

Revision 2 October 2018

Dealer Service Instructions for:

Safety Recall UA5 / NHTSA 18V-675 Track Bar Weld

NOTE: Removed Frame Build Date Inspection Procedure

Remedy Available

2018 - 2019 (JL) Jeep® Wrangler vehicles

NOTE: This recall applies only to the above vehicles that are left hand drive only, built from May 07, 2018 through August 21, 2018 (MDH 050706 through 082121).

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 18,000 of the above vehicles may have been built with track bar bracket welds located off the seam potentially resulting in the bracket separating from the frame. The separation of the front track bar bracket from the frame may cause a reduction in the steering response, which can cause a vehicle crash without prior warning.

Repair

Photos of the inboard and outboard welds must be submitted to be reviewed by a Track Bar customer care representative for evaluation of the welds position. Vehicles with an out of position weld must have the track bar weld repaired as needed, see the service procedure below for further information.

Alternate Transportation

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if vehicle repair is required and the vehicle must be held.

Parts Information

NOTE: A parts order will be placed for the dealer **ONLY** after photo submission and evaluation by the Track Bar customer care representative who has determined which repair is required.

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Clean the surrounding inboard and outboard weld areas with a wet cloth (Figures 1 and 2).
2. Turn the steering wheel all the way to the left to gain access to the track bar bracket frame outboard weld (Figures 1 and 2).
3. Ensuring sufficient lighting, using a paint pen or equivalent write the last 3-digits of the Vehicle Information Number (VIN) on the outboard frame bracket and take a photo of both welds (Inboard and Outboard weld) as shown in (Figures 1 and 2).

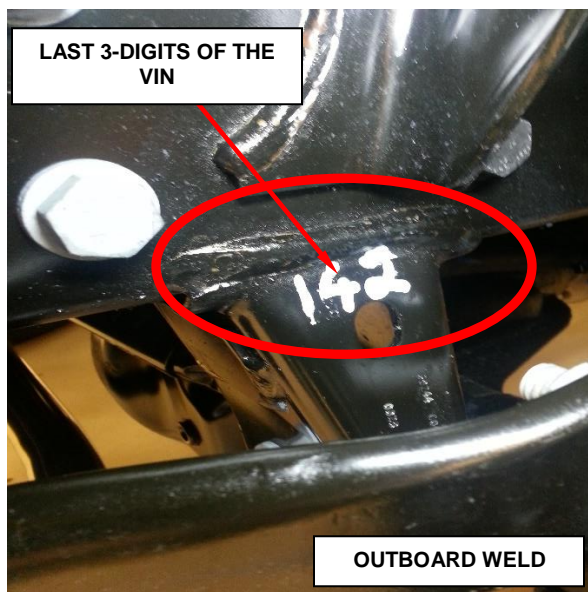


Figure 1 – Outboard Track Bar Weld

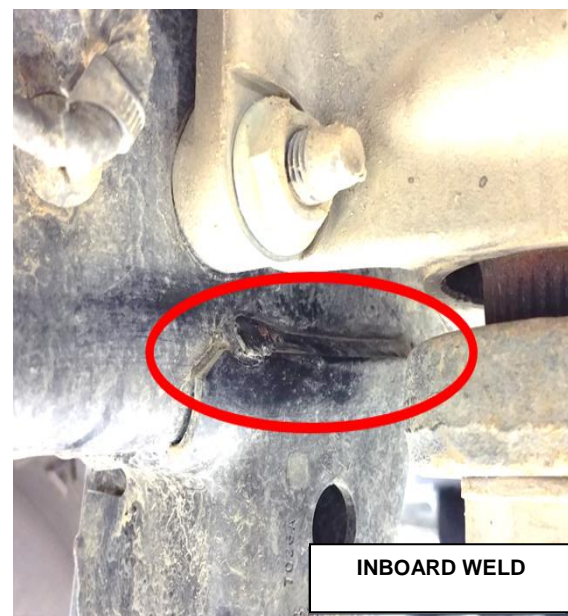
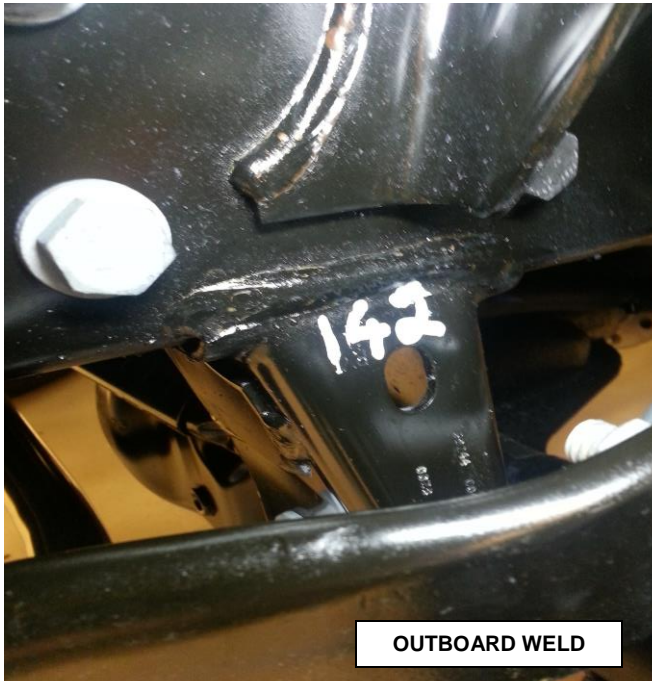


Figure 2 – Inboard Track Bar Weld

IMPORTANT: Photo images must be clear and viewable in order to determine the position of the weld. The above images are a sample of photo images that are acceptable, any photos that are out of focus or not clear may require you to provide additional photos to determine the position of the welds.

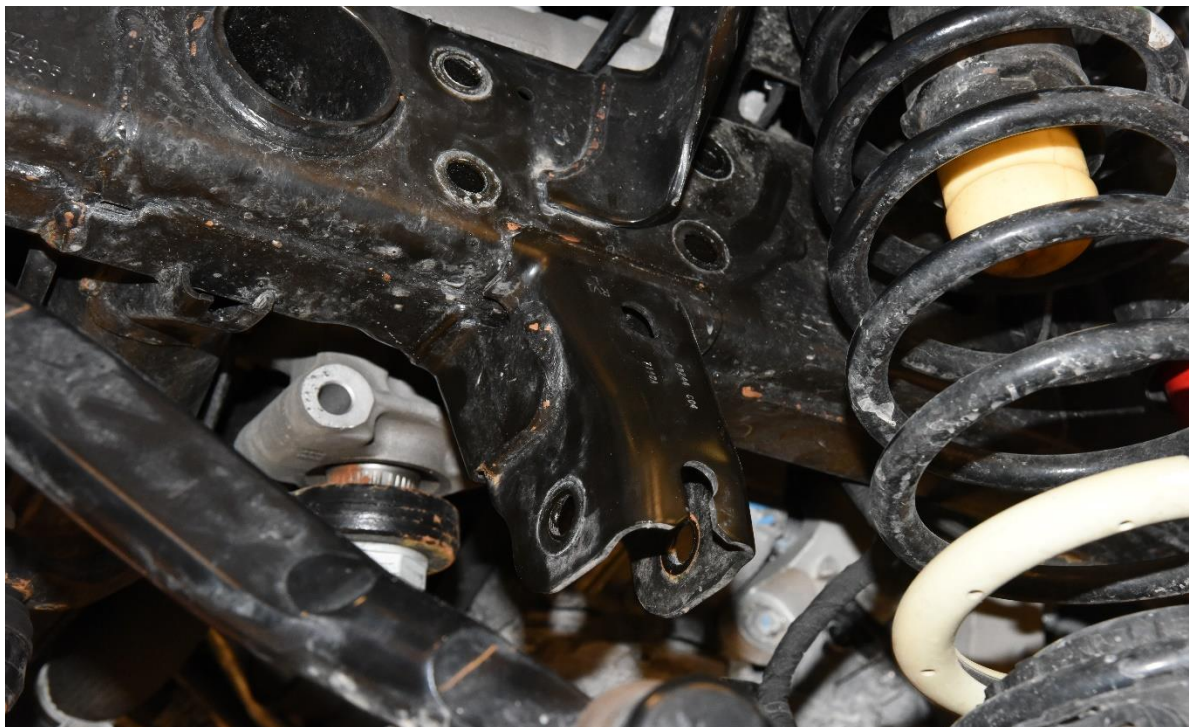
Service Procedure (Continued)

Sample of Acceptable Images



Service Procedure (Continued)

Sample of NOT Acceptable Images



Service Procedure (Continued)

4. Forward the photos and the information below to: customercare@trackbar.net.

- **ONLY ONE** Vehicle Identification Number (VIN) **per Email**
- Enter **ONLY ONE** VIN in the subject line
- Photo of the inboard weld (Figure 2)
- Photo of the outboard weld **with** the last 3-digits of the **VIN marked** (Figure 1).
- Dealership Name, Code, Address, Contact Name, Phone Number and Email Address

A Track Bar customer care representative will review the position of the welds and will respond within 48 hours or sooner, with a determination if the welds are acceptable or a repair is required.

If the Track Bar customer care representative determines that weld repair is required, dealers are advised to make arrangements with the customer care representative on a date and time so a Technical Weld Specialist can arrange travel to the dealership and perform the weld repair as needed.

Dealership Technician will be assisting the Technical Weld Specialist with the repair by following section “A” or section “B” depending on the image assessment of the welds repair location and will require removing various components to gain access to the welds.

Service Procedure (Continued)

A. Front Track Bar Frame Bracket Outboard Weld Repair

1. Disconnect and isolate the battery ground cable.
2. Raise the vehicle on an appropriate hoist.
3. Remove the left front wheel and tire assembly.
4. Remove the track bar nut and bolt and **DISCARD**, disconnect the track bar from the frame bracket (Figure 3).

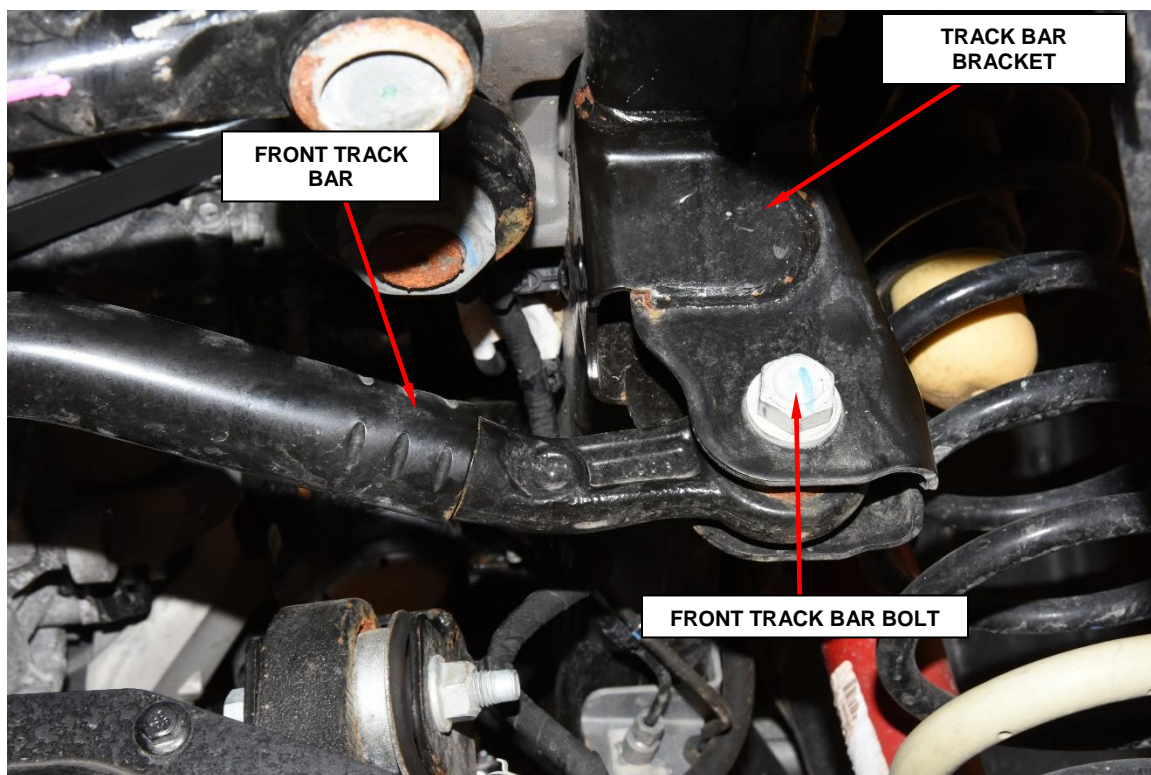


Figure 3 – Track Bar

5. Technical Weld Specialist will perform the repair on the outboard weld.

Service Procedure (Continued)

6. Proceed to step 7 when Technical Weld Specialist completes the weld repair.
7. Position the track bar to the frame bracket then loosely install the **NEW** track bar bracket nut and bolt (Figure 3).

NOTE: The track bar nut and bolt must be tightened with the vehicle at curb height.

8. Install the left front wheel and tire assembly and tighten the lug nuts to 176 N·m (130 Ft. lbs.).
9. Lower the vehicle.
10. Hold the track bar frame bolt and tighten the track bar frame nut to 100 N·m plus 30 Deg. (74 ft. lbs. plus 30 Deg.).
11. Return the vehicle to the customer.

Service Procedure (Continued)

B. Front Track Bar Frame Bracket Inboard Weld Repair or Bracket Replacement

1. Disconnect and isolate the battery ground cable.
2. Raise the vehicle on an appropriate hoist.
3. Remove the left front wheel and tire assembly.
4. Remove the front air dam two screws and eight pushpin fasteners (Figure 4).

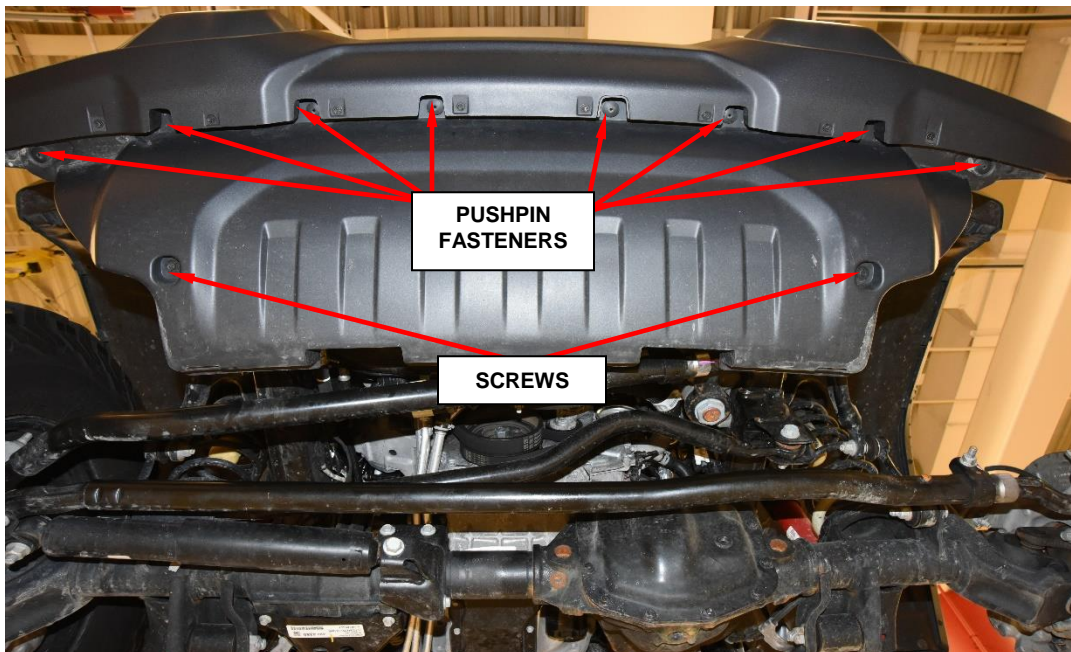
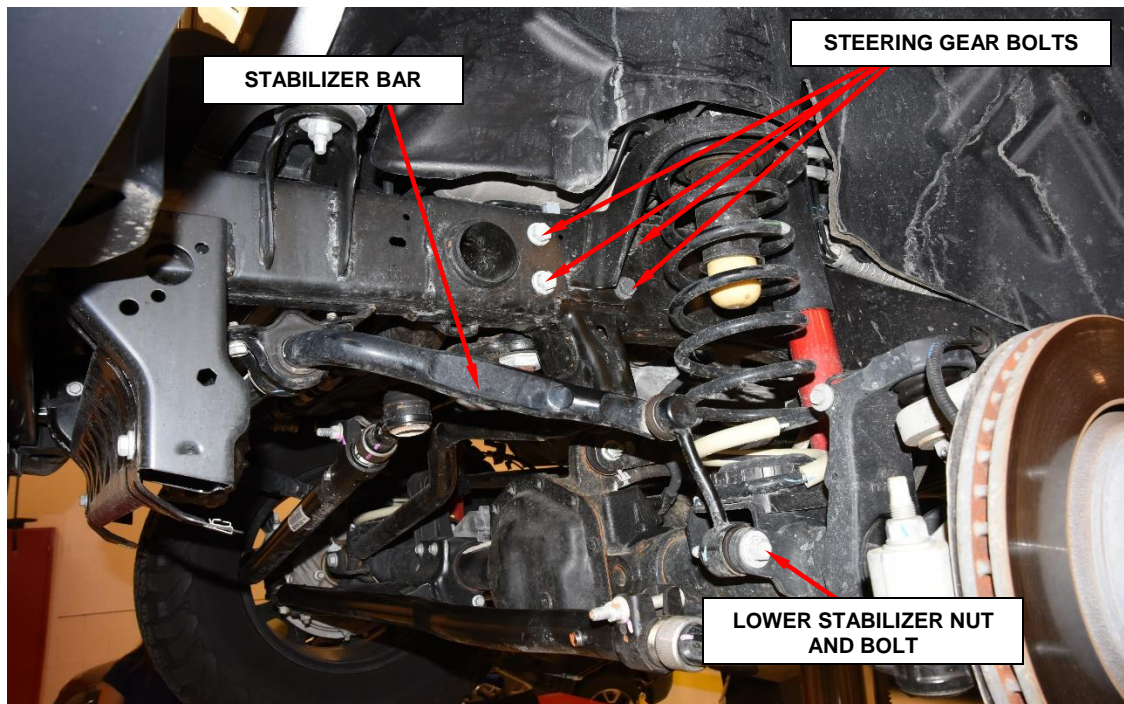


Figure 4 – Front Air Dam

Service Procedure (Continued)

5. Remove the track bar nut and bolt and **DISCARD**, disconnect the track bar from the frame bracket (Figure 3).
6. Remove the four steering gear mounting bolts and **DISCARD** the bolts (Figure 5).

**Figure 5 – Steering Gear**

7. Remove the lower stabilizer bar nuts and bolts from the right side and left side and **DISCARD** (Figure 5).
8. Grasp the right front wheel and turn the steering linkages all the way to the right position to gain access to the inboard track bar weld.
9. **Technical Weld Specialist will perform the repair on the inboard weld or bracket replacement.**
10. Proceed to step 11 when Technical Weld Specialist completes the weld repair.
11. Grasp the right front wheel and turn the steering linkages all the way to the left to align the steering gear to the frame mounting holes.

Service Procedure (Continued)

12. Install the four **NEW** steering gear bolts and tighten to 130 N·m (99ft. lbs.).

NOTE: The two long bolts go on the left side and two shorter bolts on the right side (Facing View) Figure 5.

13. Position the track bar to the frame bracket then loosely install the **NEW** track bar bracket nut and bolt (Figure 3).

NOTE: The track bar and stabilizer bar nuts and bolt must be tightened with the vehicle at curb height.

14. Install the stabilizer bar and loosely tighten the **NEW** lower nuts and bolts (Figure 5).
15. Install the left front wheel and tire assembly and tighten the lug nuts to 176 N·m (130 ft. lbs.).
16. Lower the vehicle.
17. Hold the track bar frame bolt and tighten the track bar frame nut to 100 N·m plus 30 Deg. (74 ft. lbs. plus 30 Deg.).
18. Hold the lower stabilizer bolt and tighten the nut to 80 N·m (59ft. lbs.) both sides.
19. Install the air dam and tighten the screws and insert the pushpins (Figure 4).
20. Perform front wheel alignment.
21. Test drive the vehicle.
22. 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 paid 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>
Inspect Frame Build Date	13-UA-51-81	0.2 hours
Submit Photos	13-UA-51-82	0.3 hours
Submit Photos And Prep for outboard repair for welding	13-UA-51-83	0.4 hours
Submit Photos And Prep for inboard repair for welding, Align Front End, Road Test Vehicle	13-UA-51-84	1.8 hours

Related Operation

Weld Repair (Outboard) Hoist Time (only to be used with LOP 13-UA-51-83)	13-UA-51-50	1.0 hours
Weld Repair (Inboard) Hoist Time (only to be used with LOP 13-UA-51-84)	13-UA-51-51	2.0 hours
Floor Plan Reimbursement See Below	95-95-95-97	Calculate

Floor Plan Reimbursement represents the vehicle's average daily allowance (see table below) multiplied by the number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale to the date that the remedy was made available. Note: If the vehicle was received by your dealership (KZX date) AFTER the stop sale date, you will use the KZX date instead of the stop sale date. For this Recall, the stop sale was initiated on **10/05/2018** and the remedy was made available on **10/17/2018**, therefore, the number of days cannot exceed **12** days.

Vehicle	Average Daily Allowance
2018 JL	\$5.77
2019 JL	\$5.77

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.

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

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXX

UA5/NHTSA 18V-675

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

1. RECOMMENDED OPTION

Call your authorized Chrysler /
Dodge / Jeep® / RAM Dealership

2. Call the FCA Recall Assistance

Center at **1-800-853-1403**. An
agent can confirm part availability
and help schedule an appointment

3. Visit recalls.mopar.com, scan the

QR code below, or download the
Mopar Owner's Companion App.

QR Code

Get access to recall notifications, locate
your nearest dealer, and more through
this website or Mopar Owner's
Companion App. You will be asked to
provide your Vehicle Identification
Number (VIN) to protect and verify
your identity. The last eight characters
of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall UA5.

IMPORTANT SAFETY RECALL

Track Bar Weld

Dear [Name],

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

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain [2018 –
2019 Model Year Jeep® Wrangler] vehicles.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and
your passengers.

WHY DOES MY VEHICLE NEED REPAIRS?

The front suspension on your vehicle ^[1] may have been built with track bar bracket welds located
off the seam potentially resulting in the bracket separating from the frame. The separation of the
front track bar bracket from the frame may cause a reduction in the steering response, which can
cause a vehicle crash without prior warning.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will
inspect and repair the front track bar bracket welds as needed. In addition, your dealer will
require your vehicle for proper check-in, preparation, and check-out during your visit. Your
time is important to us; please be aware that these steps may require more time. The estimated
repair time is three hours. We recommend that you schedule a service appointment to minimize
your inconvenience. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR,
CALL YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

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. ^[3]
Once we receive and verify the required documents, reimbursement will be sent to you within
60 days. If you have had previous repairs performed and/or already received reimbursement,
you may still need to have the recall repair performed.

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

Customer Assistance/Field Operations
FCA US LLC



Mr. Mrs. Customer
1234 Main Street
Hometown, MI 48371

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] 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.

[3] You can also mail in 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.

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