



May 2015

Dealer Service Instructions for:

Safety Recall R16 / NHTSA 13V-527 Steering Linkage

NOTE: Safety Recall N63 is being cancelled. All vehicles involved in Safety Recall N63 must have this recall performed.

Models

2008 – 2010 (DM) RAM Truck (4500/5500 Cab Chassis)

2011 – 2012 (DP) RAM Truck (4500/5500 Cab Chassis)

NOTE: This recall applies only to the above vehicles built from February 20, 2007 through December 22, 2012 (MDH 022009 through 122210).

IMPORTANT: Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery. Dealers should also perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The left tie rod ball stud on about 35,900 of the above vehicles may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.

Repair

The steering linkage must be replaced.

Parts Information

<u>Part Number</u>	<u>Description</u>
CBEMN631AA	Linkage, Steering

Each dealer to whom vehicles in the recall were assigned will receive enough Steering Linkage Packages to service about 20% of those vehicles.

Parts Return

No parts return required for this campaign.

Special Tools

The following special tool is required to perform this repair:

- 8677 Separator, Tie Rod

Service Procedure

1. Lift the vehicle on an appropriate hoist.
2. Remove and save the steering damper nut and bolt at the steering linkage bracket (Figure 1).
3. Remove and save the drag link castle nut at the right tie rod end (Figure 1).
4. Using special tool 8677 or equivalent, separate the drag link from the right tie rod end.

CAUTION: Do not allow the drag link to free-fall from the right tie rod end once disconnected. Damage to the rod end at the pitman arm may result.

5. Remove and save the right side tie rod-to-knuckle arm castle nut (Figure 1).
6. Using special tool 8677 or equivalent, separate the right tie rod end from the right knuckle arm.

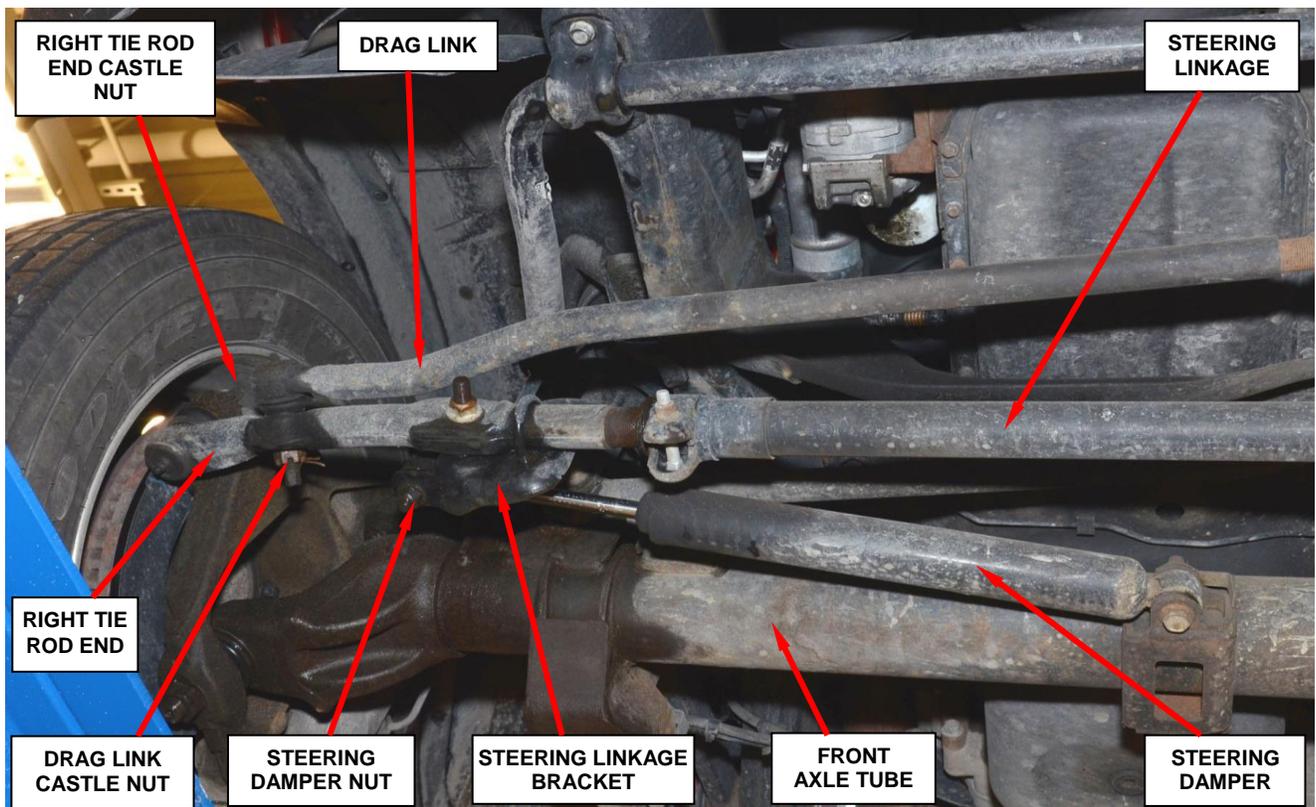


Figure 1 – Original Steering Linkage

Service Procedure (Continued)

7. Remove and save the left tie rod-to-knuckle arm castle nut.
8. Using special tool 8677 or equivalent, separate the left tie rod end from the left knuckle arm.
9. Remove and discard the steering linkage assembly.
10. Using brake clean or equivalent, clean the tapered holes in the steering knuckles of all grease and dirt (Figure 2).
11. Place the new steering linkage into position.

CAUTION: Use care not to damage the rubber boots during installation.

12. Install the left and right tie rod castle nuts hand tight.
13. Install the original drag link to the right tie rod end and hand tighten the castle nut.

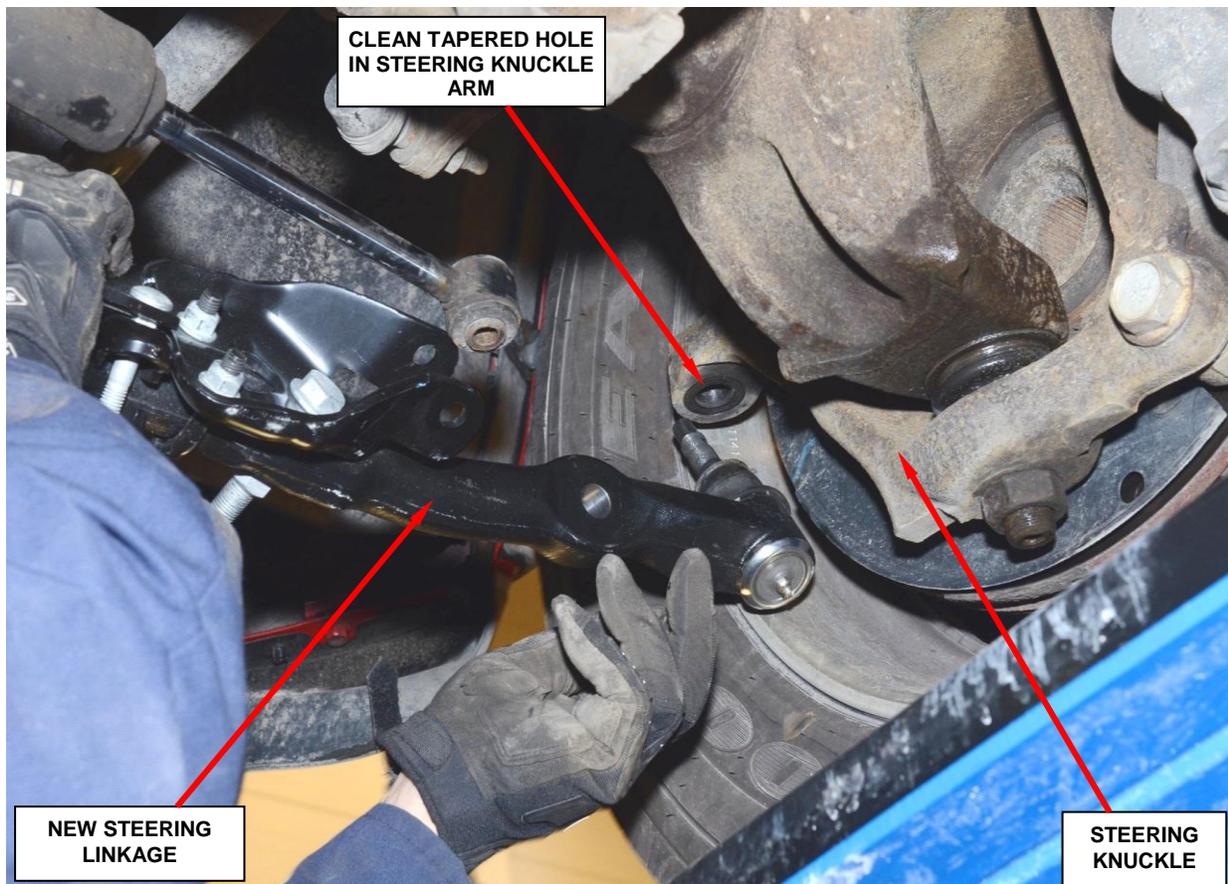


Figure 2 – Clean Tapered Holes in Steering Knuckle Arms
(right side shown)

Service Procedure (Continued)

14. Place the steering damper end into the steering linkage bracket and install the retaining nut and bolt hand tight (Figure 3).

15. Tighten the left tie rod end castle nut to 75 ft. lbs. (101 N·m).

16. Install a cotter pin through the left tie rod end castle nut.

CAUTION: If the castle nut slot does not align with the cotter pin hole in the steering linkage stud, continue tightening the castle nut until the next slot aligns with the cotter pin hole in the steering linkage stud. Never loosen the nut to align the slot in the nut with the cotter pin hole in the steering linkage stud.

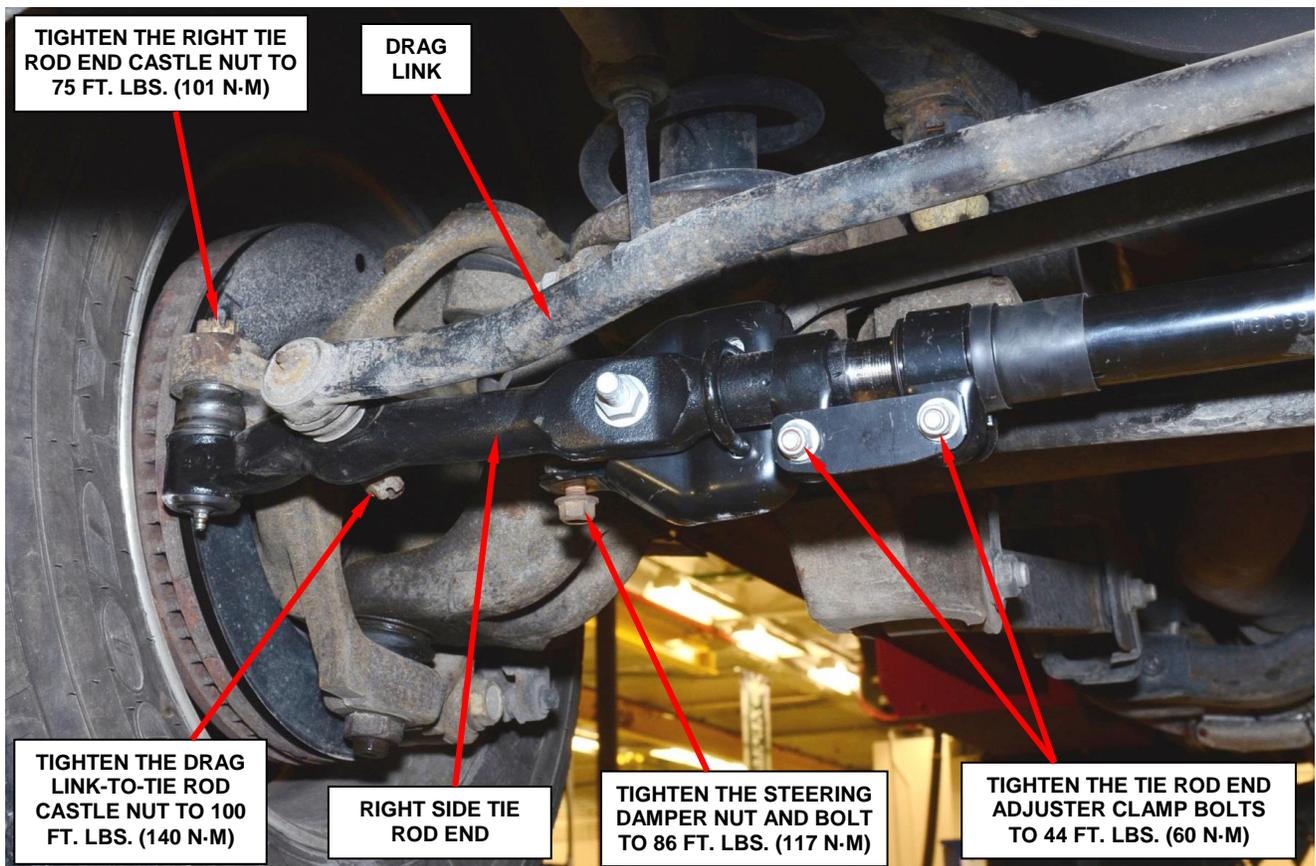


Figure 3 – New Steering Linkage Fastener Torque Specifications

Service Procedure (Continued)

17. Tighten the right tie rod end castle nut to 75 ft. lbs. (101 N·m) (Figure 3).
18. Install a cotter pin through the right tie rod end castle.

CAUTION: If the castle nut slot does not align with the cotter pin hole in the steering linkage stud, continue tightening the castle nut until the next slot aligns with the cotter pin hole in the steering linkage stud. Never loosen the nut to align the slot in the nut with the cotter pin hole in the steering linkage stud.

19. Tighten the drag link-to-tie rod castle nut to 100 ft. lbs. (140 N·m) (Figure 3).
20. Install a cotter pin through the drag link-to-tie rod castle nut.

CAUTION: If the castle nut slot does not align with the cotter pin hole in the drag link stud, continue tightening the castle nut until the next slot aligns with the cotter pin hole in the drag link stud. Never loosen the nut to align the slot in the nut with the cotter pin hole in the drag link stud.

21. Tighten the steering damper nut and bolt to 86 ft. lbs. (117 N·m) (Figure 3).
22. Using a grease gun, grease both outer tie rod ends and the drag link ends.
23. Lower the vehicle from the hoist.
24. Place the vehicle on an alignment rack. Set the toe and center the steering wheel following the wheel alignment machine manufacturer's instructions.

NOTE: Toe should be set to +0.20° total toe on all models.

25. After toe is set, tighten the tie rod end adjuster clamp bolts to 44 ft. lbs. (60 N·m).
26. Align the drag link ends so they are square with the right tie rod end boss and pitman arm boss and then tighten the adjuster clamp bolts to 44 ft. lbs. (60 N·m).
27. Remove the vehicle from the alignment rack 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 submitted will be used by FCA to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Replace steering linkage (includes setting toe)	19-R1-61-82	1.0 hours

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

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall 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 first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

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 recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers must 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.

Recall 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 recall 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 Services / Field Operations
FCA US LLC