ft. lbs.).

6. Release the spring compressor and remove the shock assembly from the spring compressor.

7. Install the completed assembly to the vehicle, aligning the paint marks.

Service Procedure [Continued]

8. Position the lower clevis to the lower control arm shock bushing.

9. Install the three shock absorber upper nuts (1) (Figure 2). Tighten to 70 N·m (52 ft. lbs.).

10. Install the shock absorber lower bolt (1) and nut but do not tighten at this time (Figure 4).

    NOTE: When positioning the steering knuckle to the upper ball joint make sure the half shaft splines smoothly and fully engage the hub and bearing splines.

11. Seat the wiring harness retainers to the shock mount studs (Figure 1).

12. Insert the upper ball joint stud into the steering knuckle, then install the new upper ball joint nut. Tighten the nut to 35 N·m + 180° (26 ft. lbs. + 180 °).

13. Place the stabilizer bar link lower ball stud through the lower control arm.

14. Install a new stabilizer bar link upper nut (1) (Figure 8). Tighten the nut to 119 N·m (88 ft. lbs.).

15. Secure the wheel speed sensor wire to the clips on the brake hose, knuckle, and frame.

16. Position the brake rotor over the wheel studs and seat it against the hub and bearing.

17. Install the front brake rotor bolt (1) (Figure 6). Tighten to 10 N·m (7 ft. lbs.).

18. Install the caliper adapter with the caliper as an assembly to the vehicle using new bolts. Tighten the bolts to 80 N·m + 55° (59 ft. lbs. + 55 °).

19. Install the halfshaft nut (1) (Figure 2).

20. Have a helper apply brake pressure and tighten the halfshaft nut (2) (Figure 2) to 250 N·m (184 ft. lbs.).

Service Procedure [Continued]

21. Repeat for the other side of the vehicle.

22. Clean wheel mounting surface of any corrosion or dirt.

23. Position the tire and wheel assembly against the hub and install the six wheel lug nuts.

24. Tighten the six wheel lug nuts in a star pattern to 176 N·m (130 ft. lbs.).

25. With the vehicle at ride height, tighten the shock absorber lower nut. Tighten the nut to 168 N·m (124 ft. lbs.).

26. Repeat for the other side of the vehicle.

C. Rear Spring Remove

1. Support the axle with a suitable holding fixture.

2. Remove the shock absorber lower bolts (1) and nuts from both sides (Figure 11).

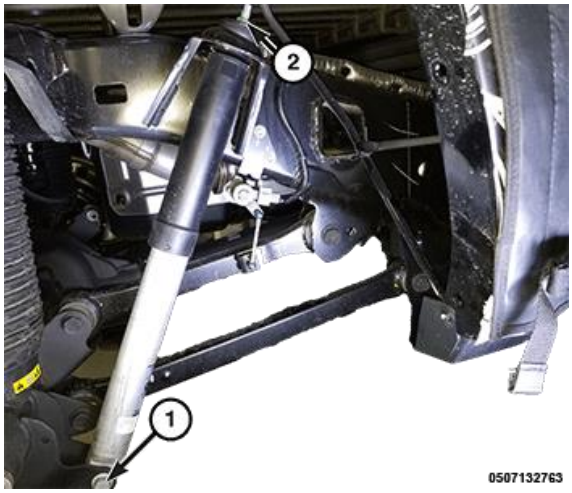

Figure 11 – Rear Shock Lower Bolt and Nut

Service Procedure [Continued]

3. Disconnect the stabilizer bar links from the frame by removing the stabilizer bar link upper bolts (1) (Figure 12).

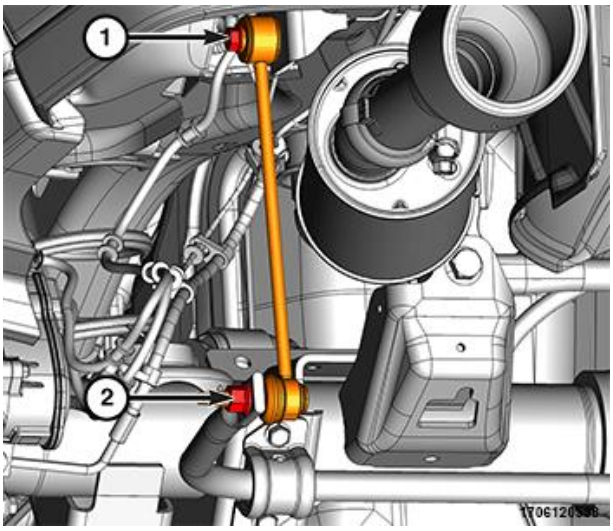

Figure 12 – Stabilizer Bar Link Upper Bolt

4. Remove the bolt from the axle end of the track bar and DISCARD (Figure 13).

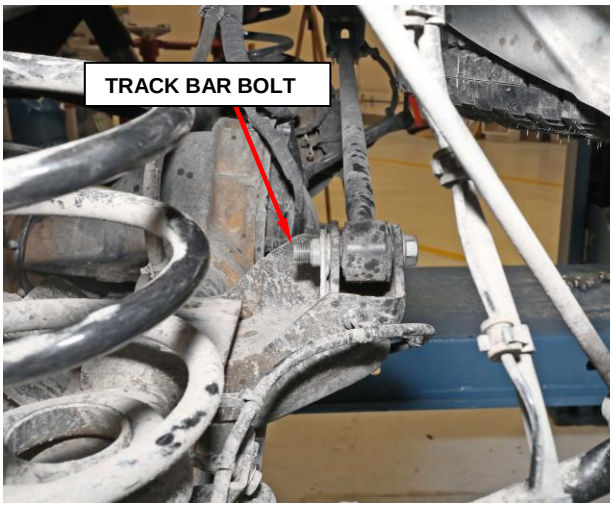

Figure 13 – Track Bar Bolt

NOTE: Do not lower the axle more than the brake hose slack allows; brake hose damage could occur.

5. Lower the axle support and remove the springs and isolators.

Service Procedure [Continued]

D. Rear Spring Install

NOTE: In any instance where a bolt is through a rubber bushing, the bolt must be torqued with the vehicle at normal ride height.

1. Transfer the isolators from the old springs as needed. Position the new springs to the frame and the axle perches.

2. The new coil spring must be installed so that the isolator locating tabs (1), (3) are positioned through the corresponding holes in the spring pocket and the coil spring end (2) must be positioned as shown (Figure 14).

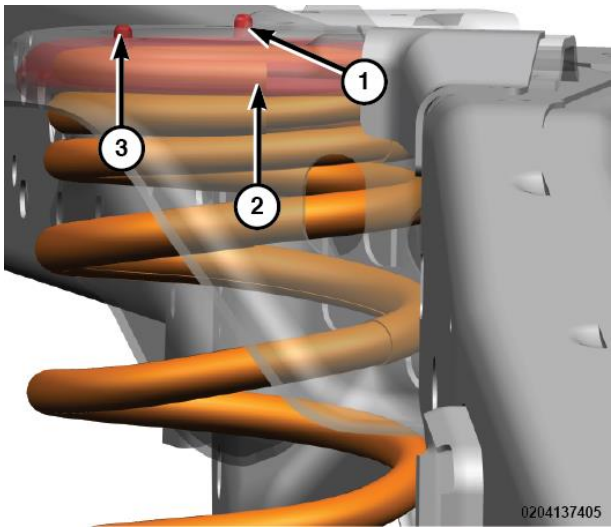

Figure 14 – Spring Positioned On Perch

3. Raise the axle assembly.

4. Align the shock absorber lower bolt hole to the axle bracket then install the shock absorber lower bolt (1) and nut but do not tighten at this time (Figure 11).

5. Align the stabilizer bar link upper bolt hole to the frame then install stabilizer bar link upper bolt (1) but do not tighten at this time (Figure 12).

6. Align the track bar and install the bolt and nut but do not tighten at this time (Figure 13).

7. Remove the rear axle holding fixture.

8. Remove the support and lower the vehicle.

9. Tighten the stabilizer bar link upper bolt to 55 N·m (41 ft. lbs.).

Service Procedure [Continued]

10. Tighten the shock absorber lower bolt to the proper 140 N·m (103 ft. lbs.).
11. Install the NEW track bar bolt. Tighten the bolt to 172 N·m (127 ft. lbs.).
12. Align the vehicle suspension.

E. Add sales code to VIN

1. Connect to DealerCONNECT.
2. Select "Service" tab.
3. Select "Single VIN Inquiry".
4. Add the vehicles VIN in the required field, then enter mileage, and submit.
5. Select the "Options" tab. Note the four spring codes. See sales code table in the Parts Information section of this document.
6. Return to the "Service" tab. Scroll down to the "Warranty Administration" section.
7. Select "Vehicle Option Updates" under warranty.
8. Enter the VIN then select view.
9. Select the new sales code from the "Available Vehicle Options" list, then add to the "Selected Vehicle Option". See sales code table in the Parts Information section of this document.
10. Highlight the selected sales code then click "save".

F. Restore Vehicle Configuration

1. Connect the wiTECH micro pod II to the vehicle data link connector.
2. Place the ignition in the "**RUN**" position.
3. Open the wiTECH 2.0 website.
4. Enter your "**User id**" and "**Password**" and your "**Dealer Code**", then select "**Sign In**" at the bottom of the screen. Click "**Accept**".
5. From the "**Vehicle Selection**" screen, select the vehicle to be updated.
6. Select "**Guided Diagnostics**".
7. Select "**Restore Vehicle Configuration**".
8. Clear fault codes.
9. Disconnect the wiTECH micro pod II from the vehicle data link connector.

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 the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Replace Front and Rear Coil Springs	02-W9-51-82	4.2 hours

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

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 campaign 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 XXXXXXXXXXXXXXXXX

W95

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.

DEALERSHIP INSTRUCTIONS
Please reference CSN W95.

CUSTOMER SATISFACTION NOTIFICATION

Built to Serve Lift Springs

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 [1]. This will be done at no charge to you.

We are recommending the following improvements be performed on certain 2020 (DT) Ram 1500 Pickup vehicles equipped with raised ride height suspension.

WHY DOES MY VEHICLE NEED REPAIRS?

Some vehicles with the Built to Serve Army Edition and a Raised Ride Height sales code were not assembled with the proper springs, leading to a lower ride height than expected.

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 replace all 4 coil springs in the suspension. The estimated repair time is five hours. 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 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. [2] 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

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] 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.