Dealer Service Instructions for:

**Customer Satisfaction Notification P39**

**Front Half Shaft Boot Clamps**

Effective immediately all repairs on involved vehicles are to be performed according to this notification. Service Bulletin 30-001-14 REV. A is no longer applicable for the involved vehicles only.

**Models**

2014 (WD) Dodge Durango
(WK) Jeep® Grand Cherokee

**NOTE:** This notification applies only to the above vehicles equipped with a Quadra-Trac (sales code DHB) or Quadra-Trac II (sales code DKA) built from March 05, 2014 through April 21, 2014 (MDH030505 through 042104).

**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 half shaft boot clamps on about 11,600 of the above vehicles may not have been installed correctly. A loose half shaft boot clamp could allow grease from the Constant Velocity (CV) joint to leak out while driving.

**Repair**

Both front half shafts must be replaced.
Parts Information

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CEC0P391AA</td>
<td>Half Shaft Package</td>
</tr>
</tbody>
</table>

Each package contains the following components:

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Half Shaft, Right</td>
</tr>
<tr>
<td>1</td>
<td>Half Shaft, Left</td>
</tr>
<tr>
<td>2</td>
<td>Washer, Half Shaft</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>05136035AB</td>
<td>Fluid, Axle (MSQ12)</td>
</tr>
</tbody>
</table>

Special Tools

The following special tools are required to perform this repair:

- C-4150A Press, Ball Joint
- 10270 Protector, Half Shaft, Drive
- NPN wiTECH VCI Pod Kit
- NPN Laptop Computer
- NPN wiTECH Software
Service Procedure

A. Inspect for Air Suspension

1. Determine if the vehicle is equipped with Air Suspension.
   - If the vehicle is equipped with air suspension continue with Section B. Deflate Front Springs.
   - If the vehicle is not equipped with air suspension continue with Section C. Replace Front Half Shaft Assemblies.

B. Deflate Front Springs

NOTE: wiTECH must be used to perform this recall. This procedure must be performed with software release level 15.01 or higher.

1. Open the hood. Install a battery charger and verify that the charging rate provides 13.0 to 13.5 volts. Do not allow the charger to time out during the process. Set the battery charger timer (if so equipped) to continuous charge.
   NOTE: Use an accurate stand-alone voltmeter. The battery charger voltmeter may not be sufficiently accurate. Voltages outside of the specified range will cause an unsuccessful flash. If voltage reading is too high, apply an electrical load by activating the park or headlamps and/or HVAC blower motor to lower the voltage.

2. Connect the wiTECH VCI pod to the vehicle data link connector located to the right of the hood release lever.

3. Place the ignition in the “RUN” position.

4. Open the wiTECH Diagnostic application.

5. Starting at the “Select Tool” screen, highlight the row/tool for the wiPOD device you are using. Then select “Next” at bottom right side of the screen.

6. Enter your “User id” and “Password”, then select “Finish” at the bottom of the screen.
Service Procedure (Continued)

7. From the “Vehicle View” screen select the “ASCM” icon.

8. Go to the “Misc Functions” tab.

9. Highlight the “Disable Level Control” row and select the green arrow.

10. Follow the screen prompts to disable the level control.

11. Highlight the “Spring Deflate to Reservoir” row and select the green arrow.

12. Follow the screen prompts to completely deflate both front springs.

   NOTE: It is recommended to repeat Steps 9 through 12 approximately 2-3 times in order to completely deflate the front springs.

13. Continue with Section C. Replace Front Half Shaft Assemblies.
C. Replace Front Half Shaft Assemblies

1. Place the vehicle in neutral and lift the vehicle on an appropriate hoist.

2. Remove the front wheel and tire assemblies.

3. Remove and save the half shaft hub/bearing nut (Figure 1).

4. Unclip the wheel speed sensor wire from the steering knuckle by releasing the tie strap using a small pick tool (Figure 2).
5. Remove and save the wheel speed sensor fastener and remove the wheel speed sensor from the steering knuckle (Figure 3).

6. Remove and save the two brake caliper adapter bolts (Figure 4).

7. Remove the brake caliper assembly and set the assembly to the side.

**NOTE:** Use an appropriate rubber bungee cord or hook to keep caliper weight off the brake caliper hose.

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**Figure 3 – Wheel Speed Sensor**

**Figure 4 – Brake Caliper Adapter Bolts**
Service Procedure (Continued)

8. Remove and save the tie rod end nut (Figure 5).

9. Remove and save the lower stabilizer bar link nut from the lower control arm and pull the stabilizer link from the lower control arm (Figure 6).

Figure 5 – Tie Rod End

Figure 6 – Stabilizer Bar Link
10. Separate the outer tie rod end from the knuckle with Ball Joint Press C-4150A (Figure 7).

11. Remove and save the upper ball joint nut (Figure 8).
12. Separate the upper ball joint from the steering knuckle using Ball Joint Press C-4150A (Figure 9).

13. Remove and save the shock absorber clevis bolt and nut from the lower control arm (Figure 10).
14. Lean the knuckle out and push the half shaft out of the hub/bearing. If the half shaft won’t move strike the half shaft end with a rubber dead blow hammer. Discard the coated washer between the outer C/V joint and the hub (Figure 11).

15. Pry the half shaft from the axle/axle tube with a pry bar.

   **NOTE:** There are notches present on the inner C/V joint housing to pry against.

16. Using the axle seal protector 10270, install the new half shaft in the axle. Verify the half shaft has fully engaged.

   **NOTE:** Use care when removing seal protector to prevent damaging the half shaft seal.
17. Install the new coated washer on the outer C/V joint shaft.

18. Install the half shaft through the hub/bearing (Figure 11).

19. Install the shock clevis on the lower control arm, install the shock clevis bolt and nut then tighten the shock clevis nut to 173 ft. lbs. (235 N-m) (Figure 10).

20. Install the upper ball joint on the steering knuckle and tighten the upper ball joint nut to 70 ft. lbs. (95 N-m) (Figure 8).

21. Install the stabilizer link on the lower control arm and tighten the lower stabilizer bar link nut to 85 ft. lbs. (115 N-m) (Figure 6).

22. Install the tie rod end on the steering knuckle and tighten the tie rod end nut to 70 ft. lbs. (95 N-m) (Figure 5).

23. Install the brake caliper and adapter assembly.

24. Install the brake caliper adapter bolts to knuckle and tighten to 148 ft. lbs. (200 N-m) (Figure 4).

25. Install the wheel speed sensor on the hub/bearing and tighten the fastener to 95 in. lbs. (11 N-m) (Figure 3).

26. Secure the wheel speed sensor wire to the steering knuckle using the original tie strap (Figure 2).

27. Install the original half shaft hub/bearing nut and tighten the nut to 229 ft. lbs. (310 N-m) (Figure 1).

28. Repeat Steps 3 through 26 for the opposite half shaft assembly then continue with Step 29.

29. Install the wheel and tire assemblies. Tighten the lug nuts to 100 ft. lbs. (136 N-m).
30. Check the front axle fluid level and adjust the level as necessary.

31. Lower the vehicle from the hoist.

32. Pump the brake pedal until the caliper pistons and brake pads are seated and a firm brake pedal is obtained.

   - If the vehicle is equipped with air suspension continue with Step 32a.
   - If the vehicle is not equipped with air suspension continue with Step 33.

   a. From the “Vehicle View” screen select the ASCM icon.
   b. Go to the “Misc Functions” tab.
   c. Highlight the “Disable Level Control” and select the green arrow.
   d. Follow the screen prompts to enable the level control.
   e. Go to the “DTC’s” tab and clear all stored DTC’s.
   f. Turn the ignition to the “OFF” position then start the engine to reset the Air Suspension Control Module (ASCM).

   **NOTE:** The air springs will automatically inflate during step f.

33. Remove the wiTECH VCI pod and the battery charger from the vehicle.

34. Remove the vehicle from the hoist.

35. 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 Customer Satisfaction Notification service completions and provide dealer payments.

Use the following labor operation number and time allowance:

<table>
<thead>
<tr>
<th>Labor Operation Number</th>
<th>Time Allowance</th>
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<tbody>
<tr>
<td>Replace Left and Right Front Half Shaft Assemblies</td>
<td>03-P3-91-82</td>
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Optional Equipment

<table>
<thead>
<tr>
<th>Optional Equipment</th>
<th>Labor Operation Number</th>
<th>Time Allowance</th>
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</thead>
<tbody>
<tr>
<td>Quadra-Lift Air Suspension</td>
<td>03-P3-91-60</td>
<td>0.3 hours</td>
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</table>

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete 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 Chrysler are being notified of the service requirement by 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 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 that was obtained from the Department of Motor Vehicles of various states. 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.

Customer Service / Field Operations
Chrysler Group LLC
CUSTOMER SATISFACTION NOTIFICATION

FRONT HALF SHAFT BOOT CLAMPS

Dear: (Name)

At Chrysler Group LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle. This will be done at no charge to you.

We are recommending the following improvements be performed on some 2014 model year Dodge Durango and Jeep® Grand Cherokee vehicles equipped with a Quadra-Trac transfer case.

**Recommended Service:**
The front half shaft boot clamps on your vehicle (VIN: xxxxxxxxxxxxxxx) may not have been installed onto the half shaft correctly. A loose half shaft boot clamp could allow grease from the Constant Velocity (CV) joint to leak out while driving.

**What your dealer will do:** Chrysler will service your vehicle free of charge (parts and labor). To do this, your dealer will replace both front half shafts. The work will take about 2 hours to complete. We recommend that you make an appointment with your dealer to minimize your inconvenience.

**What you should do:** Simply contact your Chrysler, Jeep, Dodge or RAM dealer, at your convenience, to schedule a service appointment. Your dealer will collect the necessary information to ensure that the appropriate parts are available so your service can be completed in a timely manner. Although not required, we recommend bringing this letter with you to your dealer, when you bring your vehicle in for this service.

**If you need help:** Please contact the Chrysler Customer Assistance Center at 1-800-853-1403.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to your vehicle. You may also update this information on the web at CCCCCCCCCCCCCCCCCCCCCC

We apologize for any inconvenience this service may cause to your schedule. Chrysler is committed to providing our customers with world class quality products, ensuring that you have a positive dealership experience and following up on any issues and concerns that you may have in a timely manner through our Customer Assistance Center. Thank you for being our customer.

Sincerely,
Customer Service / Field Operations
Chrysler Group LLC