FIAT CHRYSLER AUTOMOBILES

June 2015

Dealer Service Instructions for:

Safety Recall R33 / NHTSA 15V-407
Rear Suspension Lower Control Arms

Models

2015 (WD) Dodge Durango

(WK) Jeep® Grand Cherokee

NOTE: This recall applies only to the above vehicles built from June 12, 2015 through June 20, 2015 ***(MDH 061207 through 062015)****.*

IMPORTANT: Many of the vehicles within the above build period have already been inspected or repaired and, therefore, have been excluded from this recall.

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 rear suspension lower control arms on about 5,600 of the above vehicles may have been incorrectly heat treated during the manufacturing process. This could cause the rear suspension lower control arm to break. A broken rear suspension lower control arm(s), during certain driving conditions, could cause a loss of vehicle control and/or a crash without warning.

Repair

The build date code on both rear suspension lower control arms must be inspected. Lower control arms found within a certain build date range must be replaced.

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Alternate Transportation

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if inspection determines that the rear suspension control arm(s) replacement is required and the vehicle must be held overnight.

Parts Information

Part Number	Description
52124811AG	**Arm, Left Rear Lower Control**
52124810AG	**Arm, Right Rear Lower Control**

Order one of each part below for each control arm being replaced:

06509622AA	Bolt, Clevis
06102252AA	Nut, Clevis
06506587AA	Bolt, Ball Joint-to-Control Arm
06509298AA	Nut, Hub
68077935AA	Cap, Bolt Cover

Order two of each part below for each control arm being replaced:

06104266AA	Bolt, Lower Control Arm
06104719AA	Nut, Lower Control Arm

Order three of each part below for each control arm being replaced:

06509461AA	Bolt, Tension/Toe/Camber Link
06104718AA	Nut, Tension/Toe/Camber Link

Parts Return

No parts return required for this campaign.

Special Tools

The following special tools are required to perform this repair:

- NPN wiTECH VCI Pod Kit
- NPN Laptop Computer
- NPN wiTECH Software

Service Procedure

A. Rear Lower Control Arm Inspection

1. Apply the "Parking" brake.
2. Lift the vehicle on an appropriate hoist if, at the dealership, or crawl under the vehicle.
3. Carefully clean the rear suspension lower control arms at the area where the build date code is located (Figure 1).
4. Inspect the build date code on **both** rear suspension lower control arms:

   NOTE: The build date code numbers are upside down on the control arm when installed on the vehicle.

   - If the build date code **is** on or between **1625 10:00:00** and **1635 08:10:00** replace the control arm. If off-site, first have vehicle towed to the dealership.
   - If the build date code **is not** on or between **1625 10:00:00** and **1635 08:10:00**, the lower control arm does not require replacement.
   - If the build date code is not legible, replace the lower control arm(s).

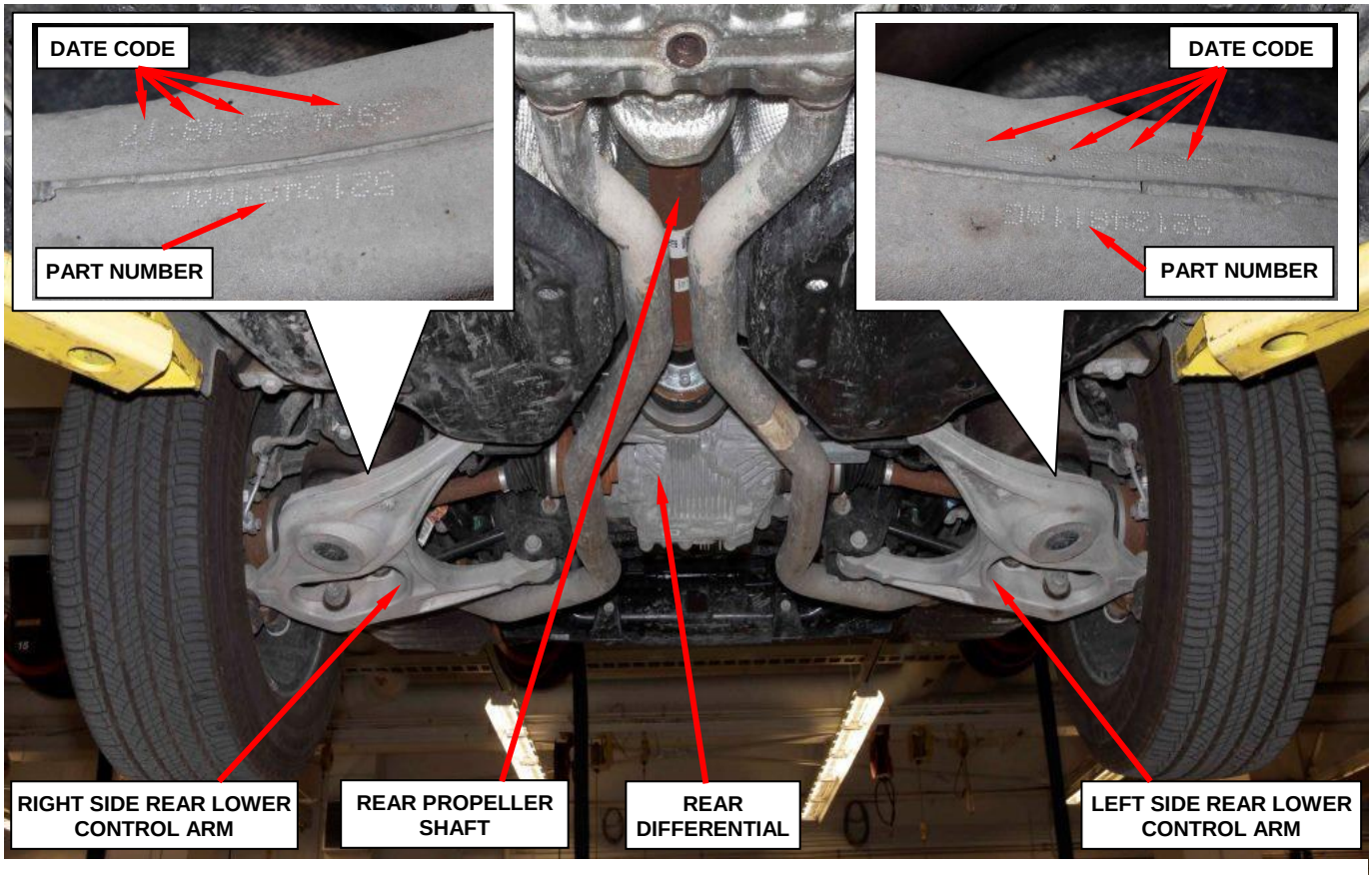

Figure 1 – Build Date Code Location

Service Procedure (Continued)

B. Replace Rear Suspension Lower Control Arm (without Electronic Limited Slip Differential (ELSD)

1. Remove the wheel

2. Bottom the caliper pistons into the caliper by prying the caliper over.

3. Remove the caliper slide pin covers and slide pins.

   CAUTION: Never allow the disc brake caliper to hang from the brake hose. Damage to the brake hose will result. Provide a suitable support to hang the caliper securely.

4. Remove the disc brake caliper from the adapter and hang it from a suitable support.

5. Disconnect the brake cable end from the equalizer.

6. Depress the tabs on the cable housing and pull it through the cable retaining bracket.

7. Remove the parking brake cable from the retaining bracket.

8. Remove the tie straps and clips as necessary.

9. Remove the rear spring.

10. Tilt the knuckle for access, remove the ball joint nut and remove the knuckle from the control arm.

11. Remove the bolt cover cap from the forward lower control arm to cradle bolt near the gas tank.

12. Loosen the forward lower control arm-to-cradle nut and tap out the bolt far enough to cut the head of the bolt off.

13. Cut the head of the bolt off with an air saw (or equivalent).

Service Procedure (Continued)

14. Using the nut, pry the bolt through the rear of the control arm mounting.

15. Remove the rear lower control arm to cradle bolts/nuts.

16. Carefully lower the control arm support and remove the lower control arm from the vehicle.

17. Remove and transfer any necessary components.

    NOTE: The front control arm to cradle bolt is installed from rear to front so that the nut is installed on the fuel tank side. This is the opposite of the manufacturing installation

18. Position the control arm on the cradle and install the bolt/nuts at the cradle. Do not tighten at this time.

19. Position the knuckle/ball joint into the control arm and with the knuckle tilted out, install the ball joint nut and tighten the nut to 125 ft. lbs. (170 N·m).

20. Install the spring.

21. Attach the parking brake cable to the retaining bracket and replace tie straps or clips as necessary.

22. Attach the tie straps and clips as removed.

23. Route the cable through the bracket and pull it through tight to seat in bracket. Pull back on cable to make sure that the cable is seated properly.

24. Connect the brake cable end to the equalizer.

25. Position the caliper over the rotor, install the slide pins and tighten to 20 ft. lbs. (27.5 N·m).

26. Install the brake caliper slide pin covers.

Service Procedure (Continued)

27. With the vehicle weight on the tires tighten the lower control arm to cradle bolts/nuts to 95 ft. lbs. (129 N·m).

    NOTE: The bolt cover cap was removed from the bolt head but fits on the nut after the bolt direction changed from the manufacturing direction

28. Install the bolt cover cap on the lower control arm to cradle forward nut near the gas tank.

29. Install the wheel.

30. Continue with **Section D. Rear Suspension Alignment**.

Service Procedure (Continued)

C. Replace Rear Suspension Lower Control Arm (with Electronic Limited Slip Differential (ELSD)

1. Remove the tire and wheel assembly.

2. Bottom the caliper pistons into the caliper by prying the caliper over.

3. Remove the caliper slide pin covers and slide pins.

   CAUTION: Never allow the disc brake caliper to hang from the brake hose. Damage to the brake hose will result. Provide a suitable support to hang the caliper securely.

4. Remove the disc brake caliper from the adapter and hang it from a suitable support.

5. Disconnect the brake cable end from the equalizer.

6. Depress the tabs on the cable housing and pull it through the cable retaining bracket.

7. Remove the parking brake cable from the retaining bracket.

8. Remove the tie straps and clips as necessary.

9. Remove the rear spring.

10. Tilt the knuckle for access, remove the ball joint nut and remove the knuckle from the control arm.

Service Procedure (Continued)

11. For the left lower control arm only, loosen and tilt the axle for access to remove the forward lower control arm bolt by performing the following:

    a. Support the rear axle with a suitable holding fixture.

    b. Remove the left axle bolt.

    c. Loosen the right rear axle bolt and the right front axle bolt.

    d. Carefully lower the axle support enough to tip the axle for clearance to remove the lower control arm bolt.

12. Remove the bolt cover cap from the forward lower control arm to cradle bolt near the gas tank.

13. Loosen the forward lower control arm to cradle nut and tap out the bolt far enough to cut the head of the bolt off.

14. Cut the head of the bolt off with an air saw (or equivalent).

15. Remove the rear lower control arm to cradle bolts/nuts.

16. Using the nut, pry the front lower control arm bolt through the rear of the control arm mounting.

17. Carefully lower the control arm support and remove the lower control arm from the vehicle.

18. Remove and transfer any necessary components.

    NOTE: The axle was tilted for the left side removal and should still be tilted to install the left front control arm to cradle bolt.

    The front control arm to cradle bolt is installed from rear to front so that the nut is installed on the fuel tank side. This is the opposite of the manufacturing installation

Service Procedure (Continued)

19. Position the control arm on the cradle and install the bolt/nuts at the cradle. Do not tighten at this time.

20. For the left lower control arm only, raise the axle, install the left axle bolt and tighten all three axle bolts to 111 ft. lbs. (150 N·m).

21. Remove the axle support.

22. Position the knuckle/ball joint into the control arm and with the knuckle tilted out, install the ball joint nut and torque to 125 ft. lbs. (170 N·m).

23. Install the spring.

24. Attach the parking brake cable to the retaining bracket and replace tie straps or clips as necessary.

25. Attach the tie straps and clips as removed.

26. Route the cable through the bracket and pull through tight to seat in bracket. Pull back on cable to make sure the cable seated properly.

27. Connect the brake cable end to the equalizer.

28. Position the caliper over the rotor, install the slide pins and tighten to 20 ft. lbs. (27.5 N·m).

29. Install the slide pin covers.

30. Install the wheel.

31. With the vehicle weight on the tires tighten the lower control arm to cradle bolts/nuts to 95 ft. lbs. (129 N·m).

    NOTE: The bolt cover cap was removed from the bolt head but fits on the nut after the bolt direction changed from the manufacturing direction

32. Install the bolt cover cap on the lower control arm to cradle forward nut near the gas tank.

33. Continue with **Section D. Rear Suspension Alignment**.

Service Procedure (Continued)

D. Rear Suspension Alignment

1. Place vehicle on an alignment rack.

2. Install wheel alignment equipment follow alignment machine instructions.

3. Use the following procedure to adjust rear wheel camber:

   a. Adjust the wheel camber position by loosening the camber link to cradle cam bolt/nut just enough to rotate the cam bolt. Turning the cam bolt moves the camber link in or out.

   b. Tighten the camber link to cradle cam bolt/nut to 93 NM (68 ft. lbs.).

   c. Verify the specifications.

   d. Continue with Step 4 of this procedure.

4. Use the following procedure to adjust rear wheel toe:

   a. Adjust the wheel toe position by loosening the toe link to cradle cam bolt/nut just enough to rotate the cam bolt. Turning the cam bolt moves the toe link in or out.

   b. Tighten the toe link to cradle cam bolt/nut to 93 NM (68 ft. lbs.).

   c. Verify the specifications.

5. Remove the alignment equipment from the vehicle.

6. Road test the vehicle.

7. Return the vehicle to the customer.

Service Procedure (Continued)

NOTE: Specifications are in degrees.

Front Alignment Specifications						
	Total Toe**	Caster	Cross Caster	Left Camber	Right Camber	Cross Camber
Aero Suspension	0.20° +/- 0.13°	5.18° +/- 0.60°	0.00° +/- 1.00°	-0.52° +/- 0.60°	-0.92° +/- 0.60°	0.40° +/- 0.60°
Base Suspension (LHD)	0.20° +/- 0.13°	4.84° +/- 0.60°	0.00° +/- 1.00°	-0.17° +/- 0.60°	-0.57° +/- 0.60°	0.40° +/- 0.60°
Base Suspension (RHD)	0.20° +/- 0.13°	4.84° +/- 0.60°	0.00° +/- 1.00°	-0.57° +/- 0.60°	-0.17° +/- 0.60°	-0.40° +/- 0.60°
Air Suspension (Aero Mode) (LHD)	0.20° +/- 0.13°	5.27° +/- 0.60°	0.00° +/- 1.00°	-0.64° +/- 0.60°	-1.04° +/- 0.60°	0.40° +/- 0.60°
Air Suspension (Aero Mode) (RHD)	0.20° +/- 0.13°	5.27° +/- 0.60°	0.00° +/- 1.00°	-1.04° +/- 0.60°	-0.64° +/- 0.60°	-0.40° +/- 0.60°
SRT8 (with 3 season tires)	0.20° +/- 0.13°	5.21° +/- 0.55°	0.00° +/- 0.55°	-1.61° +/- 0.55°	-1.61° +/- 0.55°	0.00° +/- 0.55°
SRT8 (with 4 season tires)	0.20° +/- 0.13°	5.21° +/- 0.55°	0.00° +/- 0.55°	-1.31° +/- 0.55°	-1.61° +/- 0.55°	0.30° +/- 0.55°
Notes:						
Positive toe (+) is toe-in and negative toe (−) is Toe-out.						
** TOTAL TOE is the sum of both the left and right wheel toe settings. TOTAL TOE should be equally split between each wheel on the same axle to ensure the steering wheel is centered after setting toe.						

Rear Alignment Specifications					
LHD and RHD	Toe	Total Toe**	Thrust Angle	Camber	Cross Camber
Aero Suspension	0.10° +/- 0.15°	0.20° +/- 0.30°	0.00° +/- 0.15°	-0.88 +/- 0.55	0.00° +/- 0.60°
Base Suspension	0.10° +/- 0.15°	0.20° +/- 0.35°	0.00° +/- 0.15°	-0.54 +/- 0.55°	0.00° +/- 0.60°
Air Suspension (Aero Mode)	0.20° +/- 0.15°	0.40° +/- 0.30°	0.00° +/- 0.15°	-1.09° +/- 0.55°	0.00° +/- 0.60°
SRT8	0.125° +/- 0.10°	0.25° +/- 0.20°	0.00° +/- 0.10°	-1.30° +/- 0.50°	0.00° +/- 0.55°
Notes:					
Positive toe (+) is toe-in and negative toe (−) is Toe-out.					
** TOTAL TOE is the sum of both the left and right wheel toe settings. TOTAL TOE should be equally split between each wheel on the same axle to ensure the steering wheel is centered after setting toe.					

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 numbers and time allowances:

	Labor Operation Number	Time Allowance
Inspect right and left rear suspension lower control arm build date codes	02-R3-31-81	0.2 hours
Inspect right and left rear suspension lower control arm build date codes and replace **one** lower control arm (includes four wheel alignment)	02-R3-31-82	3.5 hours
Inspect right and left rear suspension lower control arm build date codes and replace **both** lower control arms (includes four wheel alignment)	02-R3-31-83	4.9 hours
Related Operation		
Commute to the vehicle to perform an on-site rear lower control arm inspection	02-R3-31-50	Actual Time
Fuel Allowance	95-14-01-54	$15.00
Optional Equipment		
Air Suspension	02-R3-31-60	0.4 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

REAR SUSPENSION LOWER CONTROL ARMS

IMPORTANT SAFETY RECALL

R33 / NHTSA 15V-407

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

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

Dear: (Name)

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain 2015 **model year Dodge Durango and Jeep® Grand Cherokee vehicles.**

The problem is... **The rear suspension lower control arms on your vehicle may have been incorrectly heat treated during the manufacturing process. This could cause the rear suspension lower control arm to break. A broken rear suspension lower control arm(s), during certain driving conditions, could cause a loss of vehicle control and/or a crash without warning.**

What your dealer will do... **FCA will repair your vehicle free of charge.** To do this, your dealer will inspect, and replace as required, the rear suspension lower control arms. The inspection will take about ½ hour to complete. If the control arm(s) require replacement an additional 4 hours will be required. However, additional time may also be necessary depending on service schedules.

What you must do to ensure your safety... Simply **contact your Chrysler, Jeep, Dodge or RAM dealer** right away to schedule a service appointment. **Please bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either **recalls.mopar.com** or 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.