

CUSTOMER SATISFACTION NOTIFICATION

NORTH AMERICA

Right Rear Axle Shaft



FCA US LLC

Reference: 26A



2020 – 2022 (JT) Jeep Gladiator

Template Version 1.8

Revision	Edition	Detail
0	August 2023	Initial Version.
1	August 2023	Updated the Gear Lubricant Part Number
2	August 2023	Added 2020 MY

SYMPTOM DESCRIPTION

The right rear axle shaft on about 53,828 of the above vehicles may develop an oil leak after a vehicle has accumulated over 10,000 miles. Customers are encouraged to have their local dealer inspect the vehicle for the oil leak once the vehicle has reached 10,000 miles. There is no need for a customer to contact the dealer at this time unless they have reached 10,000 miles or noticed an oil leak on the right rear side of the vehicle.

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

REPAIR TO BE PERFORMED

Inspect and replace the right rear axle shaft if found to be leaking oil after the vehicle has accumulated over 10,000 miles.

COMPLETION REPORTING / 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 recall service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

Labor Description	Number	Hrs
Inspect right rear axle shaft for oil leak	03-26-A1-81	0.2hrs
Replace right rear axle shaft	03-26-A1-82	0.7hrs

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete claim processing instructions.

PARTS INFORMATION

Qty	Part Name	Part No.
1	Right Side Axle Shaft (DRF/DSA or DS8)	CCFN25A2AA
1	Right Side Axle Shaft (DRE/DSA or DS8)	CCFN25A1AA
1	Gear Lubricant	68378949AA
1	Axle Retainer Nuts	68003275AA

PARTS RETURN

No parts return required for this campaign.

SPECIAL TOOLS

No special tools required to perform this service procedure.

DEALER NOTIFICATION

To view this notification on DealerCONNECT, select "Global Recall System" on the Service tab, then click on the description of this notification.

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Axle Shaft Leak Inspection Procedure

1. Raise vehicle on hoist.
2. Visually inspect right side axle shaft backing plate for any oil residue (Figure 1).
3. Did you find any evidence of oil residue?

YES: Proceed to service procedure step 1.

NO: Return the vehicle to the customer, claim inspection LOP.



Figure 1 – Right Rear Axle

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Service Procedure

A. Right Rear Axle Shaft Removal Procedure

1. Raise and support the vehicle.
2. Remove the right rear wheel and tire assembly.
3. Remove the brake rotor fastener (Figure 2).

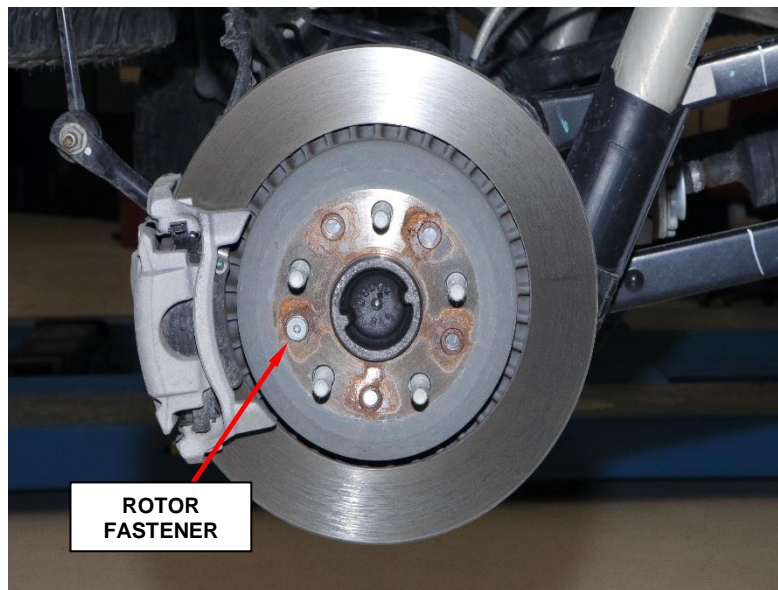


Figure 2 – Brake Rotor Fastener

4. Remove the brake caliper with the adapter (Figure 3).

NOTE: Do not allow caliper to hang on the brake hose.

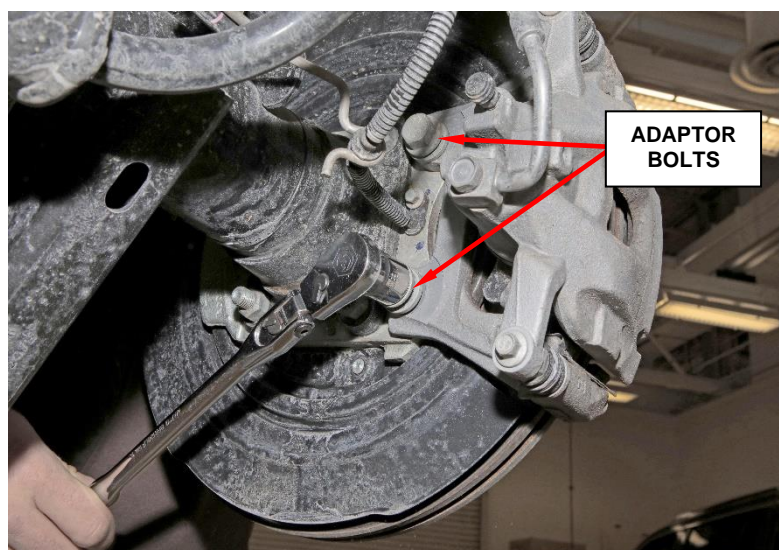


Figure 3 – Brake Caliper Adapter

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Service Procedure Continued

5. Remove the brake rotor.
6. Disconnect the park brake cable from the brake shoe lever (Figure 4).

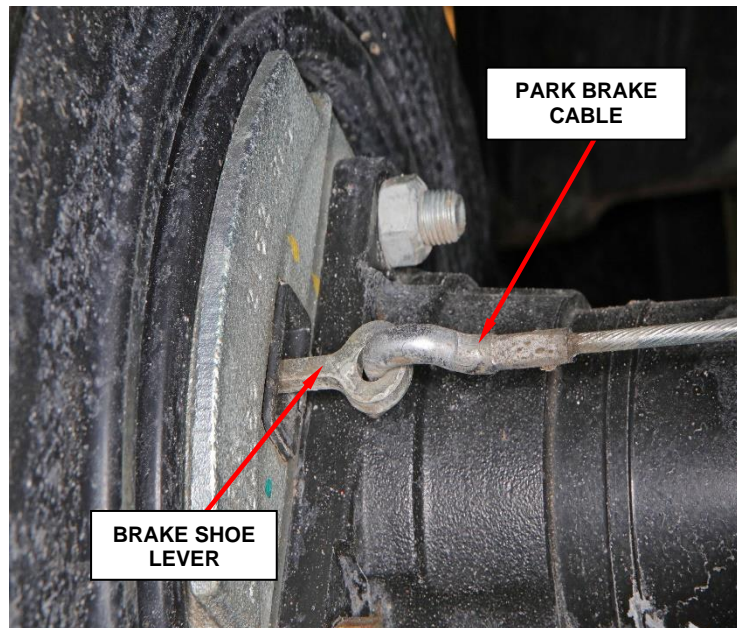


Figure 4 – Brake Shoe Lever

7. Remove the wheel speed sensor bolt and remove the wheel speed sensor (Figure 5).

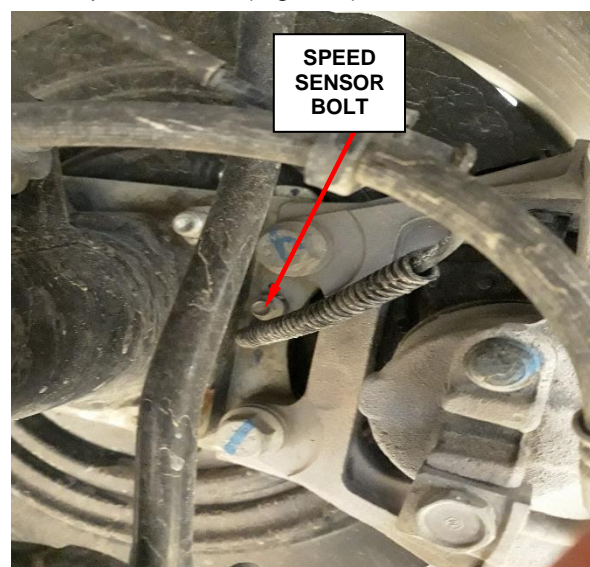


Figure 5 – Speed Sensor

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Service Procedure Continued

8. Remove the axle shaft retainer nuts and **DISCARD** (Figure 6).
9. Place a drain pan under the axle shaft.

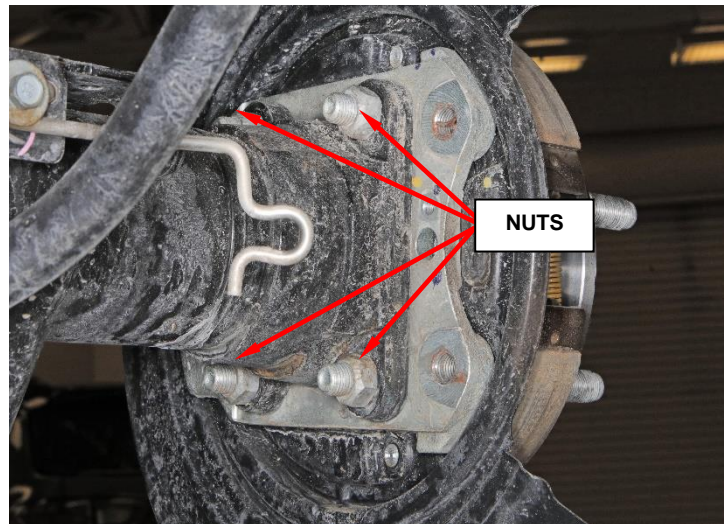


Figure 6 – Axle Shaft Retainers

10. Remove the axle shaft with the support plate, bearing and seal from axle tube using a pry bar or suitable tool and **DISCARD** (Figure 7).

NOTE: Removal of the axle shaft may cause differential oil leak onto the brake shoes, clean the brake shoes with brake clean.

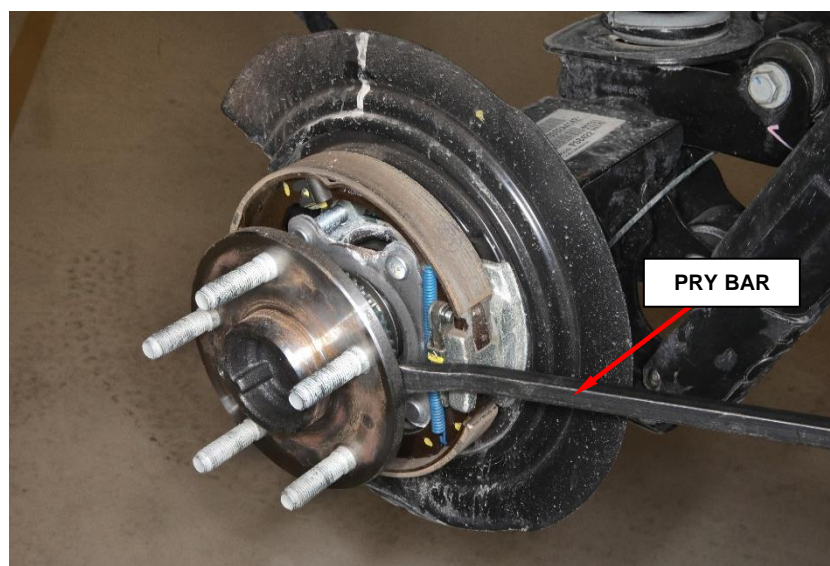


Figure 7 – Axle Shaft Removal

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Service Procedure Continued

11. Proceed to section **B. Right Rear Axle Shaft Installation Procedure.**

B. Right Rear Axle Shaft Installation Procedure

1. Apply a small amount of differential oil onto the **NEW** rear axle shaft seal.
2. Align and insert the **NEW** axle shaft into the axle housing.
3. Hand start **all 4 NEW** axle shaft retainer nuts (Figure 6).

Warning: Never reuse axle retainer nuts. Used torque nuts can loosen up. Failure to follow this instruction may result in personal injury.

4. Tighten all 4 of the axle shaft retainer nuts to 80N·m (59ft. Lbs.) (Figure 6).
5. Route and install the wheel speed sensor and bolt tight to 10N·m (7ft. Lbs.).
6. Insert and engage the park brake cable to the support plate (Figure 4).
7. Install the brake rotor.
8. Install the brake rotor fastener and tighten securely (Figure 3).
9. Install the brake caliper with the adaptor and tighten the adaptor bolts to 125N·m (92ft. lbs.).
10. Install the wheel and tire assembly and tight the lug nuts to 176N·m (130 ft. Lbs.).
11. Remove the axle drain plug and check fluid level (Figure 8).
12. Add if necessary.
13. Insert and tight the drain plug to 34N·m (25ft. Lbs.).
14. Lower the vehicle and test drive and inspect for oil leak.
15. Return the vehicle to the customer.

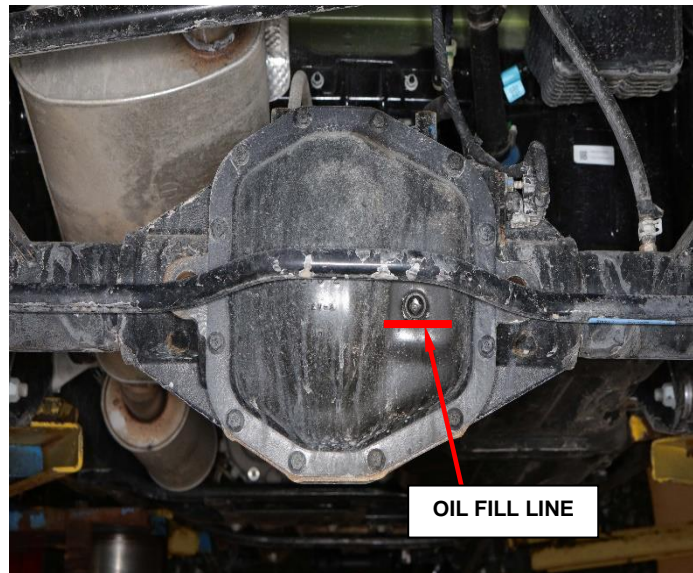


Figure 8 – Axle Oil Fill

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

26A

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 26A.

CUSTOMER SATISFACTION NOTIFICATION

Right Rear Axle Shaft

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 – 2022 Model Year (JT) Jeep Gladiator] vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?

The right rear axle shaft may develop an oil leak after your vehicle has accumulated over 10,000 miles. We encourage you to have your local dealer inspect your vehicle for the oil leak once your vehicle has reached 10,000 miles. There is no need to contact your dealer at this time unless you have reached 10,000 miles or noticed an oil leak on the right rear side of the vehicle.

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 and replace the right rear axle shaft if found to be leaking oil. The estimated repair time is about 1 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.