



July 2015

Dealer Service Instructions for:

Safety Recall R38

Rear Suspension Lower Control Arms

NOTE: All of the involved vehicles in this recall were also involved in Safety Recall R33. Due to a change in the build date ranges of the lower control arms, a second inspection of most of the vehicles that were involved in Safety Recall R33 is required.

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.

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

<u>Part Number</u>	<u>Description</u>
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.

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).

Service Procedure

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.

- For the **right rear** lower control arm, if the build date code **is** on or between **1625 9:26:00** and **1635 08:10:00** replace the control arm. If off-site, first have vehicle towed to the dealership.
- For the **left rear** lower control arm, if the build date code **is** on or between **1625 9:54:00** and **1645 16:15:00** replace the control arm. If off-site, first have vehicle towed to the dealership.
- If the build date code is not legible, replace the lower control arm(s). If off-site, first have vehicle towed to the dealership.

If control arm replacement is required, for vehicles with air suspension continue with **Section B. Depressurize Air Suspension**. For vehicles without air suspension, continue with **Section C. Replace rear suspension lower control arm**.

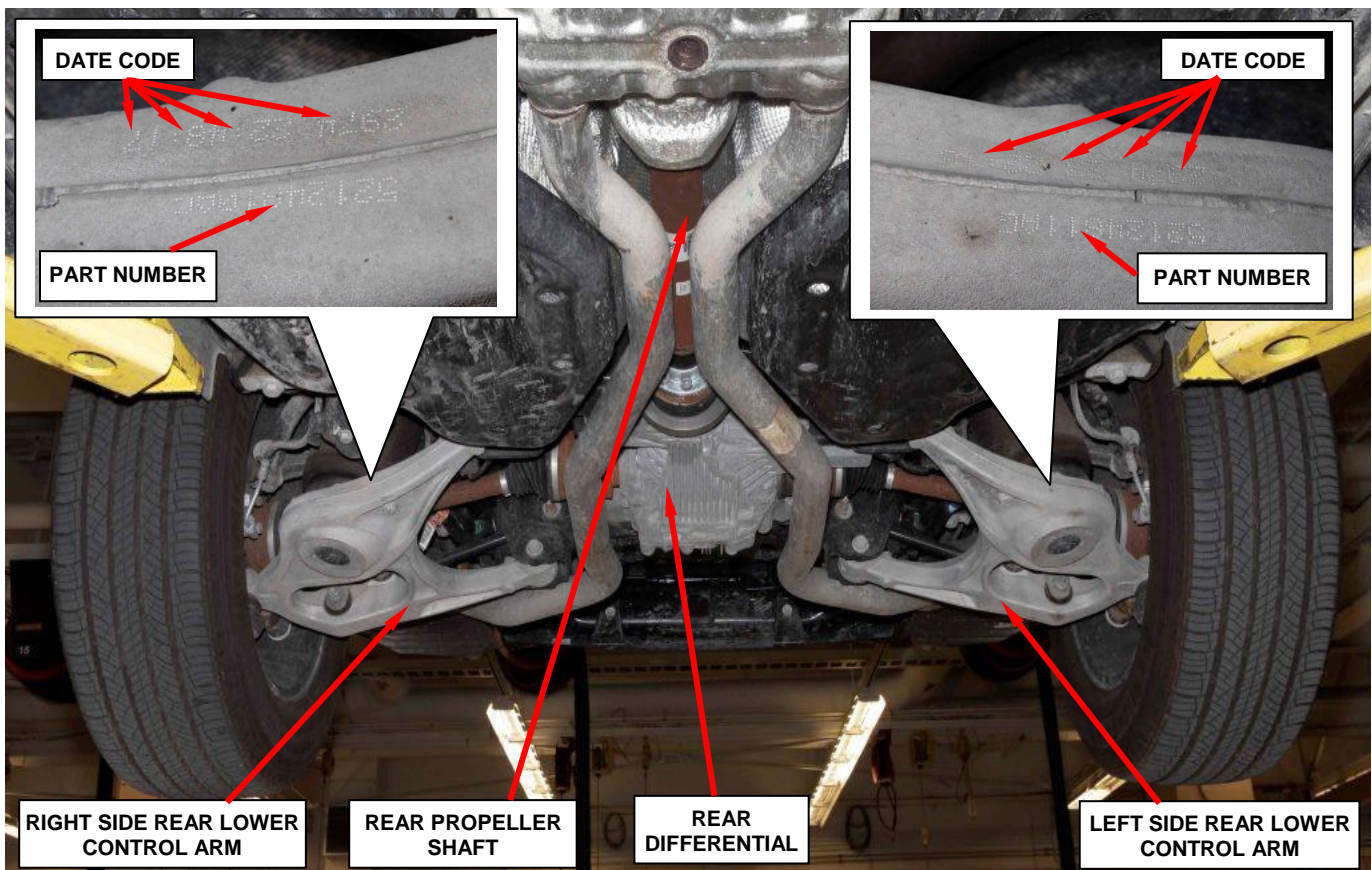


Figure 1 – Date Code Location

Service Procedure (Continued)

B. Depressurize Air Suspension (WK Only)

1. Connect the wiTECH scan tool to the vehicle.
2. Start a wiTECH session.
3. From the “Vehicle View” screen, select the “**ASCM**” icon.
4. Select the “**Misc. Functions**” tab.
5. Select “**Disable Level Control**” from the list.
6. Follow the screen prompts.
7. Select “**Spring Deflate to Reservoir**” from the list.
8. Follow the screen prompts.
9. Repeat Steps 7 and 8 of this procedure to insure the air suspension is fully deflated.
10. Continue with **Section C. Replace Rear Suspension Lower Control Arms.**

Service Procedure (Continued)**C. Replace Rear Suspension Lower Control Arm**

1. **For WD models only**, remove the spare tire.
2. Release the park brake and lift the vehicle on the hoist.
3. Remove the rear wheel(s).
4. Bottom the caliper pistons into the caliper by prying the caliper over.
5. 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.

6. Remove the disc brake caliper from the adapter and hang it from a suitable support.
7. Remove and save the brake caliper adapter.
8. Remove and save the brake rotor.
9. **For WD models only**, remove and save the spare tire plastic heat shield.
10. Use the following procedure to disconnect the park brake cable end from the park brake equalizer:
 - a. Compress the equalizer return spring.
 - b. Pull the left brake cable out and disconnect the right side park brake cable.
 - c. Pull the left park brake cable out and hold it in place with needle nose locking plier that have rubber hose on the jaws.
 - d. Disconnect the equalizer from the left cable.
11. Disconnect the park brake cable from the frame anchor.

Service Procedure (Continued)

12. **For left control arm replacement**, disconnect the ride height sensor link at the lower control arm.
13. Disconnect the rear stabilizer bar link at the lower control arm.
14. Remove the wheel speed sensor from the rear suspension knuckle.
15. Remove and discard the original halfshaft hub nut.
16. Disconnect the tension link from the rear suspension knuckle.
17. Disconnect the camber link from the rear suspension knuckle.
18. Disconnect the toe link from the rear suspension knuckle.
19. Remove and save the rear suspension coil spring or suspension airbag (as equipped).
20. Disconnect the lower shock absorber retaining bolt at the lower control arm.
21. Disengage the halfshaft from the rear wheel hub.
CAUTION: Support the halfshaft, do not allow the halfshaft to hang.
22. Pull the park brake cable out of the plastic routing clip.
23. Remove and discard the lower ball joint nut.
24. Separate the rear suspension knuckle from the lower control arm ball joint.
25. Remove and save the rear suspension knuckle.
26. Remove and discard the lower control arm forward pivot nut.
27. Push the lower control arm pivot bolt forward.
28. Using a cut off wheel, cut off the lower control arm pivot bolt head.
29. Remove and discard the remaining lower control arm pivot bolt.

Service Procedure (Continued)

30. Remove and discard the lower control arm rear pivot bolt nut.
31. While holding the lower control arm, remove and discard the rear lower control arm pivot bolt and remove the original lower control arm from the vehicle.
32. **For left control arm replacement**, transfer the load sensor bracket from the original lower control arm to the new lower control arm.
33. Place the new lower control arm into position and install the lower control arm forward pivot bolt first.
34. Install the lower control arm forward pivot bolt nut hand-tight.

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.
35. Install the lower control arm rear pivot bolt and nut. Hand-tighten the nut only.
36. Place the original rear suspension knuckle into position on the lower ball joint stud. Install the new ball joint nut and tighten to 129 ft. lbs. (175 N·m).
37. Insert the halfshaft into the rear wheel hub.
38. Route the park brake cable through the plastic routing clip.
39. Insert a new tow link nut and bolt. Hand-tighten only.
40. Insert a new camber link nut and bolt. Hand-tighten only.
41. Insert a new tension link bolt and nut. Hand-tighten only.
42. Install a new halfshaft retaining nut. Tighten the nut to 221 ft. lbs. (300 N·m).
43. **For left control arm replacement**, connect the ride height sensor link to the lower control arm.

Service Procedure (Continued)

44. Install the wheel speed sensor. Tighten the retaining bolt to 97 in. lbs. (11 N·m).
45. Connect the park brake cable to the park brake equalizer.
46. **For WD models only**, install the spare tire plastic heat shield.
47. Install the brake rotor.
48. Install the brake caliper adapter. Tighten the adapter bolts to 81 ft. lbs. (110 N·m).
49. Install the brake caliper. Tighten the brake caliper slide pins to 20 ft. lbs. (28 N·m). Then install slide pin caps.
50. Install the rear suspension coil spring or suspension airbag (as equipped).

CAUTION: Be sure the spring is “Keyed” correctly to the lower control arm.

51. Place the shock absorber into position on the lower control arm and install a new nut and bolt. Tighten the nut to 166 ft. lbs. (225 N·m).
52. Connect the rear stabilizer bar link to the lower control arm. Install a new nut and tighten the nut to 75 ft. lbs. (102 N·m).
53. Install the rear wheel(s).
54. Lower the vehicle from the hoist.
55. **For WD models only**, install the spare tire.
56. For vehicles:
 - **with air suspension**, continue with **Section D. Pressurize Air Suspension.**
 - **without air suspension**, continue with **Section E. Four Wheel Alignment.**

Service Procedure (Continued)**D. Pressurize Air Suspension**

1. Connect the wiTECH scan tool.
2. Start a wiTECH session.
3. From the “Vehicle View” screen, select the “**ASCM**” icon.
4. Select the “**Misc. Functions**” tab.
5. Select “**Disable Level Control**” from the list.
6. Follow the screen prompts.
7. From the “Misc. Functions” tab, select “**Fill Spring from Reservoir**”.
8. Follow the screen prompts.
9. Perform “**Short Fill**”.
10. Inspect air spring for proper installation.
11. Select “**Complete Fill**” from the list.
12. Follow the screen prompts.
13. Clear all Diagnostic Trouble Codes (DTC’s).
14. Remove the wiTECH scan tool from the vehicle.
15. Continue with **Section E. Four Wheel Alignment**.

Service Procedure (Continued)**E. Four Wheel Alignment**

1. Place the vehicle on the alignment rack.
2. With the vehicle weight on the tires, tighten the rear lower control arm forward and rear pivot bolts/nuts to 89 ft. lbs. (120 N·m) and then an additional angle to 45 degrees.
3. Install a new plastic bolt cap on the forward side of the forward lower control arm pivot bolt nut.

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.

4. With the vehicle weight on the tires, tighten the rear suspension toe link nut and bolt to 75 ft. lbs. (102 N·m).
5. With the vehicle weight on the tires, tighten the rear suspension camber link nut and bolt to 75 ft. lbs. (102 N·m).
6. With the vehicle weight on the tires, tighten the rear suspension tension link nut and bolt to 75 ft. lbs. (102 N·m).
7. **For vehicles with air suspension**, perform the following before aligning the vehicle:
 - a. Start the engine
 - b. Turn the radio on.
 - c. Select the “**Apps.**” Icon on the radio screen.
 - d. Select “**Favorite Apps.**” on the radio screen.
 - e. Select “**Settings**” on the radio screen.
 - f. Select “**Suspension**” on the radio screen.
 - g. Select “**Wheel Alignment Mode**” on the radio screen.

Service Procedure (Continued)

8. Install wheel alignment equipment following the alignment machine instructions.
9. 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 58 ft. lbs. (79 N·m).
 - c. Verify the specifications.
 - d. Continue with Step 10 of this procedure.
10. 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 58 ft. lbs. (79 N·m).
 - c. Verify the specifications.
11. Align front wheels as required.
12. Remove the alignment equipment from the vehicle.
13. Road test the vehicle.
14. 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:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
<u>All Models</u> : Inspect right and left rear suspension lower control arm build date codes	02-R3-81-81	0.2 hours
<u>WK Models</u> : Inspect right and left rear suspension lower control arm build date codes and replace <u>one</u> lower control arm (includes four wheel alignment)	02-R3-81-82	3.7 hours
<u>WK Models</u> : Inspect right and left rear suspension lower control arm build date codes and replace <u>both</u> lower control arms (includes four wheel alignment)	02-R3-81-83	5.1 hours
<u>WD Models</u> : Inspect right and left rear suspension lower control arm build date codes and replace <u>one</u> lower control arm (includes four wheel alignment)	02-R3-81-84	4.0 hours
<u>WD Models</u> : Inspect right and left rear suspension lower control arm build date codes and replace <u>both</u> lower control arms (includes four wheel alignment)	02-R3-81-85	5.4 hours
<u>Optional Equipment</u>		
Air Suspension (WK models Only)	02-R3-81-60	0.4 hours

Completion Reporting and Reimbursement (Continued)

Related Operation

Commute to the vehicle to perform an on-site rear lower control arm inspection	02-R3-81-50	Actual Time
Fuel Allowance	95-14-01-54	\$15.00

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

IMPORTANT SAFETY RECALL

R38

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.

NOTE: Your vehicle may have been previously inspected in Safety Recall R33. Due to a change in the inspection date range, a second rear suspension lower control arm inspection is required.

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 up to an additional 6 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.