



April 2022

Dealer Service Instructions for:

Customer Satisfaction Notification Y97 Hub Bolts

Remedy Available

2020 - 2021 (RU) Chrysler Pacifica/Voyager (AWD)

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 front suspension bearing-to-hub bolts on about 11,060 of the above vehicles may have not been properly torqued. This can result in noise coming from the front suspension which may sound like a “Clunk or Clank” while driving.

Repair

Inspect the front bearing-to-hub bolts for correct torque, if found loose, replace all bolts with new bolts.

Alternate Transportation

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if inspection determines that new hub bolts are required and the vehicle must be held overnight.

Parts Information

<u>Part Number</u>	<u>Description</u>
CCAMY971AA	Part Package

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
8	Bolt, Hub

<u>Part Number</u>	<u>Description</u>
CCAMY972AA	Part Package

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
2	Nut and Washer, Lower Control Arm
2	Nut, Hex Flange Lock, Hub

<u>Part Number</u>	<u>Description</u>
CCAMY973AA	Part Package

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
2	Bolt, Lower Control Arm

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

A. Hub-to-Knuckle fasteners torque inspection procedure.

1. Raise vehicle on a hoist.
2. Using a torque wrench check all of the front hub-to-knuckle mounting fasteners if they are torqued to 125 N·m (92ft. lbs.) Figure 1.
 - **If all** of the Hub-to Knuckle fasteners are torqued to specification, no further service is required, proceed to step 3.
 - **If one or more** Hub-to-Knuckle faster is found loose, replace the fastener(s) proceed to section **B. Hub-to-Knuckle fasteners replacement procedure.**

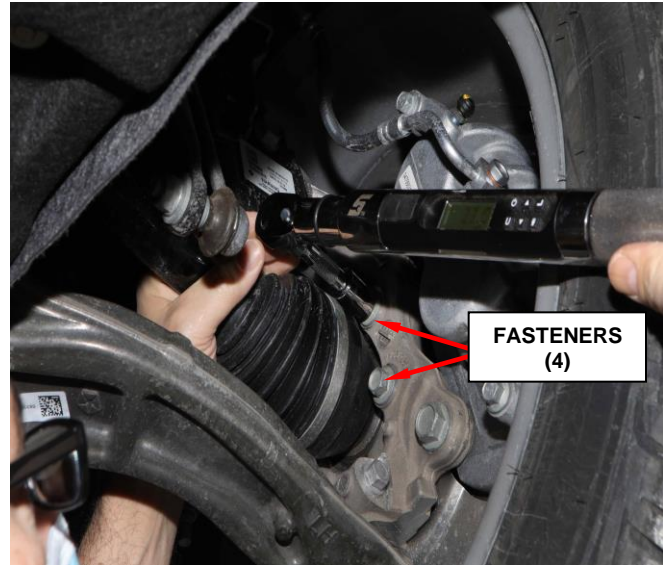


Figure 1 – Hub-to-Knuckle Fasteners

3. Lower the vehicle from the hoist and return the vehicle to the customer.

Service Procedure [Continued]**B. Hub-to-Knuckle fasteners replacement procedure.**

1. Remove the tire and wheel assembly.
2. While a helper applies the brakes to keep the hub from rotating, remove and **DISCARD** the hub nut from the halfshaft (Figure 2).

NOTE: Hub nut is not reusable.

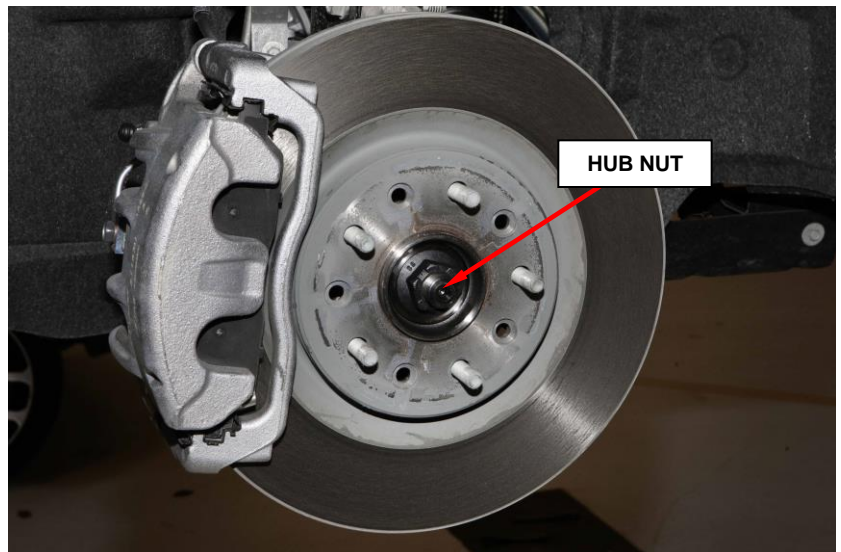


Figure 2 – Hub Nut

3. Remove and **DISCARD** the lower ball joint pinch bolt and nut (Figure 3).

NOTE: Use care when separating the ball joint stud from the knuckle so the ball joint boot is not damaged or torn during removal.

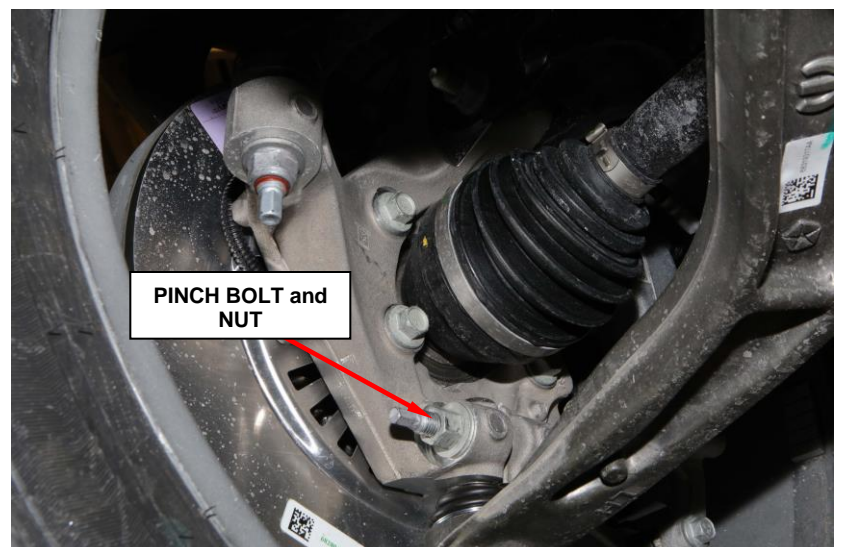


Figure 3 – Pinch Bolt

Service Procedure [Continued]

4. Pry down on the control arm until the ball joint stud is clear of the knuckle. Position the knuckle assembly to the side until it is clear of the ball joint stud. Slowly release the control arm.

5. Swing the steering knuckle outward and off the halfshaft end (Figure 4).

6. Remove the loose hub-to-knuckle bolt(s) and **DISCARD** (Figure 4).

7. Install a **NEW** hub-to-knuckle bolt(s) and tighten to 125 N·m (92ft. lbs.)

8. Swing the steering knuckle outward and engage the halfshaft end into the hub bearing spline.

9. Push the lower control arm downward until ball joint stud can enter the bottom of the knuckle.

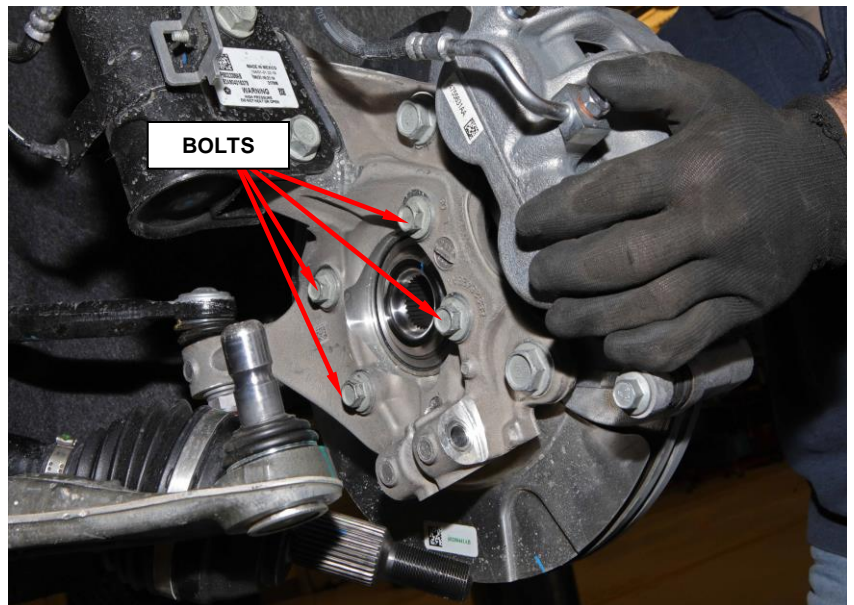


Figure 4 – Hub-to-Knuckle bolts

10. Install a **NEW** lower ball joint pinch bolt and nut and tighten to 115 N·m (85ft. lbs.).

11. Install a **NEW** hub nut and while a helper applies the brakes, tighten the nut to 163 N·m (120ft. lbs.).

12. Install the wheel and tire assembly and tighten the lug nuts to 135N·m (100ft. lbs.).

13. Lower the vehicle and return it to the customer.

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:

	Labor Operation Number	Time Allowance
Inspect front bearing-to-hub bolts torque	05-Y9-71-81	0.3 hours
Inspect and replace Right OR Left bearing-to-hub bolts (One Side)	05-Y9-71-82	0.6 hours
Inspect and replace Right and Left bearing-to-hub bolts (Both Sides)	05-Y9-71-83	0.9 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.

Customer Service / Field Operations
FCA US LLC

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

Y97

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 Y97.

CUSTOMER SATISFACTION NOTIFICATION

Hub Bolts

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 and 2021 Model Year (RU) Chrysler Pacifica/Voyager] vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?

The front suspension bearing-to-hub bolts on your vehicle ^[1] may have not been properly torqued. This can result in noise coming from the front suspension which may sound like a "Clunk or Clank" while driving.

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 torque and all the hub bolts and replace if needed. The estimated repair time is about 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 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



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.