Dealer Service Instructions for:

Safety Recall P37
Rear Suspension Shock Absorbers

Models

2014 (DS) RAM Pick Up Truck (1500 series)
NOTE: This recall applies only to the above vehicles built with Hitachi rear shock absorbers from May 21, 2014 through June 05, 2014 (MDH 052100 through 060522).

2014 (KL) Jeep® Cherokee
NOTE: This recall applies only to the above vehicles built with Hitachi rear shock absorbers from May 21, 2014 through June 06, 2014 (MDH 052100 through 060602).

2015 (UF) Chrysler 200 Sedan
NOTE: This recall applies only to the above vehicles built with Hitachi rear shock absorbers from May 21, 2014 through June 05, 2014 (MDH 052100 through 060521).

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 repair on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry.

Subject

The rear suspension shock absorbers on about 2,021 of the above vehicles may break the upper or lower attachment ring. A partially detached rear suspension shock absorber(s) could cause damage to other rear chassis/suspension components, rear brake tube damage and/or damage to the rear tire(s). This could cause a crash without warning.

Repair

Both rear suspension shock absorber build date codes must be inspected. Shock absorbers found within a suspect build date range will be replaced.

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## Parts Information

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CBA0P371AA</td>
<td>Shock Absorber (DS models with sales code SER)</td>
</tr>
<tr>
<td>CBA0P372AA</td>
<td>Shock Absorber (DS models with sales code SGD / without sales code SER)</td>
</tr>
<tr>
<td>CBA0P373AA</td>
<td>Shock Absorber (DS models with sales code SGB)</td>
</tr>
<tr>
<td>CBA0P374AA</td>
<td>Shock Absorber (DS models with sales codes SGB/5AX/5ZE)</td>
</tr>
<tr>
<td>CBA0P375AA</td>
<td>Shock Absorber (KL models with sales code SDF)</td>
</tr>
<tr>
<td>CBA0P376AA</td>
<td>Shock Absorber (KL models with sales codes SDJ / 5I4)</td>
</tr>
<tr>
<td>CBA0P377AA</td>
<td>Shock Absorber (KL models with sales codes SDA / 5I2)</td>
</tr>
<tr>
<td>CBA0P378AA</td>
<td>Shock Absorber (KL models with sales codes SDA / 5I4)</td>
</tr>
<tr>
<td>CBA0P379AA</td>
<td>Shock Absorber (UF models)</td>
</tr>
</tbody>
</table>

Due to the small number of involved vehicles expected to require rear suspension shock absorber replacement, no parts will be distributed initially. **Rear suspension shock absorber(s) should be ordered only after inspection determines that replacement is required. Very few vehicles are expected to require rear suspension shock absorber replacement.**

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>05066440AA</td>
<td>Zipper Lube</td>
</tr>
</tbody>
</table>

(Note: One bottle will service 25 shock absorbers)

## Special Tools

The following special tools are required to perform this repair:

- NPN            
  wiTECH VCI Pod Kit
- NPN            
  Laptop Computer
- NPN            
  wiTECH Software
A. Inspect Rear Suspension Shock Absorber Date Code

1. Lift the vehicle on an appropriate hoist.

2. Remove the rear wheels to gain access to the rear suspension shock absorber date code labels located on the body of the rear suspension shock absorbers.

3. Using a shop towel, clean the label on the rear suspension shock absorbers.

4. Inspect the date code on both rear suspension shock absorbers (Figures 1 and 2):

   ➢ If the rear suspension shock absorber date code is **before** day 141 or **after** day 148 no further action is required. Install the rear wheels, remove the vehicle from the hoist and return the vehicle to the customer.

   ➢ If the rear suspension shock absorber date code is **on or between** day 141 and day 148, the rear suspension shock absorber must be replaced. Continue with **Section B. for DS models or Section C. for KL and UF models.**

   ➢ If the rear suspension shock absorber date code on the rear suspension shock absorber label is **not legible**, replace the rear suspension shock absorber. Continue with **Section B. for DS models, Section C. for KL or UF models.**
Figure 1 – Shock Absorber Date Code and Label Location (KL / UF Models)
Service Procedure (Continued)

DATE CODE IS THE THREE CENTER NUMBERS (226TH DAY)

3 = YEAR BUILT (2013)

REAR SUSPENSION AIR SUSPENSION SPRING ASSEMBLY

Figure 2 - Shock Absorber Date Code and Label Location (DS Models)
Service Procedure (Continued)

B. Replace Rear Suspension Shock Absorber (DS Models)

NOTE: The following procedure is required if the rear suspension shock absorber(s) require replacement per the inspection in Section “A.”

1. For vehicles equipped with air suspension, lower the vehicle from the hoist.

2. For vehicles equipped with air suspension, perform the following procedure:
   a. Connect the wiTECH scan tool to the vehicle.
   b. Start a wiTECH session.
   c. From the “Vehicle View” screen, select the “ASCM” icon.
   d. Select the “Misc. Functions” tab.
   e. Select “Disable Level Control” and follow the wiTECH screen prompts.
   f. From the “Misc. Functions” tab screen, run the “Spring Deflate to Reservoir” routine on the air suspension spring next to the shock absorber being replaced.
   g. Repeat Step 2f. three times.

3. For vehicles equipped with air suspension, raise vehicle on the hoist.

4. Remove and save the plastic wheel house liner.

5. Support the rear axle with a suitable jack stand.

6. Remove and save the shock absorber upper bolt and nut (Figure 3).

7. Remove and save the shock absorber lower bolt and nut (Figure 3).
8. Remove and discard the rear suspension shock absorber from the vehicle.

9. Position the new rear suspension shock absorber in the shock absorber mounting brackets.

10. Install the upper shock absorber bolt and nut finger tight (Figure 3).

11. Install the lower shock absorber bolt and nut finger tight (Figure 3).

12. Tighten the upper and lower shock absorber bolts and nuts to 100 ft. lbs. (135 N·m).

13. Remove the jack stand supporting the rear axle.

14. Install the plastic wheel house liner.

15. Install the rear wheel(s) and tighten the lug nuts to 100 ft. lbs. (135 N·m).

16. Lower the vehicle from the hoist.

17. **For vehicles equipped with air suspension**, use the wiTECH scan tool to perform the following procedure:

   a. From the vehicle view screen, select the “ASCM” icon.

   b. Select the “Misc. Functions” tab.

   c. Run the “Fill Spring from Reservoir” routine on the spring that was deflated. Choose the “Complete Fill” option from the menu selections.

   d. Follow the wiTECH screen prompts.

   **NOTE:** If the spring will not fill, check for an active DTC. All DTC’s must be stored before the spring will fill. If DTC C2212-00 is active, run the “Disable Level Control” routine again to get the active DTC to become a stored DTC.

18. Remove the wiTECH scan tool from the vehicle.

19. Return the vehicle to the customer.
C. Replace Rear Suspension Shock Absorber (KL or UF Models)

NOTE: The following procedure is required if the rear suspension shock absorber(s) require replacement per the inspection in Section “A.”

1. Remove and save the wheel house liner.

2. Support the rear suspension arm with a suitable jack stand.

3. Remove and save the bolt securing the lower end of the rear suspension shock absorber assembly to the lower knuckle assembly (Figure 4).

4. Remove and save the upper aluminum shock absorber mount retaining bolts (Figure 5).

   **CAUTION:** Due to close proximity of fuel filler tube to the right side upper shock absorber mounting bolts, it may be necessary to loosen fuel filler tube bolt to the body to fully gain access to the bolts and prevent damage to the fuel filler tube during shock absorber removal (Figure 5).
5. Remove the rear suspension shock absorber assembly from the vehicle.

6. Use the following procedure to transfer the upper aluminum shock absorber mount to the new rear suspension shock absorber:
   
   a. Place the original rear suspension shock absorber in a bench vise.
   
   b. Use tool WTC-P37, or equivalent, to hold the rear suspension shock absorber shaft from turning during retaining nut removal (Figure 6).
   
   c. Use tool WTC-P37, or equivalent, to remove retaining nut that holds the rear suspension shock absorber upper aluminum mount to the shock absorber shaft (Figure 6).

   NOTE: The shock absorber tools referenced above can be purchased through Wright Tool Company at dealer expense. Call 800-783-9826 and select “2 for Sales”. Please have your dealer code and a contact name available when calling.

Figure 6 – Remove/Install Shock Absorber Shaft Nut
Service Procedure (Continued)

d. Remove and save the shock absorber upper aluminum mount.

e. Apply Mopar Zipper lube to the end of the shock absorber shaft (Figure 7).

f. Remove and save the shock absorber shaft splash shield (Figure 7).

CAUTION: Be sure that the plastic retainer is not inside the shock absorber shaft splash shield (Figure 8).

g. Discard the original rear suspension shock absorber and plastic retainer.

h. Carefully place the new rear suspension shock absorber in a soft jaw bench vise.

i. Apply Mopar Zipper lube to the end of the shock absorber shaft.

j. Install the shock absorber shaft splash shield on to the new shock absorber.

k. Install the original shock absorber upper aluminum mount onto the new shock absorber shaft.
1. Install the rear suspension shock absorber upper aluminum mount retaining nut and tighten the nut to 22 ft. lbs. (30 N·m) (Figure 9).

**CAUTION: Do not over tighten the upper aluminum shock absorber mount retaining nut. Shock absorber shaft damage/breakage may occur.**

7. Use a jack stand or equivalent to raise the suspension into position.

8. Place the new rear suspension shock absorber into position.

9. Install the rear suspension shock absorber upper aluminum mount retaining bolts (Figure 5).

10. Tighten the rear suspension shock absorber upper aluminum mount retaining bolts to:
    - 37 ft. lbs. (49 N·m) KL models
    - 47 ft. lbs. (65 N·m) UF models
11. Position the lower end of the shock absorber to the knuckle assembly (Figure 4).

12. Install the lower shock absorber retaining bolt and tighten to 139 ft. lbs. (185 N·m) (Figure 4).

13. Remove the jack stand.

14. Install the wheel house liner.

15. Install both rear tire and wheel assemblies. Tighten lug nuts to 100 ft. lbs. (135 N·m).

16. Lower the vehicle from the hoist.

17. 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 Chrysler to record recall service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

<table>
<thead>
<tr>
<th>Labor Operation Number</th>
<th>Time Allowance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Inspect</strong> both rear suspension shock absorber date codes (All Models) 02-P3-71-81</td>
<td>0.3 hours</td>
</tr>
<tr>
<td>Inspect both rear suspension shock absorber date codes and <strong>replace</strong> one rear suspension shock absorber 02-P3-71-82</td>
<td>DS models 0.6 hours</td>
</tr>
<tr>
<td></td>
<td>UF / KL models 0.8 hours</td>
</tr>
<tr>
<td>Inspect both rear suspension shock absorber date codes and <strong>replace</strong> both rear suspension shock absorbers 02-P3-71-83</td>
<td>DS models 0.9 hours</td>
</tr>
<tr>
<td></td>
<td>UF / KL models 1.2 hours</td>
</tr>
</tbody>
</table>

Optional Equipment

**Air Suspension (DS Models Only)**

- (One rear shock absorber) 02-P3-71-60 0.2 hours
- (Both rear shock absorbers) 02-P3-71-61 0.3 hours

Add the cost of the recall parts package plus applicable dealer allowance to your claim.
NOTE: See the Chrysler International Warranty Policy and Procedure Manual, Claim Entry Section – Recall Claims for claim processing instructions.

**Owner Notification and Service Scheduling**

All involved vehicle owners should be notified of the service requirement by their Dealer. Owners are requested to schedule appointments for this service. A sample copy of the owner notification letter is attached.

**Vehicle Lists, Global Recall System, VIP and Dealer Follow up**

All involved vehicles have been entered into the 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. Completed vehicles are removed from GRS within several days of repair claim submission.

**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.

**Additional Information**

If you have any questions or need assistance in completing this action, please contact your International Service and Parts Manager.

Global Service and Parts - International
Chrysler Group LLC
IMPORTANT SAFETY RECALL

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

Dear RAM Truck/Jeep/Chrysler Vehicle Owner:

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in certain 2014 model year RAM Trucks, Jeep® Cherokee, and 2015 model year Chrysler 200 vehicles.

The problem is... The rear suspension shock absorbers on your vehicle may break at one of the shock absorber attachment points. A partially detached rear suspension shock absorber(s) could cause damage to other rear chassis/suspension components, rear brake tube damage and/or damage to the rear tire(s). This could cause a crash without warning.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect the rear suspension shock absorber date code. Rear suspension shock absorbers found with a suspect date code will be replaced. The inspection will take about ½ hour to complete. If the rear suspension shock absorber(s) require replacement an additional 1.5 hours will be required. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. Please bring this letter with you to your dealer.

If you need help... If you have trouble getting your vehicle serviced, please contact the Dealer nearest your location. A representative will assist you in getting your vehicle serviced. This information can be found in the Customer Assistance section of your Owner’s Manual.

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

Global Service & Parts - International
Chrysler Group LLC
Notification Code P37