



April 2017

Dealer Service Instructions for:

Safety Recall T03

Front Propeller Shaft Bolts

Models

2014-2017 (LD) Dodge Charger - All Wheel Drive

2014-2017 (LX) Chrysler 300 - All Wheel Drive

NOTE: This recall applies only to the above vehicles equipped with All Wheel Drive (AWD) (sales code 590) built from April 01, 2014 through June 30, 2016 (MDH 040106 through 063012).

IMPORTANT: Some of the involved vehicles may be in dealer vehicle inventory. Dealers should complete this repair 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 process.

Subject

The front propeller shaft on about 5 206 of the above vehicles may have bolts that were not fully tightened to the proper torque specification during vehicle assembly. Front propeller shaft bolts that are not fully tightened may allow the front propeller shaft to become loose and disconnect from the vehicle. Front propeller shaft bolts that are not fully tightened may be detectable due to noise and vibration. If the front propeller shaft disconnects from the vehicle, it may result in damage to powertrain and underbody components and may lead to loss of motive power which could cause a crash.

Repair

All involved vehicles must have the bolts fastening the front propeller shaft to the differential flange and transfer case flange replaced and tightened to the proper torque specification.

Alternate Transportation

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

Parts Information

Each package of part number 06508295AA will contain sixteen bolts. Only eight bolts per vehicle are required for campaign T03 repair. One package of bolts will service two vehicles. **The Dealer will be reimbursed for only eight bolts from part number 06508295AA for each vehicle that campaign T03 is completed on.**

<u>Part Number</u>	<u>Description</u>
06508295AA	Bolt (M10x1.50x25.00)

NOTE: No additional parts are anticipated for this campaign. If any additional parts are determined to be required due to collateral damage or consequential repairs caused by a propeller shaft that may have disconnected from the vehicle, the dealer must first check if a related LOP has been created for repairs prior to performing the repair. If no related LOP is found, the LOP review process must be followed to request a related Recall LOP be added as follows:

Submit a LOP Related Inquiry (located in DealerCONNECT > Service > Claim Administration > Labour Operations > LOP review) for evaluation and update.

- **IF the request is approved** – the related Recall LOP will be added to the Labor Operations and you are to proceed with normal Recall claim entry process.
- **IF the request is not approved** – submit the repair under Warranty (W) if the repair has been pre-authorized by your Area Manager or Business Center representative.

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

NOTE: Vehicles involved in T03 safety recall campaign are not expected to require any additional parts or repairs related to T03 except for replacement of the front propeller shaft bolts. In the unlikely event that damage to the front propeller shaft and/or other components is observed, and that damage is directly related to loose front propeller shaft bolts, do not proceed with the repair until you have obtained a related Recall LOP, otherwise your claim for additional components/repairs may be rejected.

1. Raise and support the vehicle.

NOTE: It is not necessary to remove heat shield(s) or other components in order to replace the front propeller shaft bolts.

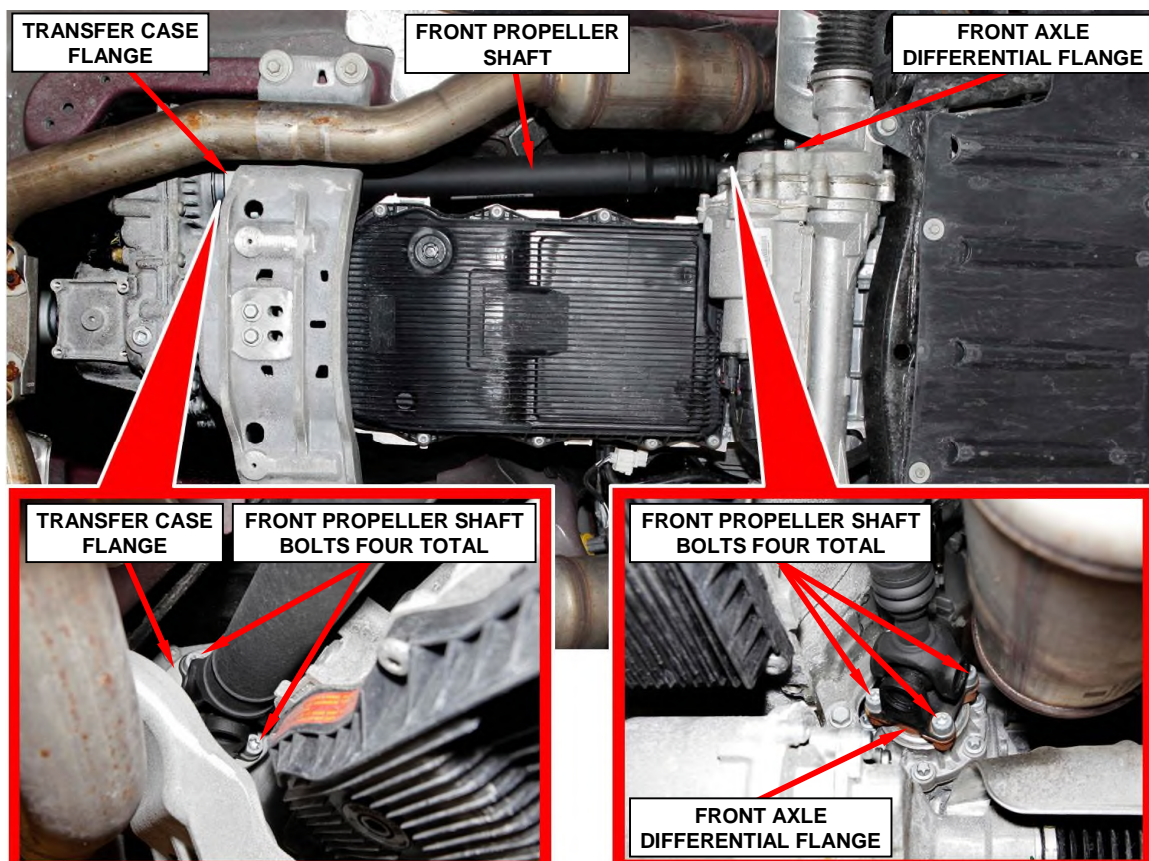


Figure 1 – Front Propeller Shaft Bolts at Front Axle Differential and Transfer Case

Service Procedure (Continued)

2. Repeat the following bolt replacement steps for each of the eight bolts securing the front propeller shaft to the front axle differential flange and the transfer case flange (Figure 1).

NOTE: Replace only one bolt at a time. When the NEW bolt is installed, it must be tightened to the proper torque specification within ten minutes. If not tightened within ten minutes, the pre-applied thread lock coating will be compromised.

- a. Remove and discard one bolt securing the front propeller shaft (Figure 1).
 - b. Install a NEW bolt securing the front propeller shaft and tighten the bolt to 61 N·m (45 ft. lbs.) (Figure 1).
 - c. Place a mark on the NEW bolt in order to identify that bolt has been replaced (Figure 2).
3. Repeat **Step 2** until all eight bolts securing the front propeller shaft to the front axle differential flange and the transfer case flange have been replaced (Figure 1).

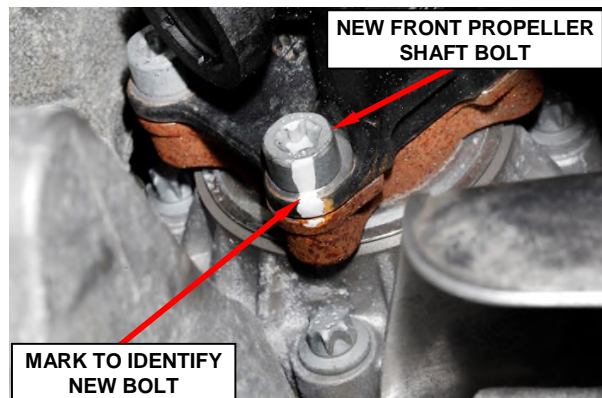


Figure 2 – Place a Mark on NEW Bolt

4. Remove the support and lower the vehicle.
5. 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 Canada to record recall service completions and provide dealer payments.

Parts listed on any campaign are required for the repair but may not always be eligible for reimbursement. As stated in the Service Administration Manual; Normal shop supplies, such as general-purpose cleaners, solvents, lubricants, etc. submitted on claims are subject to non-payment or chargeback.

Use the following labour operation number and time allowance:

	Labour Operation Number	Time Allowance
Replace Front Propeller Shaft Bolts	16-T0-31-82	0.5 hours

Add the cost of only eight bolts from parts package 06508295AA plus applicable dealer allowance to your claim. Each package of part number 06508295AA contains sixteen bolts. Only eight bolts per vehicle are required for campaign T03. One package of sixteen will service two vehicles.

Owner Notification and Service Scheduling

All involved vehicle owners known to FCA Canada are being notified of the service requirement by mail. They are requested to schedule appointments for this service with their dealers. A 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 studio 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.”** The VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, Postal Code, or VIN sequence.

Dealers should 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.

VIN lists may contain confidential, restricted owner name and address information. Use of this information is permitted for this notification 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.

FCA Canada Inc.

A handwritten signature in black ink, appearing to read "J.D. Kiritsis". The signature is stylized with a large loop at the beginning and a vertical line extending downwards.

J.D. Kiritsis
National Service and Parts Manager



SAFETY RECALL T03 FRONT PROPELLER SHAFT BOLTS

Dear Vehicle Owner:

This **notice** is sent to you in accordance with the Canada Motor Vehicle Safety Act.

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain **2014 through 2017 model year (LX) Chrysler 300 and (LD) Dodge Charger vehicles equipped with All Wheel Drive (AWD).**

The problem is : The front propeller shaft on your vehicle may have bolts that were not fully tightened to the proper torque specification during vehicle assembly. Front propeller shaft bolts that are not fully tightened may allow the front propeller shaft to become loose and disconnect from the vehicle. Front propeller shaft bolts that are not fully tightened may be detectable due to noise and vibration.

If the front propeller shaft disconnects from the vehicle, it may result in damage to powertrain and underbody components and may lead to loss of motive power which could cause a crash.

What your dealer will do : **FCA will repair your vehicle free of charge.** To do this, your dealer will replace the front propeller shaft bolts and tighten the bolts to the proper torque specification.

What you must do to ensure your safety : **Contact an authorized FCA Canada dealer to schedule a service appointment.**

If you need help : For information on this recall or any other recall affecting your vehicle, visit the website below and input your vehicle's seventeen-digit vehicle identification number (VIN).
English : recalls.mopar.ca
French : rappels.mopar.ca

For additional assistance or information, please contact FCA Canada Customer Care Centre:

By Phone: 1-800-465-2001 (English) or 1-800-387-9983 (French),

By Email: www.fcacanada.ca/en/contact_us.php (English) or

www.fcacanada.ca/fr/contact_us.php (French),

By Mail: FCA Canada Customer Care Centre, P.O. Box 1621, Windsor, Ontario, N9A 4H6.

If you have already experienced this condition and have paid to have it repaired, you will still be required to have the campaign performed by an authorized FCA Canada dealer at no charge to you. Once completed, please send your original receipts and/or adequate proof of payment along with the campaign invoice to the following address for **further review of possible** reimbursement: FCA Canada Customer Care Centre, P.O. Box 1621, Windsor, Ontario, N9A 4H6.

If your name and address indicated above are incorrect or if you no longer own the vehicle, please contact the Customer Name & Address Call Centre at 1-800-373-1474 to update your information.

We apologize for any inconvenience and thank you for your attention to this important matter.

Yours very truly,



FCA Canada Inc.
National Service and Parts Manager