

August 2021

Dealer Service Instructions for:

# Customer Satisfaction Notification Y51 Abnormal Steering

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## Remedy Available

**2021**      **(LA) Dodge Challenger**  
              **(LD) Dodge Charger**  
              **(WD) Dodge Durango**  
              **(WK) Jeep® Grand Cherokee**

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

## Subject

The steering wheel on about 40 of the above vehicles may stick or slip when slowing down from high speeds, such as exiting a highway.

## Repair

Replace the steering gear assembly and align the front suspension on all of the above involved vehicles.

<b>Parts Information</b>
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<u>Part Number</u>	<u>Qty. Required</u>	<u>Description WD/WK 2WD</u>
68499167AA	1	Steering Gear
06510206AA	1	Steering Shaft Coupler Pinch Bolt
06511398AA	2	Upper Ball Joint Nut
06104719AA	2	Shock to Lower Control Arm Nut
06512063AA	2	Shock to Lower Control Arm Bolt
06511930AA	2	Front Axle Bushing Bolt
06102240AA	1	Front Axle Tube Bushing Bolt
06104717AA	1	Front Axle Tube Bushing Nut

<u>Part Number</u>	<u>Qty. Required</u>	<u>Description WK/WD 4x4 /or w/Air Suspension</u>
68499163AB	1	Steering Gear
06510206AA	1	Steering Shaft Coupler Pinch Bolt
06511398AA	2	Upper Ball Joint Nut
06104719AA	2	Shock to Lower Control Arm Nut
06512063AA	2	Shock to Lower Control Arm Bolt
06511930AA	2	Front Axle Bushing Bolt
06102240AA	1	Front Axle Tube Bushing Bolt
06104717AA	1	Front Axle Tube Bushing Nut
06509298AA	2	Front Axle Shaft Nut
04809863AC	2	Front Axle Shaft Washer

<u>Part Number</u>	<u>Qty. Required</u>	<u>Description (LA Model)</u>
68466314AB	1	Steering Rack Performance
06506950AA	1	Steering Shaft Coupler Pinch Bolt
06511905AA	2	Tie Rod to Knuckle Nut

<u>Part Number</u>	<u>Qty. Required</u>	<u>Description (LD Model)</u>
68466317AB	1	Steering Rack
06506950AA	1	Steering Shaft Coupler Pinch Bolt
06511905AA	2	Tie Rod to Knuckle Nut

<b>Parts Return</b>
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No parts return required for this campaign.

Render the steering gear unusable and discard.

## Special Tools

**The following special tool is required to perform this repair:**

- 9360                                      Remover, Tie Rod
- 8984C                                     Fixture
- 8534C                                     Driveline Support or Equivalent
- C-4150A                                  Press, Ball Joint

## Service Procedure

### A. Steering Gear Removal Procedure LA/LD

1. Disconnect and isolate the negative battery cable. If equipped with an Intelligent Battery Sensor (IBS), disconnect the IBS connector first before disconnecting the negative battery cable.

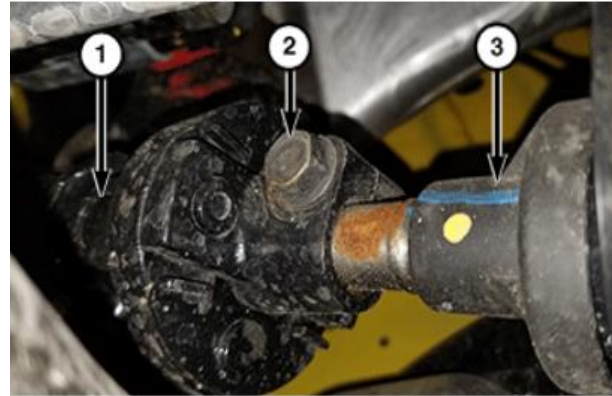


Figure 1 – Steering Shaft

2. Using a steering wheel holder, lock the steering wheel in place. This will keep the clock spring in the proper orientation.
3. Raise and support the vehicle.
4. Remove the lower intermediate shaft pinch bolt at the steering gear. Separate the lower intermediate shaft from the steering gear (Figure 1).

**CAUTION: When loosening the jam nut and rotating the inner tie rod, use care not to twist the bellows at inner tie rod. Remove the clamp at the inner tie rod and make sure the bellows moves freely before rotating the inner tie rod.**

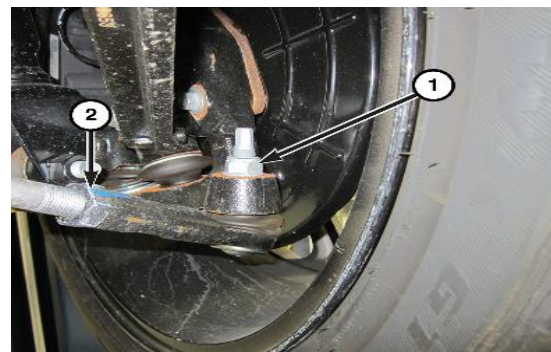


Figure 2 – Tie Rod

5. Loosen the tie rod jam nut at each outer tie rod (Figure 2).
6. Remove outer tie rod nut at each knuckle (Figure 2).
7. Using Remover 9360, separate the outer tie rod from each knuckle.

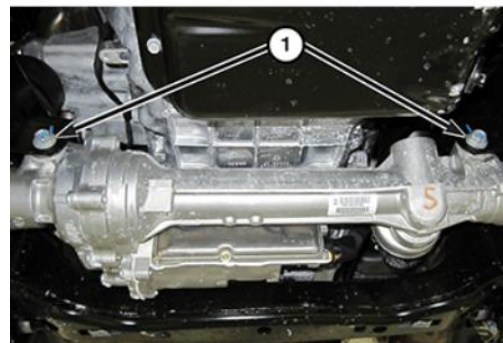
**Service Procedure [Continued]**

8. Remove the two black steering gear wire harness connectors from the steering gear (Figure 3).



**Figure 3 - Electrical Connector**

9. Remove steering gear mounting bolts (Figure 4).
10. Remove the steering gear from the vehicle.
11. **AWD Equipped:** Drill out the rivets with a 9/64 drill bit, transfer the steering gear heat shield, secure the heat shield with the **NEW** self-tapping screws provided with the new steering gear.



**Figure 4 – Mountings Bolts**

12. Continue to section: **B. Steering Gear Installation.**

<b>Service Procedure [Continued]</b>
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**B. Steering Gear Installation LA/LD**

1. Position the **NEW** steering gear in the vehicle.
2. Install the steering gear mounting bolts. Tighten the steering gear mounting bolts to 98N·m (72ft. lbs.)
3. Install the two black steering gear wire harness connectors onto the steering gear (Figure 3).
4. Install the outer tire rod nut (1) at each knuckle. Tighten to 45 N·m + 90° TURN (33ft. lbs.) +90° TURN.
5. Install the lower intermediate shaft to the steering gear (Figure 1).
6. Install the lower intermediate shaft and **NEW** pinch bolt and tighten to 55N·m (41ft. lbs.).
7. **If equipped:** Install the belly pan.
8. Remove support and lower the vehicle.
9. Remove the steering wheel holding tool.
10. Connect the negative battery cable. If equipped with an Intelligent Battery Sensor (IBS), connect the IBS connector.
11. Perform wheel alignment and set front toe to specifications.
12. Tighten tie rod jam nuts to 95N·m (70ft. lbs.)
13. With the key on, engine off turn the steering wheel lock to lock one time to calibrate the EPS gear.
14. Return the vehicle to the customer.

<b>Service Procedure [Continued]</b>
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**C. Steering Gear Removal/Installation Procedure WK/WD**

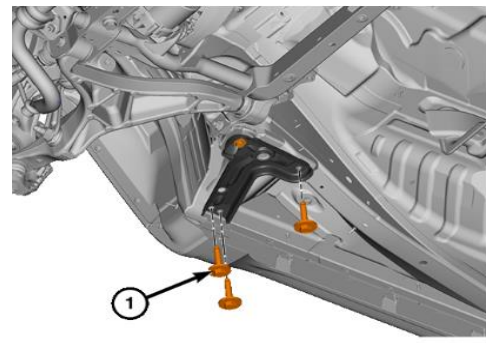
1. Disconnect and isolate the negative battery cable.
2. Remove the air cleaner body.
3. Disconnect the throttle body wire harness connector and disengage the wire harness clip from the throttle body.
4. Remove the four bolts and the throttle body and set aside.
5. Support the engine using **Fixture, Engine Lifting 8984C Fixture, Driveline Support 8534C** or equivalent.
6. Remove the transmission skid plate.
7. Remove the front skid plate.
8. Remove the engine mount nuts.
9. Remove the catalytic converter heat shield from the frame.

**CAUTION: Steering column module is centered to the vehicles steering system. Failure to keep the system and steering column module centered and locked/inhibited from rotating can result in steering column module damage.**

10. Place the front wheels in the straight ahead position with the steering wheel centered and locked with a steering wheel lock.
11. Remove the steering shaft coupler pinch bolt and disconnect the coupler from the steering shaft. **Discard** the steering shaft coupler pinch bolt.
12. Remove the front wheel speed sensors.
13. Remove both brake calipers and hang to the side.
14. Support the outside of the lower control arms with a suitable holding fixture and raise to normal ride height.

**Service Procedure [Continued]**

15. Remove the upper ball joint nuts and **DISCARD**.
16. Separate the upper ball joints from the knuckles using **Press, Ball Joint C-4150A**.
17. Remove the shock clevis bracket to lower control arm nut/bolts and **DISCARD**.
18. Mark the front driveshaft and pinion flange for installation reference.
19. Remove the driveshaft from pinion flange.
20. Disconnect the steering gear wire harness connectors.
21. Remove the bolts from the rear brackets (Figure 5).
22. Using a grease pencil or equivalent, mark the location of the cradle on the underbody.
23. Support the cradle with suitable lifting device.
24. Remove the four cradle bolts and separate the cradle crossmember and brackets from the vehicle.
25. Remove both outer tie rod end nuts and disengage both outer tie rod ends from the steering knuckles.
26. Drill out the rivets with a 9/64 drill bit, transfer the steering gear heat shield, secure the heat shield with the **NEW** self-tapping screws provided with the new steering gear.
27. Remove the two steering gear bolts.
28. Remove the steering gear.
29. Position the **NEW** steering gear to the crossmember cradle.

**Figure 5 - Bracket**



**Service Procedure [Continued]**

30. Install the two steering gear bolts and tighten to 250N·m (184ft. lbs.).
31. Insert both outer tie rod end studs into the steering knuckles.
32. Install the two outer tie rod end nuts and tighten them to 54N·m +110° (40ft. lbs.) +110°.
33. Raise the engine cradle into position guiding the engine mounts into the engine mount brackets.
34. Align the engine cradle to the marks made during removal.
35. Install the engine cradle stiffener brackets and install the four engine cradle support bolts.
36. Tighten the four engine cradle support bolts to 180 N·m (133ft. lbs.).
37. Install and tighten the six engine cradle stiffener bracket bolts to 20N·m (15ft. lbs.).
38. Connect the steering gear wire harness connectors.
39. Install the driveshaft with reference marks aligned.  
**NOTE: Clean the driveshaft bolts and apply Mopar Lock and Seal Adhesive or equivalent, to the threads before installation.**
40. Install the front driveshaft bolts and tighten to 55N·m (41ft. lbs.).
41. Support the outside of the lower control arm with a suitable holding fixture, and raise to normal ride height.
42. Tighten the **NEW** front shock clevis bracket to lower control arm nut/bolt to 150 Nm + 45° (111ft. lbs. +45°).
43. Support the outside of the lower control arm with a suitable holding fixture and raise to position the upper ball joint into the knuckle.
44. With the holding fixture holding the suspension at normal ride height, install the **NEW** upper ball joint nut and tighten to 28N·m (21ft. lbs.).

**Service Procedure [Continued]**

**Caution: The steering gear must be centered prior to installing the coupler to prevent clockspring damage.**

45. Connect the steering shaft coupler to the steering shaft, install a **NEW** coupler pinch bolt and tighten to 45N·m (33ft. lbs.).
46. Lower the engine fully onto the engine mounts.
47. Remove the engine support tool.
48. Tighten the engine mount nuts to 61N·m (45ft. lbs.).
49. Install the brake calipers and tighten to 55N·m (41ft. lbs.).
50. Position the wheel speed sensor in the knuckle, install the mounting bolt, and tighten to 10.7 N·m (95 in. lbs.).
51. Attach the sensor wire routing clips to the brake hose.
52. Attach the wheel speed sensor wiring to the knuckle.
53. Install the transmission skid plate and install the bolts, tighten the transmission skid plate bolts to 28N·m (21ft. lbs.).
54. Install the skid plate, Install the front bolts and tighten to 55 N·m (41 ft. lbs.).
55. If removed, Install the throttle body and tighten the four bolts in a criss-cross pattern sequence to 9Nm.
56. Install the wheel and tire assemblies and tighten the lug nuts to 176N·m (130ft. lbs.).
57. Perform wheel alignment, paying special attention to thrust angle. If engine cradle crossmember needs to be shifted to align thrust angle, Reference to 02 Front/Wheel Alignment- Standard Procedure.
58. Return the vehicle to the customer.

<b>Completion Reporting and Reimbursement</b>
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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 numbers and time allowances:

	<b><u>Labor Operation Number</u></b>	<b><u>Time Allowance</u></b>
Replace Steering Gear ( <b>LA, LD</b> ) Models	19-Y5-11-82	1.0 hours
Replace Steering Gear ( <b>WD, WK 3.6L</b> ) Models	19-Y5-11-83	3.2 hours
Replace Steering Gear ( <b>WD, WK 5.7L or 6.4L</b> ) Models	19-Y5-11-84	4.3 hours
<b><u>Related Operation</u></b>		
Toe Adjustment/Steering Wheel Center ( <b>LA, LD</b> ) Models	02-00-03-50	0.5 hours
Front End Alignment ( <b>WK, WD</b> ) Models	02-00-01-50	1.0 hours
<b><u>Optional Equipment</u></b>		
Air Suspension Equipped ( <b>WK, WD</b> ) Models	19-00-05-61	0.3 hours
All Wheel Drive/Four Wheel Drive Equipped ( <b>WK, WD</b> ) Models	19-00-05-64	0.7 hours
Skid Plate Equipped ( <b>WK, WD</b> ) Models	19-00-05-69	0.2 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 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.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

Y51

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 Y51.

# CUSTOMER SATISFACTION NOTIFICATION

## Abnormal Steering

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 [2021 Model Year (LA) Dodge Challenger, (LD) Dodge Charger, (WD) Dodge Durango and (WK) Jeep Grand Cherokee] vehicles.

#### WHY DOES MY VEHICLE NEED REPAIRS?

The steering system on your vehicle <sup>[1]</sup> may stick or slip when slowing down from high speeds, such as exiting a highway.

#### 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 the steering gear assembly. The estimated repair time is about 4 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](http://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.