FIAT CHRYSLER AUTOMOBILES

Revised December 2015

Dealer Service Instructions for:

Safety Recall R46 / NHTSA 15V-541
Front Suspension Track Bar Frame Bracket

NOTE: The inspection instructions and photographic requirements have been revised.

Models

2013 - 2014 (D2) RAM Truck (3500 series)

NOTE: This recall applies only to the above vehicles built from October 09, 2012 through July 29, 2014 ***(MDH 100906 through 072923)****.*

2013 (DD) RAM Cab Chassis (3500 series)

(DJ) RAM Truck (2500 series)

NOTE: This recall applies only to the above vehicles built from October 09, 2012 through July 29, 2014 ***(MDH 100906 through 072923)****.*

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The front suspension track bar frame bracket on about 149,500 of the above vehicles may have been improperly welded to the frame rail during the manufacturing process. The front suspension track bar frame bracket welds may break and allow the front suspension track bar frame bracket to separate from the frame rail. A separated front suspension track bar frame bracket will cause diminished steering response and could cause a crash without warning.

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Repair

The front suspension track bar frame bracket welds must be inspected. Vehicles found with cracked and/or separated welds must have the track bar frame brackets reviewed to determine if they should be repaired, replaced, or no action is required.

Alternate Transportation

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

Parts Information

No parts are required to perform this service procedure.

Parts Return

No parts return required for this campaign.

Special Tools

The following special tool is required to perform this repair:

- C-3894-A Puller, Drag Link

Service Procedure

A. Inspect Front Suspension Track Bar Frame Bracket

1. Raise the truck on an appropriate hoist

2. Clean the track bar frame bracket area with brake cleaner or equivalent.

3. Inspect **all** track bar frame bracket welds for cracks, fractures and/or track bar bracket separation from the left frame rail (Figure 1, 2, 3, and 4).

- If there are no cracked weld(s), fractured weld(s) and/or the bracket separation from the left frame rail, no further action is required at this time. Return the vehicle to the customer.

- If the front suspension track bar bracket is found to have cracked weld(s), fractured welds and/or the bracket is separated from the frame, use the following procedure:

  a. Using a digital camera, photograph the track bar bracket and surrounding area. The images should at minimum, mirror the three images shown in Figure 1. Also make sure all the pictures are clear and in focus.

  NOTE: All pictures must be in .jpg format.

  b. Have the vehicle information available (VIN / Mileage / Owner Info)

  c. Enter the DealerCONNECT system to initiate a Service Technical Assistance Resource (STAR) case.

  d. Select the "**Service**" tab.

  e. Select "**TechCONNECT**" in the "Repair Information" box.

  f. Enter the **Vehicle Identification Number** (VIN) and click the blue "**Submit**" button.

  g. Enter "**R46**" in the Search bar.

  h. Click the "**Request Technical Assistance**" box.

Service Procedure

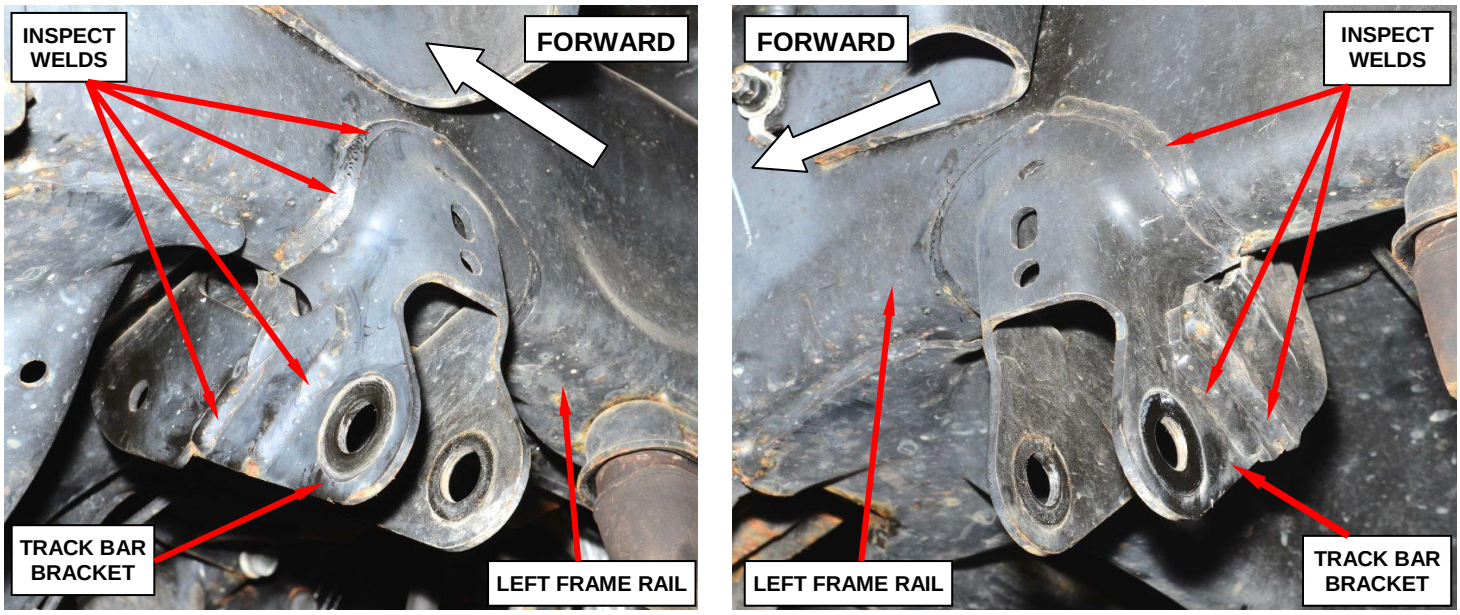
i. Follow the screen prompts to start a STAR case.

j. FCA will review the case and determine which of the following actions will be required:

- Schedule a weld team to repair the welds.
- Schedule a weld team to replace the bracket.
- No action required at this time and the vehicle is to return at a future date.

CAUTION: Do not remove the front axle assembly until the request has been reviewed and a weld team has been scheduled to perform the repair. Remove the axle just prior to the scheduled date and time the weld team is to arrive at your dealership.

Service Procedure (Continued)



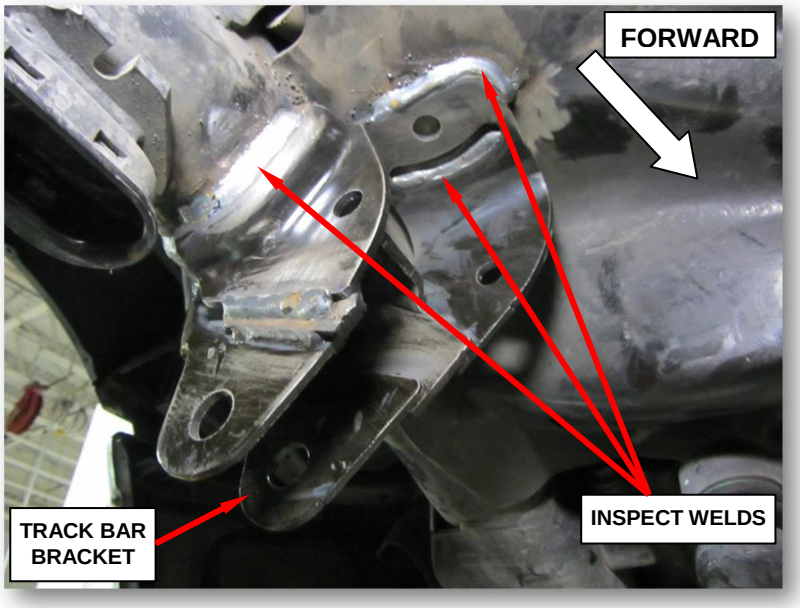


Figure 1 – Inspect <u>ALL</u> Weld Locations on Front and Back Side of Track Bar Bracket
(Track Bar Removed for Photographic Purposes Only)

Service Procedure (Continued)

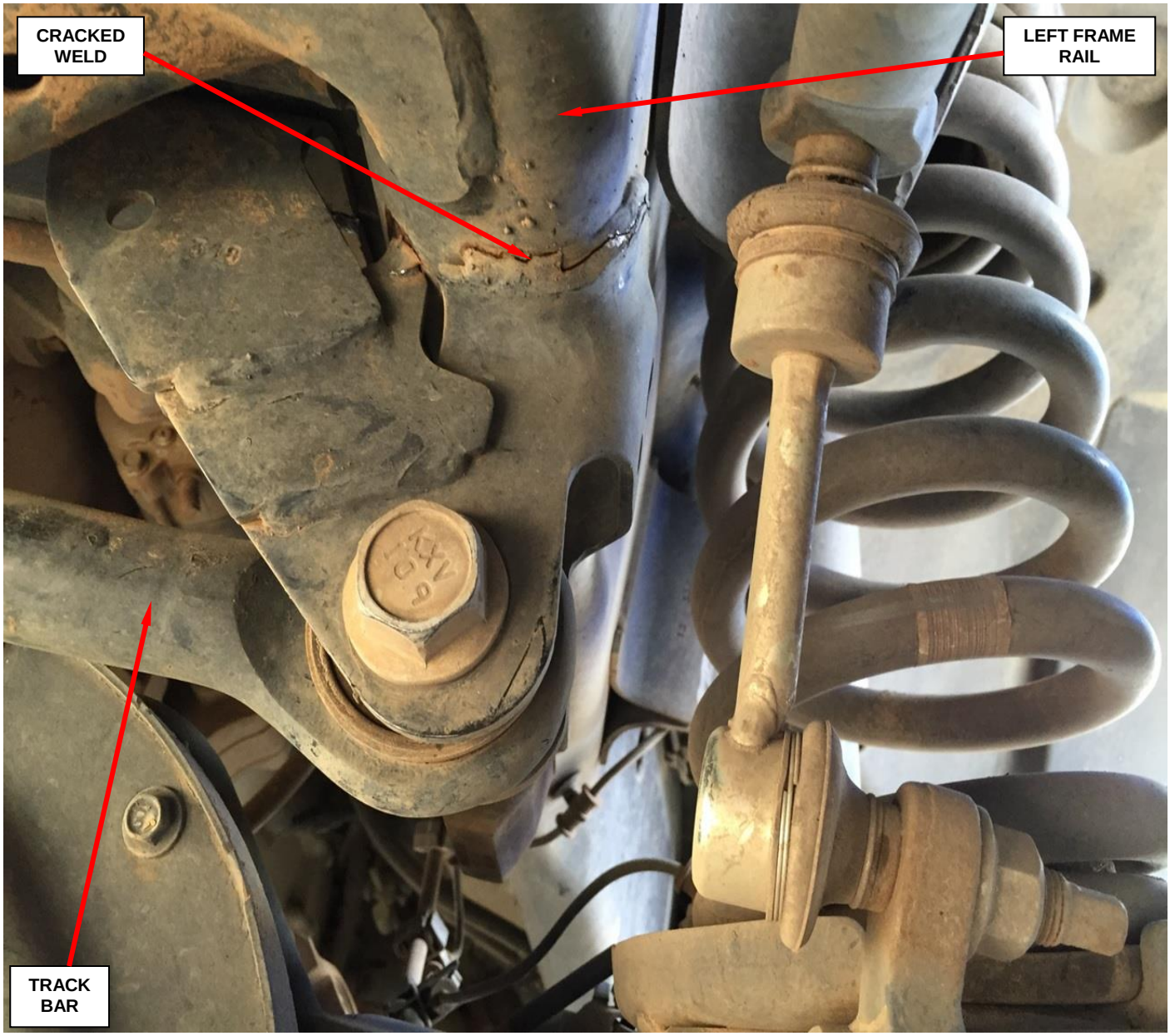


Figure 2 – Example of a Cracked Track Bar Bracket Weld

Service Procedure (Continued)

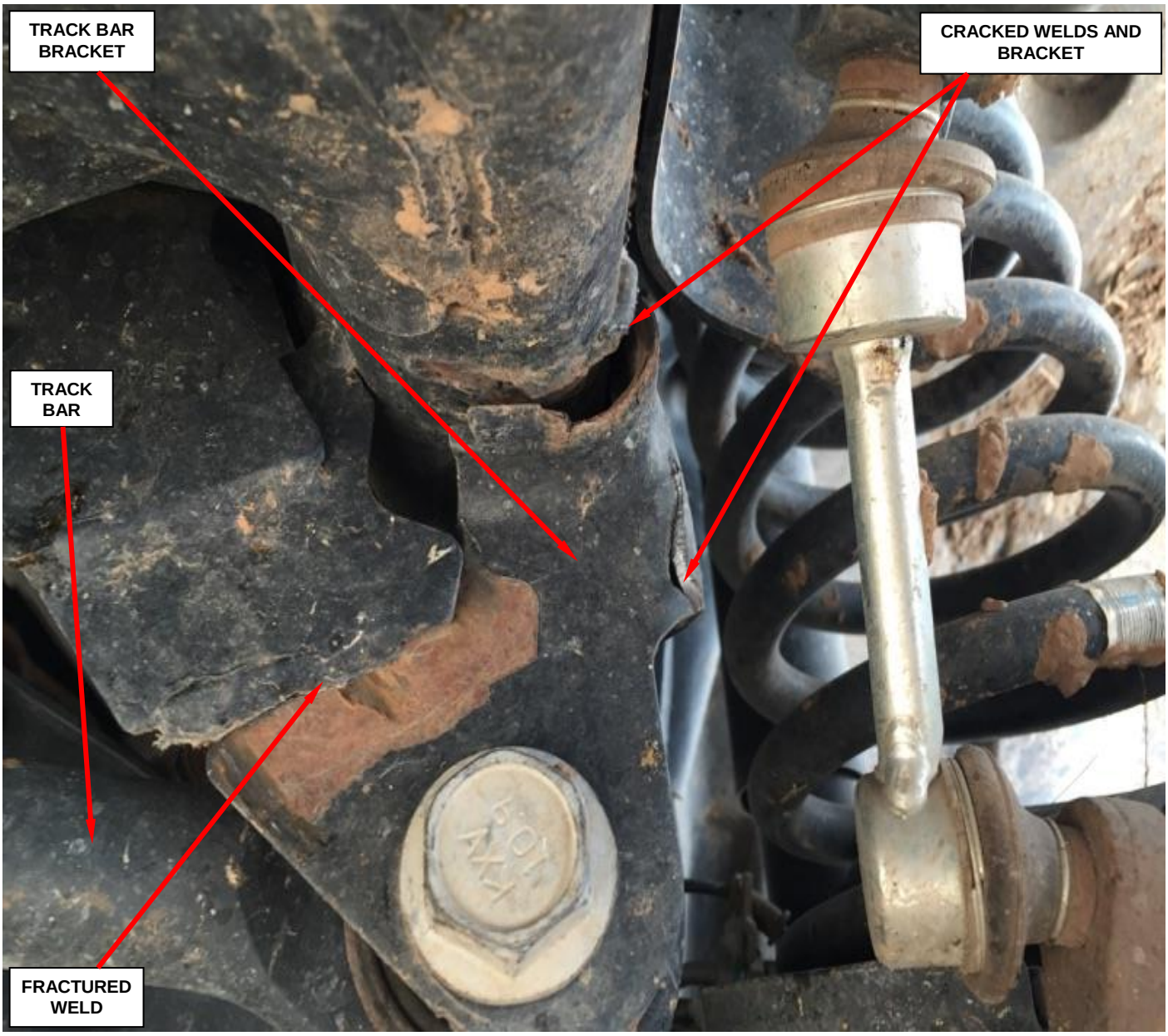


Figure 3 – Example of a Fractured Weld at Track Bar Bracket

Service Procedure (Continued)

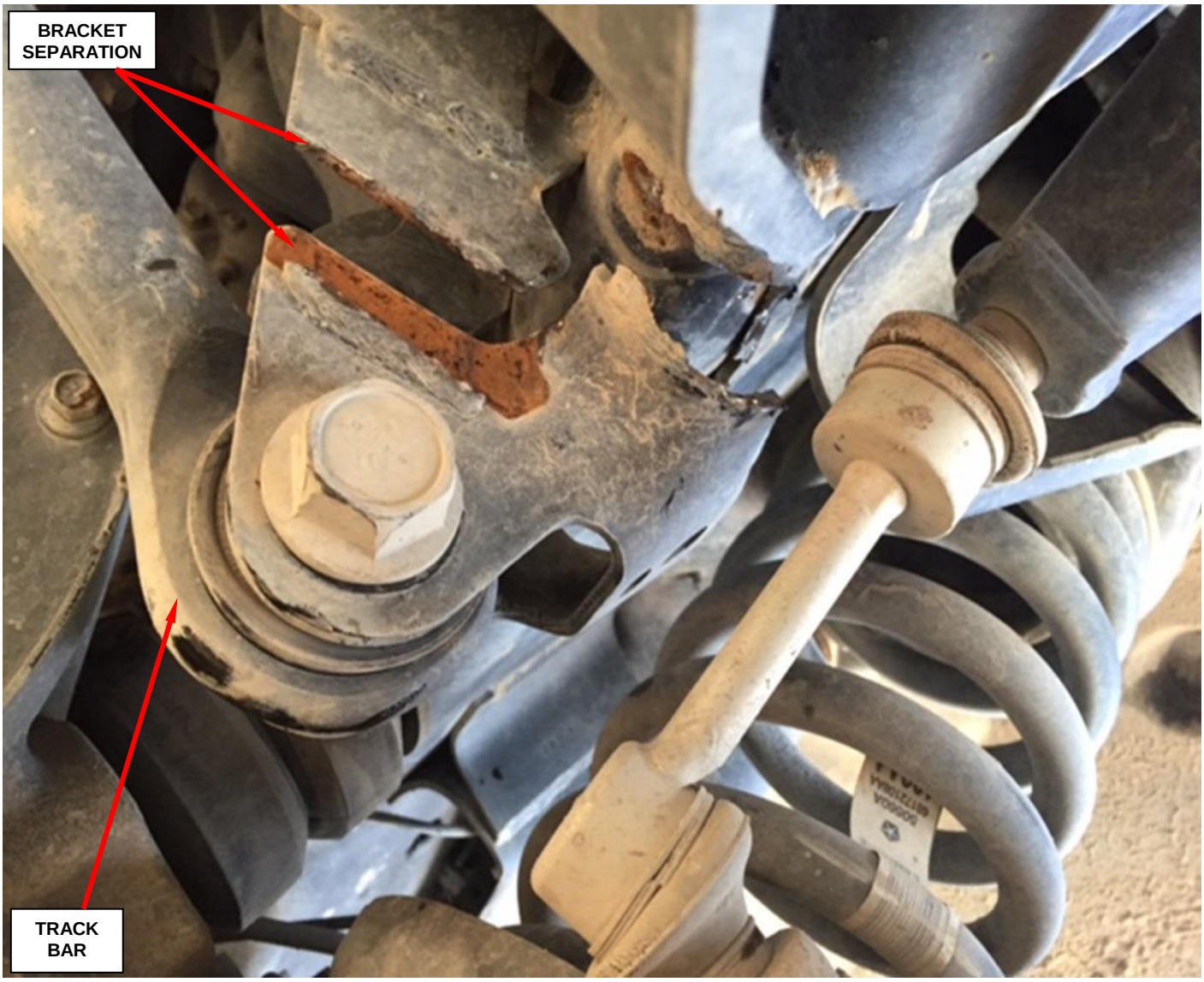


Figure 4 – Example of Track Bar Bracket Separated from the Left Frame Rail

Service Procedure (Continued)

B. Remove Front Axle for Welding Access

NOTE: Do not remove the front axle assembly until the request has been reviewed and a weld team has been scheduled to perform the repair. Remove the axle just prior to the scheduled date and time the weld team is to arrive at your dealership.

1. Position the truck on an appropriate hoist.

2. Place the vehicle in neutral.

3. Disconnect and isolate the negative battery cable(s) from the battery post(s).

4. Remove and save the front wheel/tire assemblies.

5. Remove and save the brake tube bracket bolt from the right and left control arm brackets (Figure 5).

6. Remove and save the brake tube bracket bolt from the right and left coil spring lower bracket (Figure 5).

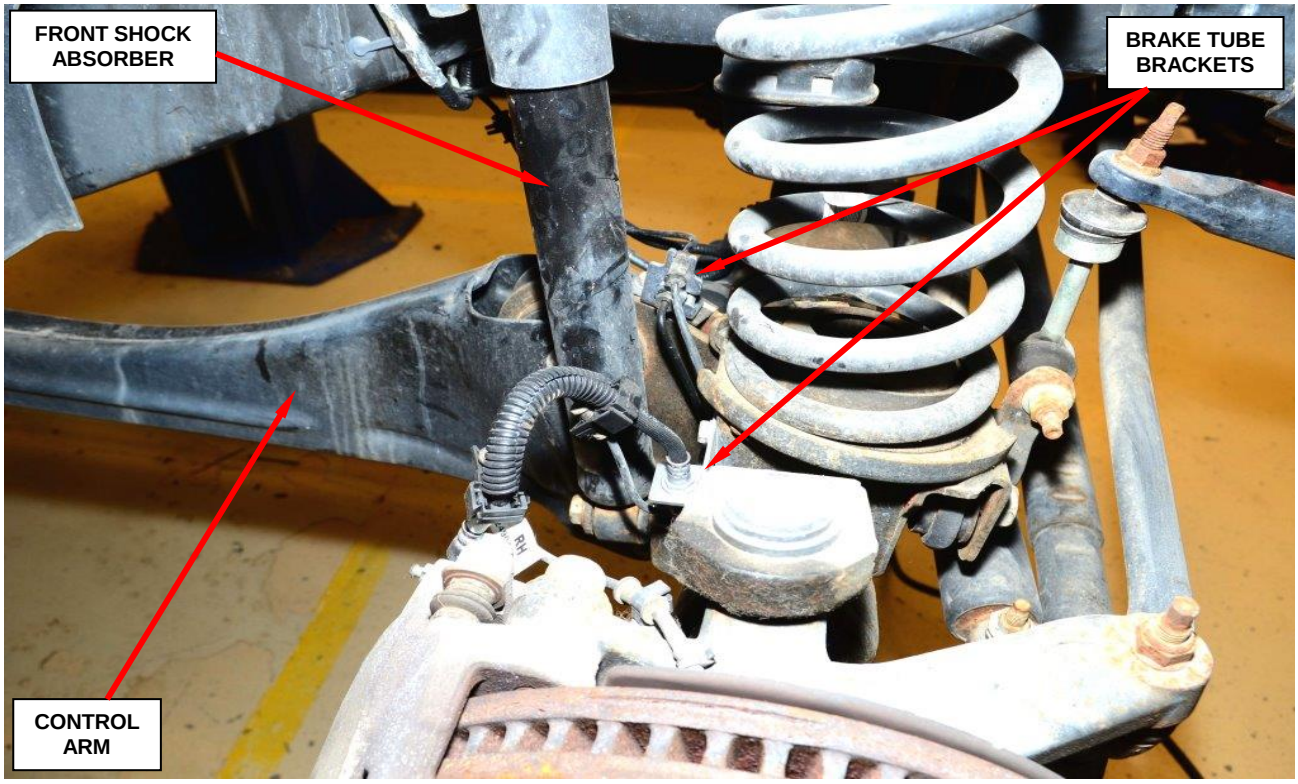


Figure 5 – Brake Tube Brackets

Service Procedure (Continued)

7. Remove the front brake caliper retaining bolts and support the calipers using a bungee cords or equivalent (Figure 6).

   CAUTION: Do not allow the brake caliper to hang from brake caliper flex hoses.

   NOTE: Do not disconnect the brake caliper flex hoses from the brake caliper.

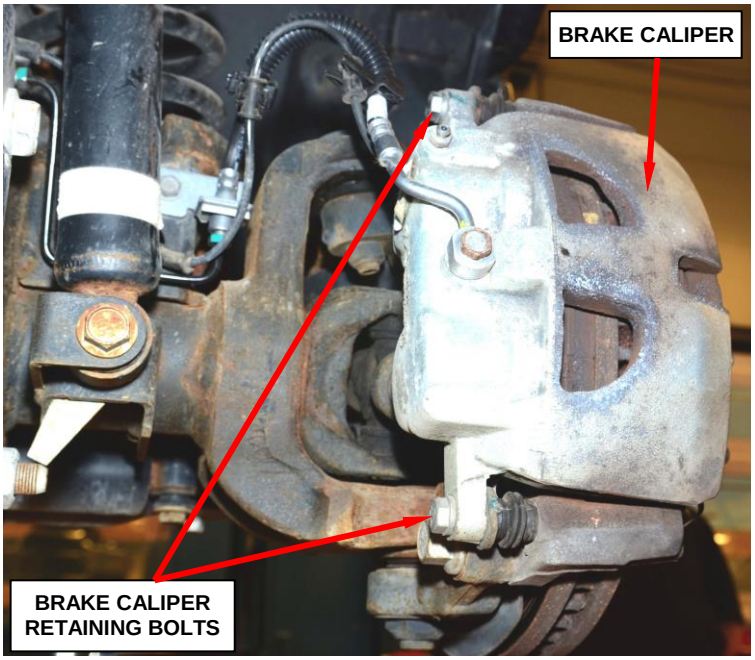


Figure 6 – Brake Caliper Retaining Bolts

8. Disconnect the Anti-Lock Brake System (ABS) wheel speed sensor electrical connector and unclip the ABS wire from brake hose (Figure 7).

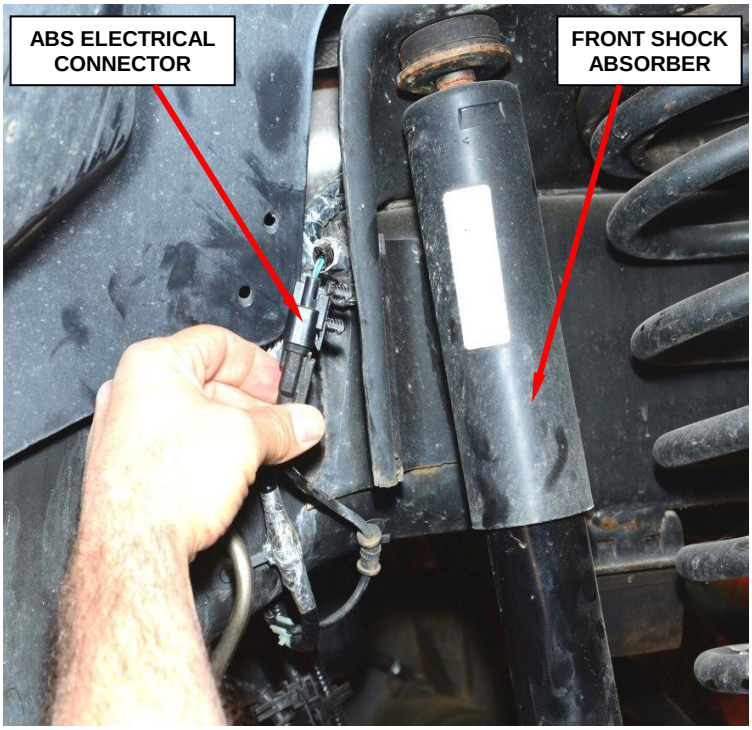


Figure 7 – ABS Wheel Speed Sensor Electrical Connector

Service Procedure (Continued)

9. Using special tool C-3894-A, disconnect the drag link from the pitman arm (Figure 8).

10. Disconnect the front axle vent hose at the front axle housing.

11. **<u>For vehicles equipped with four wheel drive</u>**, mark and then disconnect the front propeller shaft from the front axle companion flange (Figure 9).

    CAUTION: Do not allow the front propeller shaft to hang. Use a bungee cord to support the front propeller shaft.

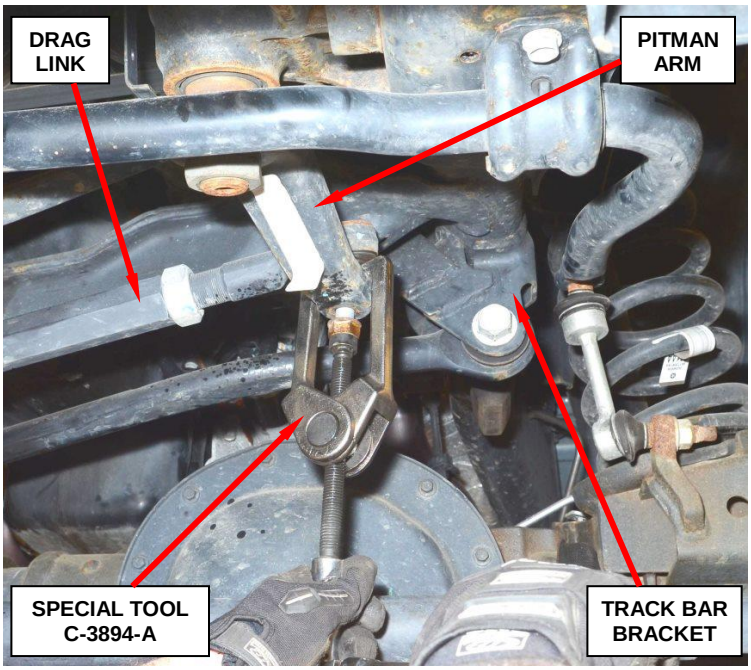


Figure 8 – Disconnect Drag Link from Pitman Arm

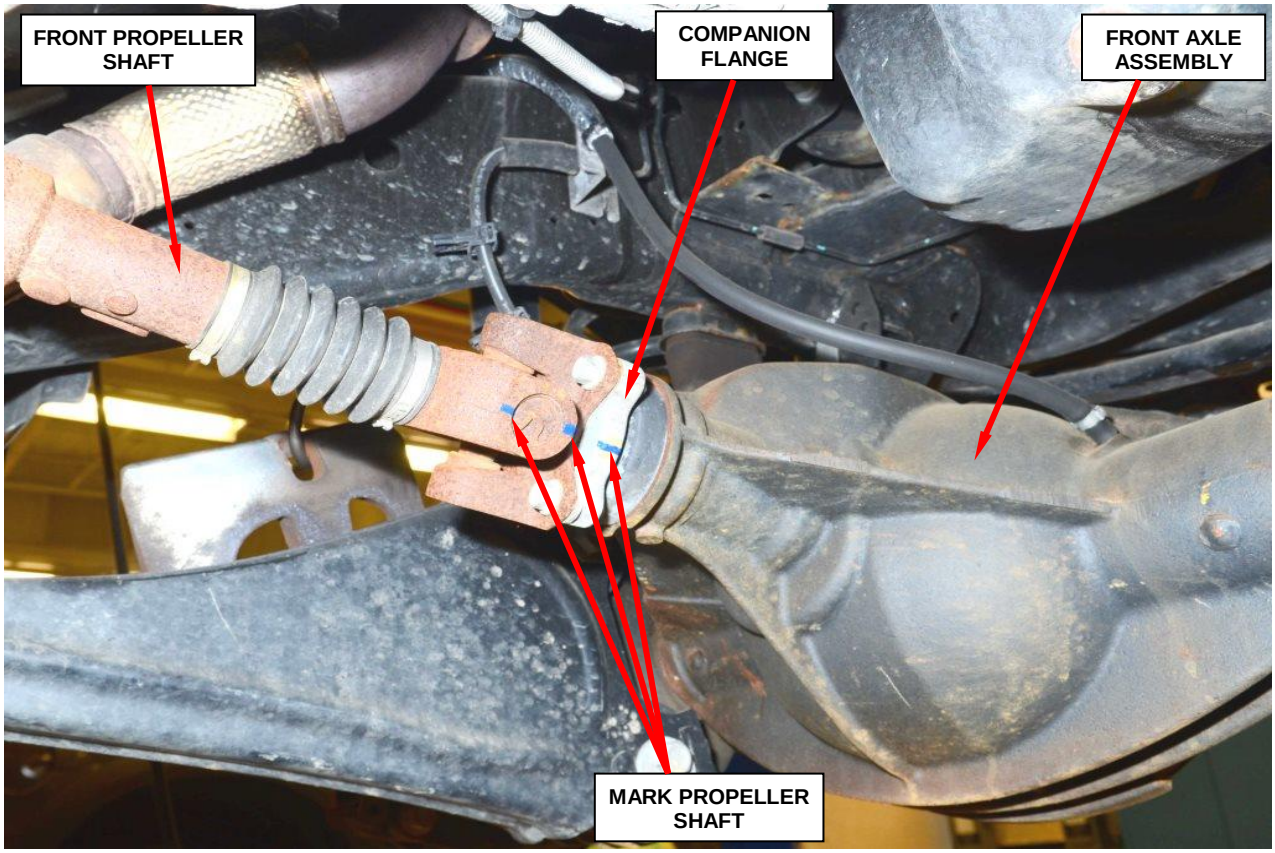


Figure 9 – Mark Front Propeller Shaft

Service Procedure (Continued)

12. **<u>For vehicles equipped with four wheel drive</u>**, disconnect the four wheel drive actuator electrical connector (Figure 10).

13. Place two jack stands under the rear of the vehicle to stabilize the vehicle on the hoist when the front axle is removed (Figure 11).

    WARNING: Failure to place jack stands at the rear of the vehicle could allow the vehicle to flip off the hoist when the weight of the front axle is removed.

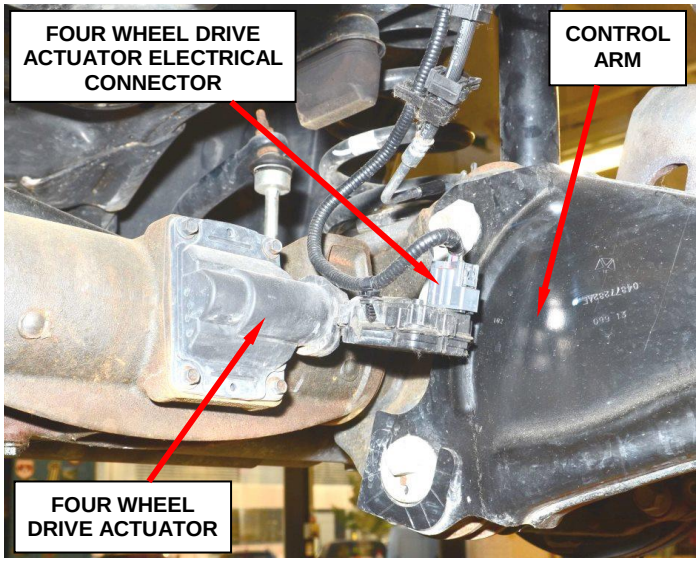


Figure 10 – Actuator Electrical Connector

Figure 11 – Secure Vehicle on Hoist with Jack Stands

Service Procedure (Continued)

14. Secure the front axle to a lifting devise (Figure 12).

    WARNING: Be sure to chain and/or strap the axle to the lifting devise to prevent the axle from falling off the lifting devise.

15. Remove and save the track bar bolt from the frame bracket.

16. Remove and save the lower shock absorbers bolts from the axle brackets.

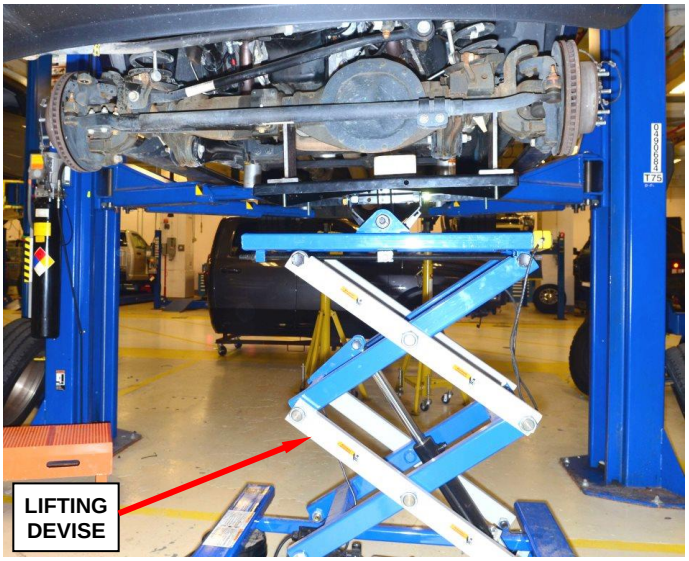


Figure 12 – Secure Axle to Lifting Devise

17. Disconnect the front suspension stabilizer bar at the frame brackets (Figure 13).

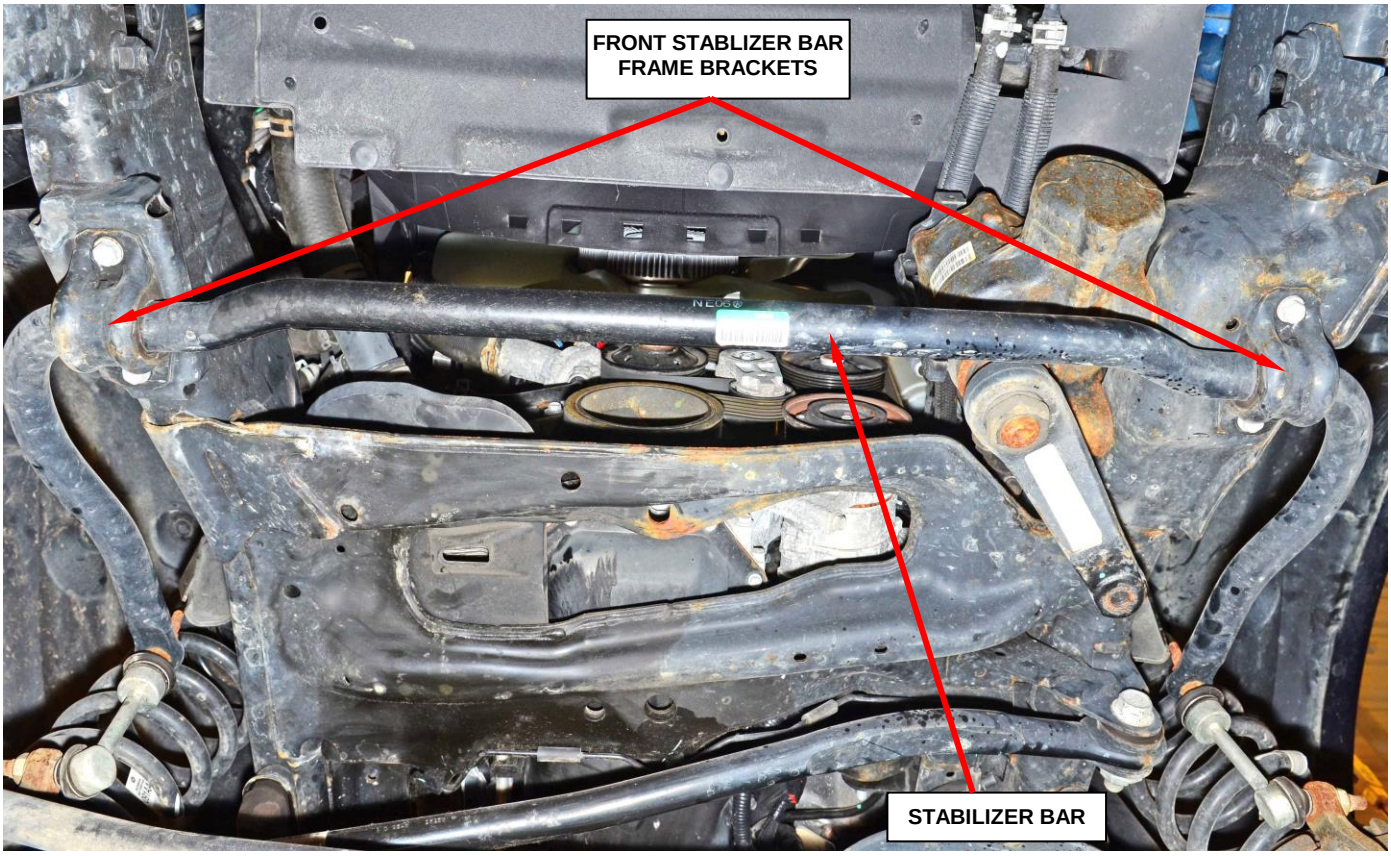


Figure 13 – Front Stabilizer Bar

Service Procedure (Continued)

18. Using a paint pen or equivalent, mark the right and left front coil spring orientation and location (Figure 14).

19. Partially lower the front axle enough to remove the front coil springs.

20. Remove and save the control arm rear bushing bolts (Figure 15).

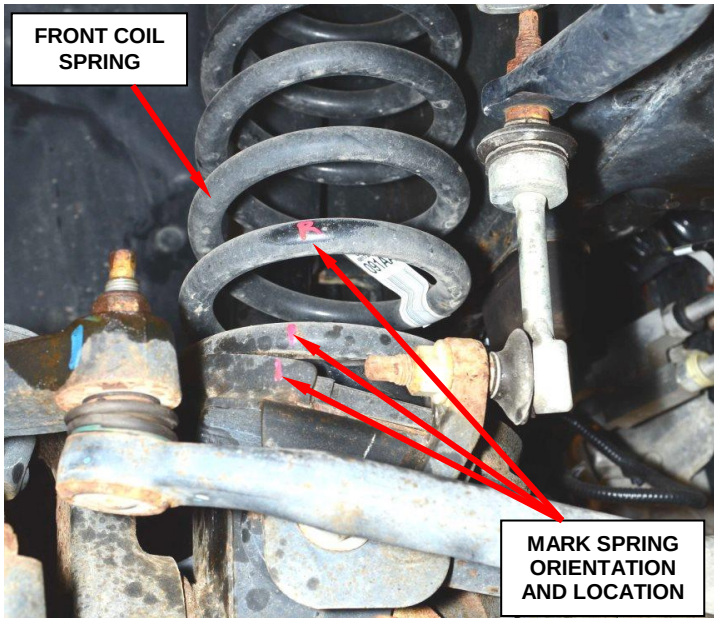


Figure 14 – Mark Front Coil Spring Orientation and Location

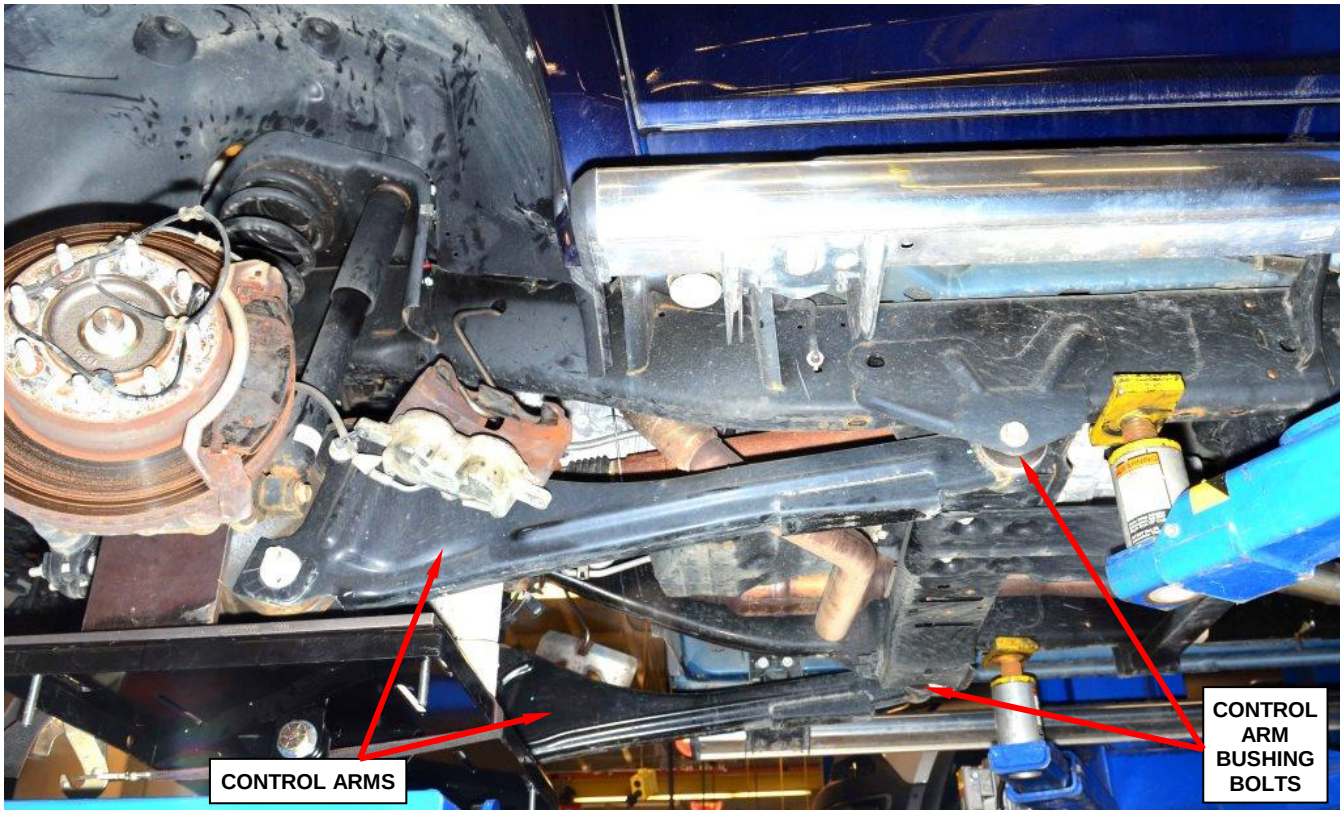


Figure 15 – Control Arm Bushing Bolts

Service Procedure (Continued)

21. With the help of an assistant, carefully lower the front axle assembly (Figure 16).

22. Move the axle assembly to a safe location.

23. Clear the work of any flammable liquids and/or debris.

24. Install welding curtains around the front of the vehicle.

25. After welding process is complete, continue with **Section C. Install Front Axle**.

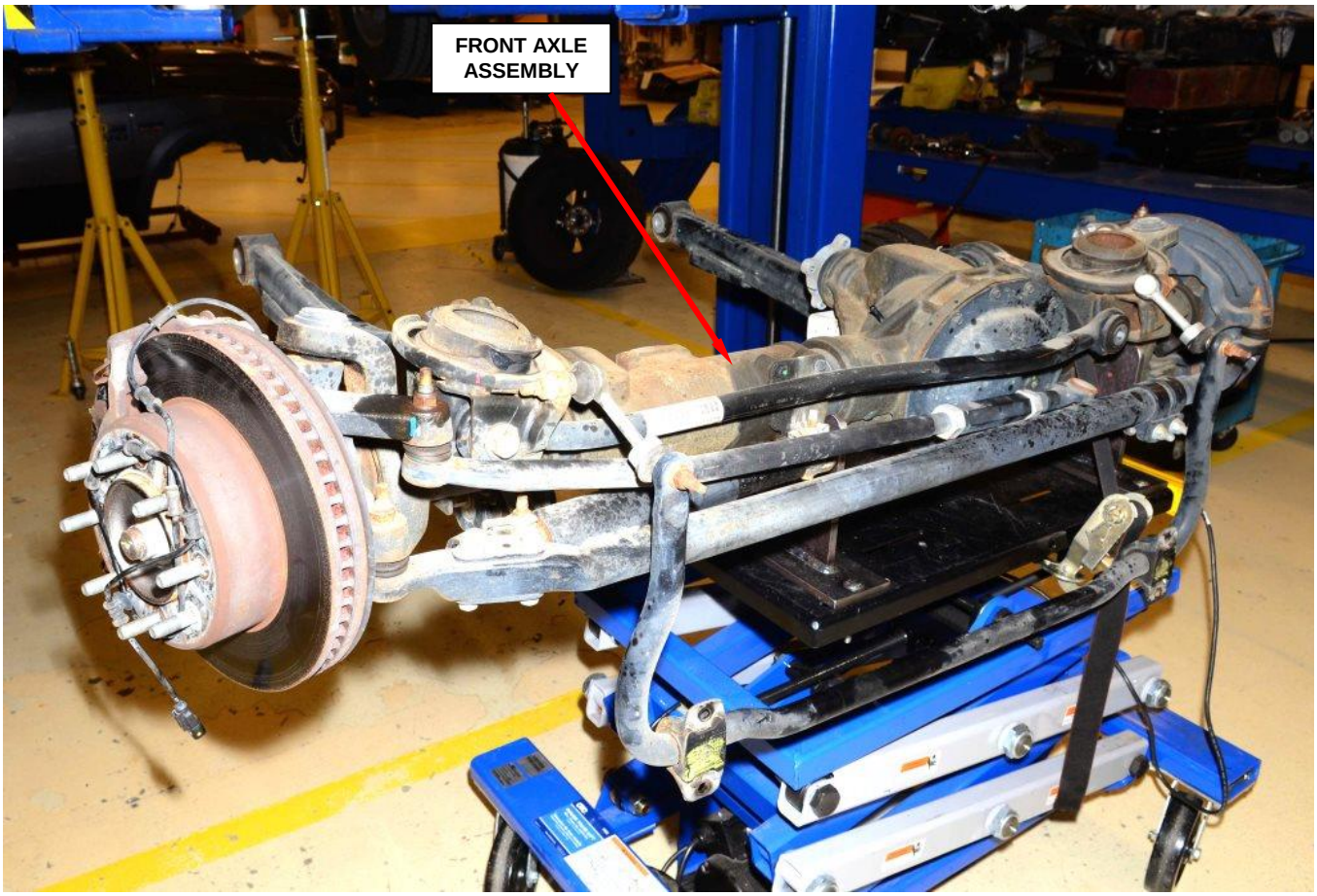


Figure 16 – Lower Axle Assembly and Store in Safe Location

Service Procedure (Continued)

C. Install Front Axle after Welding

1. With the help of an assistant, carefully raise the front axle assembly into position.

2. Install the control arm rear bushing bolts. Do not tighten at this time.

3. Lower the axle enough to install the front coil springs.

4. Raise the front axle into position.

5. Install the lower shock absorber bolts and tighten to 100 ft. lbs. (136 N·m) (Figure 17).

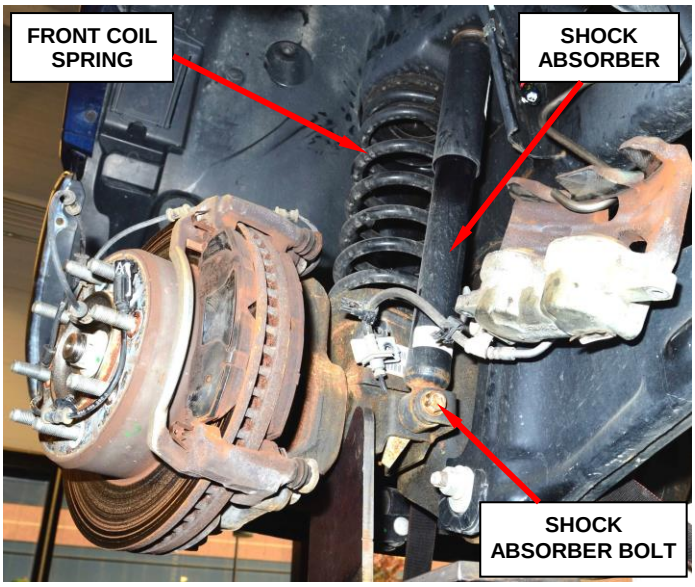


Figure 17 – Shock Absorber Bolt

6. Remove the lifting devise from the front axle.

7. Connect the drag link to the pitman arm. Tighten the nut to 27 ft. lbs. (37 N·m). Then tighten the nut an additional ½ turn (Figure 18).

8. Place the track bar into position and install the track bar bolt at the frame bracket. Do not tighten at this time (Figure 18).

9. Connect the front suspension stabilizer bar at the frame. Tighten the fasteners to 43 ft. lbs. (58 N·m).

10. **For vehicles equipped with four wheel drive**, connect the four wheel drive actuator electrical connector (Figure 7).

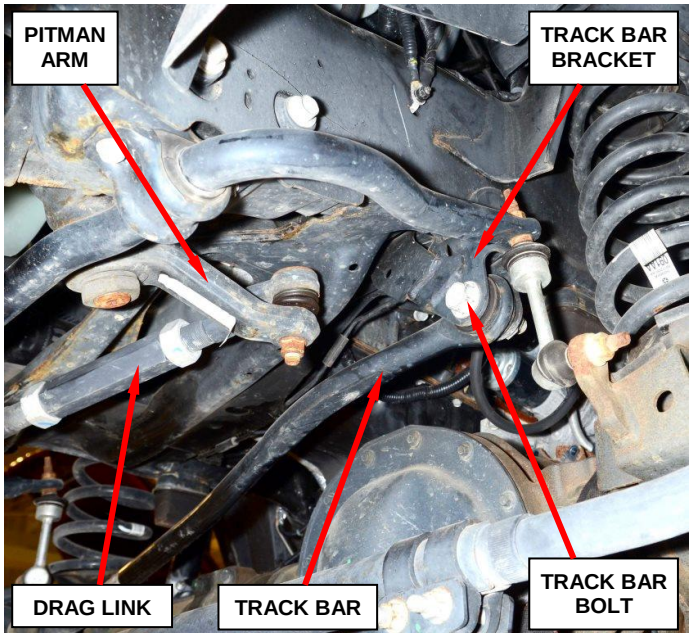


Figure 18 – Pitman Arm Nut and Track Bar Bolt

Service Procedure (Continued)

11. **For vehicles equipped with four wheel drive**, connect the front propeller shaft to the front axle companion flange. Tighten the four fasteners to 55 ft. lbs. (75 N·m).

12. Connect the front axle vent hose to the front axle housing.

13. Remove the jack stands and partially lower the vehicle (Figure 11).

14. Install the brake tube bolt from the coil spring lower bracket (Figure 5).

15. Install the brake tube bracket bolt from the control arm brackets (Figure 5).

16. Route the ABS speed sensor wire along the brake tube and then connect the Anti-Lock Brake System (ABS) wheel speed sensor electrical connector (Figure 7).

17. Install the front brake calipers (Figure 6). Tighten the brake caliper retaining bolts to 55 ft. lbs. (75 N·m).

18. Install the front wheel/tire assemblies. Tighten the lug nuts to 130 ft. lbs. (176 N·m).

19. **With the full weight of the vehicle on the suspension**, tighten the control arm rear bushing bolts on the left and right side. Tighten the bolts to 133 ft. lbs. (180 N·m). Then tighten the control arm bolts an additional ¼ turn.

20. **With the full weight of the vehicle on the suspension**, tighten track bar bolt to 324 ft. lbs. (439 N·m).

21. Pump the brakes several times to move front brake pads against the brake rotor.

22. Connect the negative battery cable(s) to the negative battery post(s).

23. Place the truck on an alignment rack and perform a complete front end alignment.

    NOTE: Follow the alignment rack manufacturer's instructions to complete the alignment.

24. Road test the vehicle to verify alignment results.

25. Return the vehicle 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 one of the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Inspect front suspension track bar frame brackets (all models)	13-01-01-90	0.2 hours

NOTE: The above inspection Labor Operation Number must be processed on a warranty claim using the UC failure code.

Inspect front suspension track bar frame brackets and remove/install front axle for welding access	13-R4-61-82	2.9 hours

Related Operation

Weld Repair Hoist Time (only to be used with 13-R4-61-82)	13-R4-61-50	4.0 hours

Optional Equipment

Four Wheel Drive (only to be used with 13-R4-61-82)	13-R4-61-60	0.3 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

FIAT CHRYSLER AUTOMOBILES

FRONT SUSPENSION TRACK BAR FRAME BRACKET

IMPORTANT SAFETY RECALL

R46 / NHTSA 15V-541

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxx).

This interim notification letter is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Dear: (Name)

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain **2013 and 2014 model year 2500/3500 series RAM trucks and 3500 series RAM cab chassis trucks.**

The problem is...

Some of the above vehicles may have a front suspension track bar frame bracket that was improperly welded during the manufacturing process. The front suspension track bar frame bracket welds may break and allow the front suspension track bar frame bracket to separate from the frame rail. A separated front suspension track bar frame bracket will cause diminished steering response and could cause a crash without warning.

What your dealer will do...

FCA will repair your vehicle free of charge (parts and labor). <u>Your vehicle must have the front suspension track bar bracket inspected</u> for cracked welds. The inspection of the welds will take less than ½ hour:

- **Track bar brackets found <u>without</u> <u>cracked</u> <u>welds</u> will have track bar reinforcement brackets installed. However, the track bar reinforcement brackets required to provide a permanent remedy are currently not available. FCA is making every effort to obtain reinforcement brackets as quickly as possible. FCA <u>will contact you again by mail, with a follow-up recall notice, when the parts are available.</u>**

- **Track bar brackets found <u>with</u> <u>cracked</u> <u>welds</u> will have new track bar brackets welded to the frame. The repair will take 8 hours to complete. The vehicle may need to be held for several days until the welding team can be dispatched to your dealer. A loaner vehicle will be provided until all repairs are complete. Welding new brackets to the frame will remedy the condition and you will not be contacted again by FCA regarding this issue.**

What you must do to ensure your safety...

Please schedule a service appointment to have your front suspension track bar bracket inspected for cracked welds.

NOTE: If you experience any steering wheel misalignment, after your first inspection, please contact your dealer immediately to have your front suspension components inspected again.

Once you receive your follow-up notice in the mail, simply **contact your Chrysler, Jeep, Dodge, or RAM dealer right away** to schedule a service appointment.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. If you have further questions go to **recalls.mopar.com**.

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 or you can mail 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**. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to **safercar.gov**.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations
FCA US LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.