



June 2018

Dealer Service Instructions for:

Safety Recall U48 / NHTSA 18V-343

Steering Intermediate Shaft

Remedy Available

2018 (JL) Jeep® Wrangler

NOTE: This recall applies only to the above vehicles built from January 30, 2018 through January 31, 2018 (MDH 013002 through 013111).

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 steering intermediate shaft on about 530 of the above vehicles may have an incomplete long seam weld, which may result in a split where the external spline is formed. Under high steering wheel torque, the intermediate shaft may index on the spline, causing the steering wheel to lose center positioning. Emergency maneuvers may result in diminished steering responsiveness, which can cause a vehicle crash without prior warning.

Repair

Inspect the steering intermediate shaft of the suspect population of vehicles and replace the shaft if necessary

Alternate Transportation

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if inspection determines that a steering intermediate shaft is required and the vehicle must be held overnight.

Parts Information

No parts will be distributed initially.

If a replacement steering intermediate shaft is needed, after performing Section A. Inspect Intermediate Shaft, please contact the STAR Center for additional directions. Part numbers listed below are for reference only.

Very few vehicles are expected to require steering intermediate shaft replacement.

<u>Part Number</u>	<u>Description</u>
68274743AC	Shaft, Steering Column Intermediate
06506950AA	Bolt, Shaft to Steering Gear
06512008AA	Bolt, Shaft to Steering Column

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

A. Inspect Intermediate Shaft

1. Locate the intermediate shaft upper joint, intermediate shaft to steering column (Figure 1).

NOTE: The intermediate shaft upper joint is located in the under hood compartment right below the coolant bottle (Figure 1).

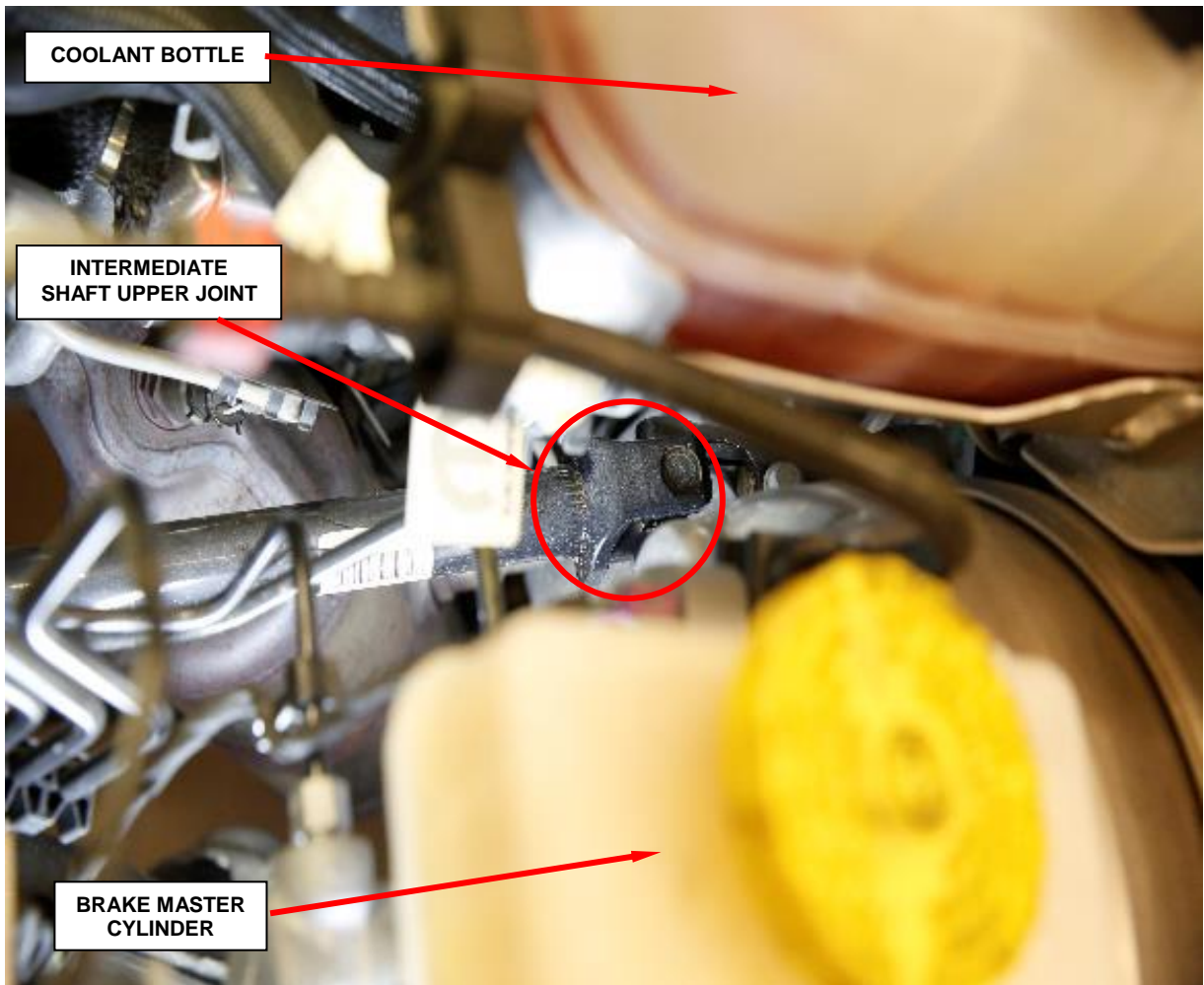


Figure 1 – Intermediate Shaft Location (3.6L shown)

Service Procedure (Continued)

2. Inspect upper tubular shaft/stake yoke connection for splits (2-person inspection).
 - a. Start the engine to assist in turning the steering wheel.
 - b. Person # 1: With a flash light visually look for splits on the upper tubular shaft/stake yoke connection (Figure 2).
 - c. Person # 2: Slowly rotate steering wheel in coordination with Person # 1 to make sure the entire tube diameter (360 deg.) has been inspected for visible splits.
 - d. Turn the engine off.
 - If any splits were observed, continue to Section **B. Replace Intermediate Shaft.**
 - If **no** splits were observed, close the hood and return the vehicle to the customer.

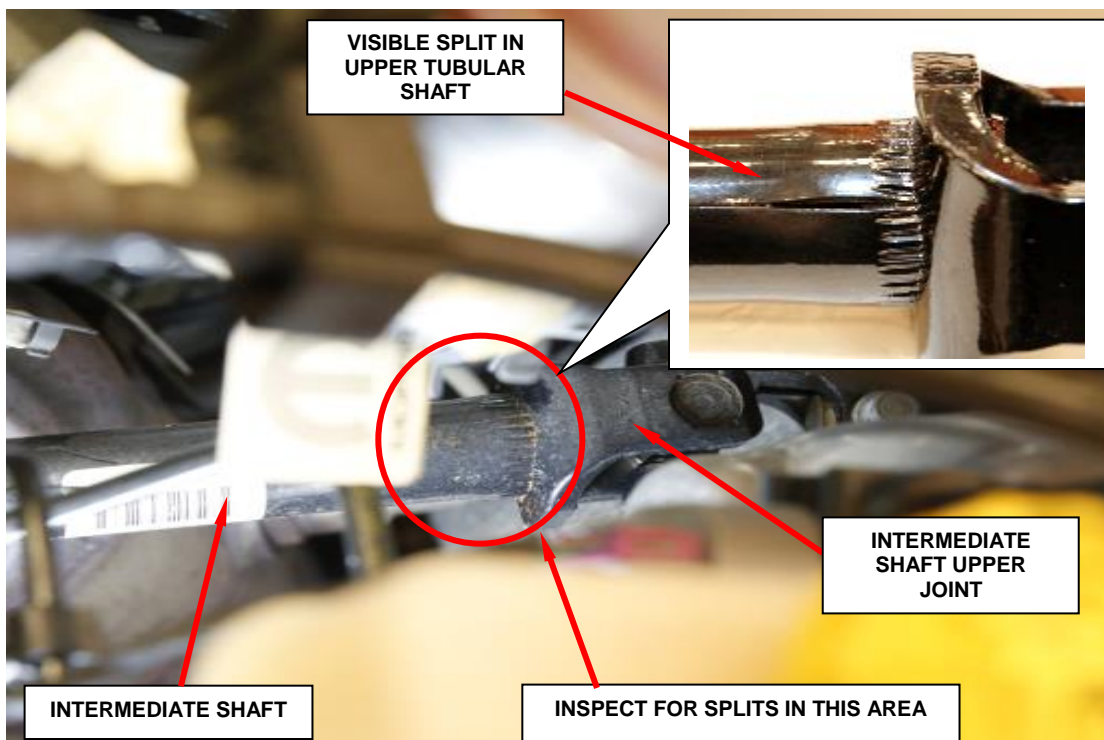


Figure 2 – Inspect for Splits

Service Procedure (Continued)

B. Replace Intermediate Shaft

REMOVAL

1. Secure the steering wheel with the tires in the straight ahead position allowing access to the intermediate shaft coupler pinch bolt on the steering gear end of the intermediate shaft.

NOTE: Some vehicles may not be equipped with an internal locking shaft that allows the ignition key cylinder to be locked with the key. Alternative methods of locking the steering wheel for service will have to be used.

CAUTION: Steering column module is centered to the vehicles steering system. Failure to keep the system and steering column module centered and locked/inhibited from rotating can result in steering column module damage.

2. Remove and **DISCARD** the intermediate shaft coupler pinch bolt from the steering gear end of the shaft (Figure 3).
3. Slide the intermediate shaft coupler off of the steering gear.

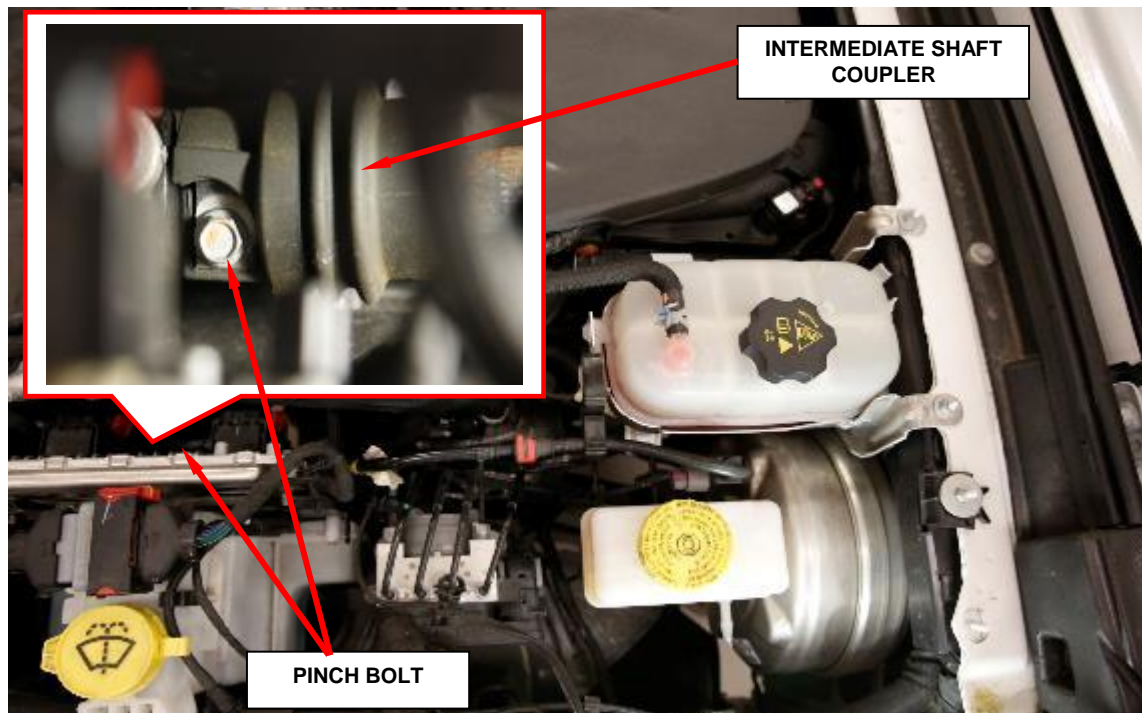


Figure 3 – Intermediate Shaft to Steering Gear Pinch Bolt Location

Service Procedure (Continued)

4. Removing the coolant bottle will provide access to the intermediate shaft to steering column shaft connection (Figure 4).

- a. Ensure that the coolant bottle cap is securely tighten
- b. **DO NOT** disconnect any hoses.

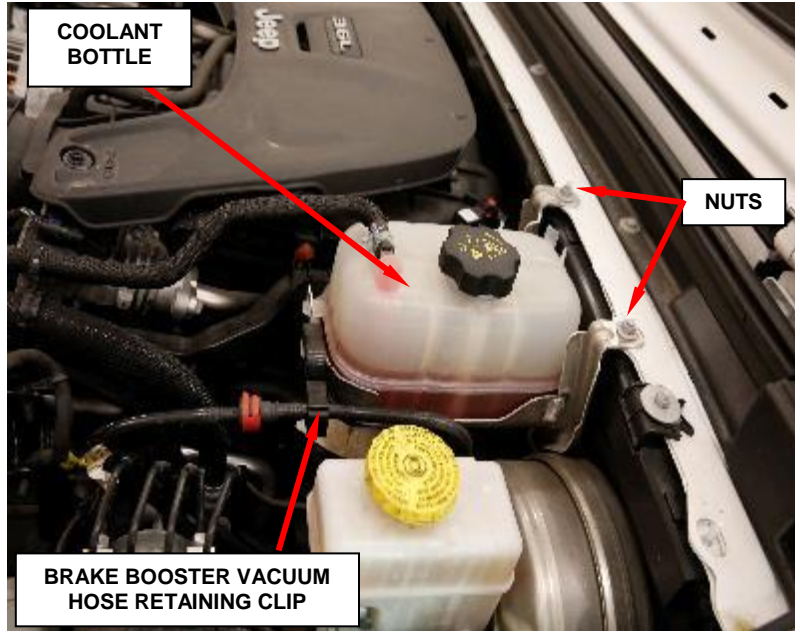


Figure 4 – Coolant Bottle

- c. Release the brake booster vacuum hose from the retaining clip (Figure 4).
- d. Remove the coolant bottle from the frame by removing the two coolant bottle nuts (Figure 4).
- e. Position the coolant bottle in front of brake booster.

NOTE: If the coolant bottle bracket grommet remains in the body mount bracket, remove and reinstall the grommet to the coolant bottle bracket (Figure 5).



Figure 5 – Coolant Bottle Grommet

Service Procedure (Continued)

5. Remove and **DISCARD** the intermediate shaft coupler pinch bolt from the steering column end of the shaft (Figure 6).
6. Slide the intermediate shaft coupler off of the steering column.
7. Remove and **DISCARD** the intermediate shaft.

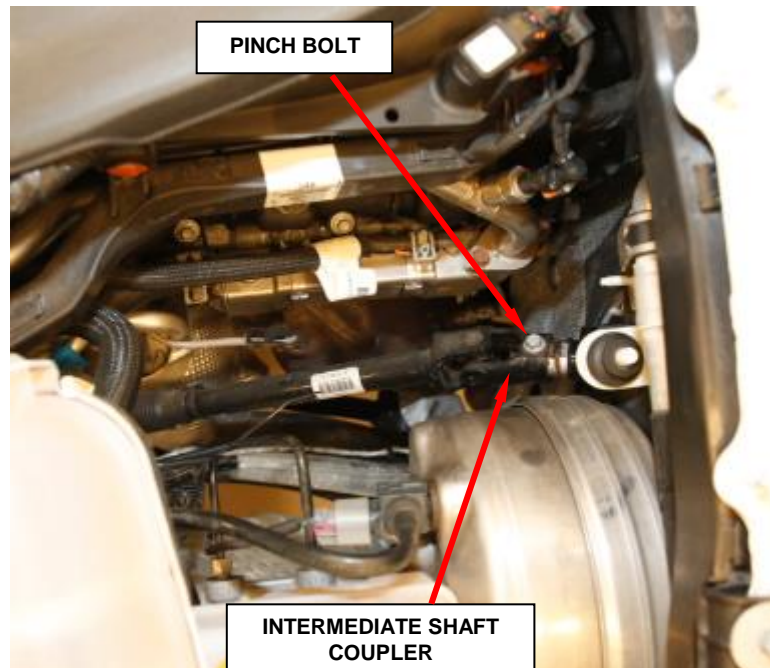


Figure 6 - Intermediate Shaft to Steering Column Pinch Bolt Location

INSTALLATION

1. Position the **NEW** intermediate shaft to the vehicle.
2. Slide the intermediate shaft coupler over steering gear input shaft.
3. Slide the intermediate shaft coupler over steering column output shaft.
4. Install **NEW** lower intermediate shaft coupler pinch bolt and tighten to 54 N·m (40 ft. lbs.).
5. Install **NEW** upper intermediate shaft coupler pinch bolt and tighten to 34 N·m (25 ft. lbs.).
6. Install the coolant bottle and the two coolant bottle mounting nuts then tighten the nuts securely.
7. Secure the brake booster vacuum hose to the retaining clip.
8. Close the hood and 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 one of the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Inspect for Intermediate Shaft for Cracks	19-U4-81-81	0.2 hours
Replace Intermediate Shaft	19-U4-81-82	0.3 hours

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 XXXXXXXXXXXXXXXXXXXX

U48/NHTSA 18V-343

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 U48.

IMPORTANT SAFETY RECALL

Steering Intermediate Shaft

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 (JL) 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 steering intermediate shaft on your vehicle ^[1] may have an incomplete long seam weld, which may result in a split where the external spline is formed. Under high steering wheel torque, the intermediate shaft may index on the spline, causing the steering wheel to lose center positioning. **Emergency maneuvers may result in diminished steering responsiveness, 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 the steering intermediate shaft of the suspect population of vehicles and replace the shaft if necessary. 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 two 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
Fiat Chrysler Automobiles 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.