



Revised December 2019

Dealer Service Instructions for:

# Safety Recall V98 / NHTSA 19V-635

## Front Brake Calipers

**NOTE: Revised Parts Return section to include brake caliper core credit information.**

### Remedy Available

- 2019 (DJ) RAM 2500 Pickup
- 2019 (D2) RAM 3500 Pickup
- 2019 (DD) RAM 3500 Cab Chassis
- 2019 (DF) RAM 3500 10K LB. Cab Chassis

*NOTE: Some vehicles above may have been identified as not involved in this recall 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 front brake calipers on about 5,490 of the above vehicles may have contamination of a caliper piston seal with incorrect assembly lube which may cause the caliper piston seal to swell, and may result in brake drag (failure or incomplete caliper disengagement) when the brake pedal is released. Brake drag can cause overheating of the brake pads, brake rotor, and brake fluid which may result in a reduction in front brake system performance. Drivers may notice heavy brake drag or detect an odor of hot brakes. A reduction in front brake system performance can cause a vehicle crash without prior warning.

**Repair**

Replace the front brake calipers, front rubber brake lines, and bleed the brakes on all affected vehicles.

**Parts Information**

<u>Part Number</u>	<u>Description</u>
<b>68317680AE</b>	<b>Caliper, Front Right</b>
<b>68317681AE</b>	<b>Caliper, Front Left</b>
<b>68351277AE</b>	<b>Brake Hose, Front Left (all Vehicles)</b>
<b>68351278AE</b>	<b>Brake Hose, Front Right (Four Wheel Drive)</b>
<b>68350734AE</b>	<b>Brake Hose, Front Right (Two Wheel Drive)</b>
<b>06512427AA</b>	<b>Banjo Bolt (2 per vehicle)</b>
<b>06502114</b>	<b>Washer, Hose to Caliper (4 per vehicle)</b>
<b>04318080AC</b>	<b>Brake Fluid, DOT3 (MS90039) (MSQ12) (as required)</b>

**Parts Return**

**For part numbers 68317680AE & 68317681AE, return to Mopar Core Return Center for core credit on purchases made after 11/1/2019 core charge effective date.**

**Special Tools**

No special tools are required to perform this service procedure.

**Service Procedure**

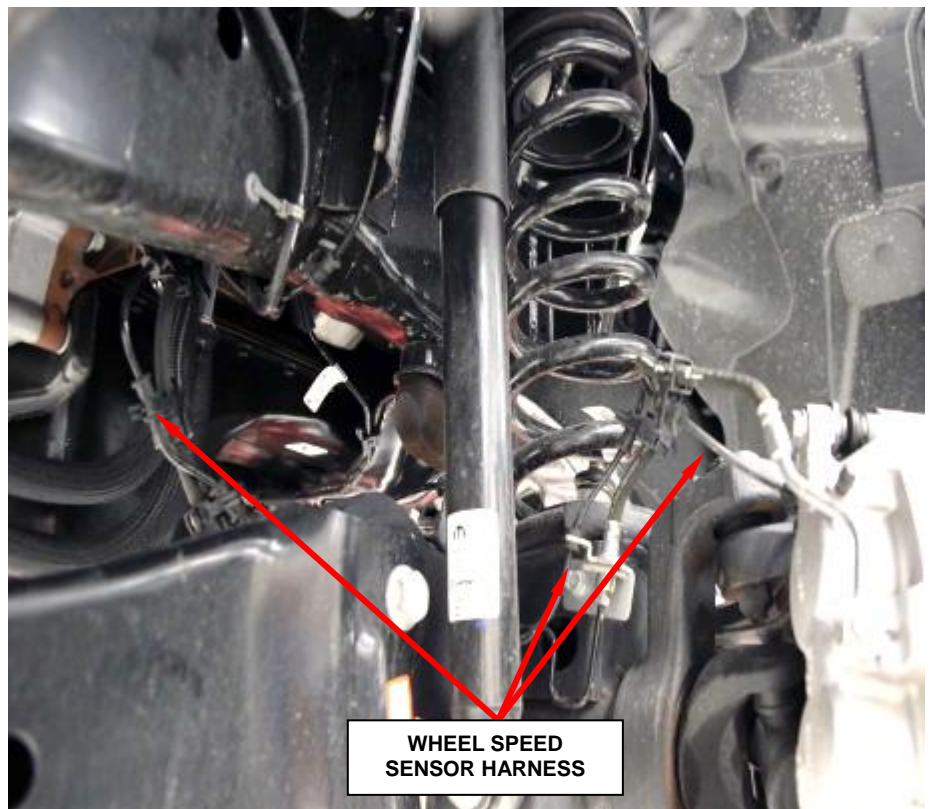
**Replace Front Brake Calipers and Brake Hoses**

**REMOVAL**

**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.**

1. Disconnect and isolate the negative battery cable. If equipped with an Intelligent Battery Sensor (IBS), disconnect the IBS connector first before disconnecting the negative battery cable.
2. Using a brake pedal holding tool, depress brake pedal past its first inch of travel and hold it in this position. Holding pedal in this position will isolate master cylinder from hydraulic brake system and will not allow brake fluid to drain out of brake fluid reservoir while brake lines are open.
3. Raise and support the vehicle.

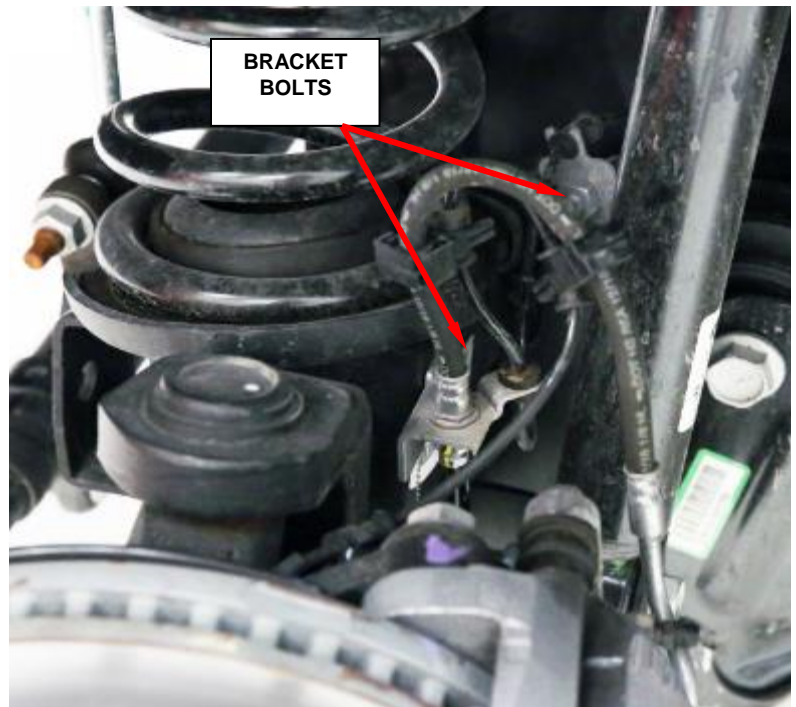
4. Starting on one side, remove the tire and wheel assembly.
5. Release the wheel speed sensor wire harness and engine compartment harness from the brake hose clips and brackets (Figure 1)



**Figure 1 – Wheel Speed Sensor Harness (Right Side Shown)**

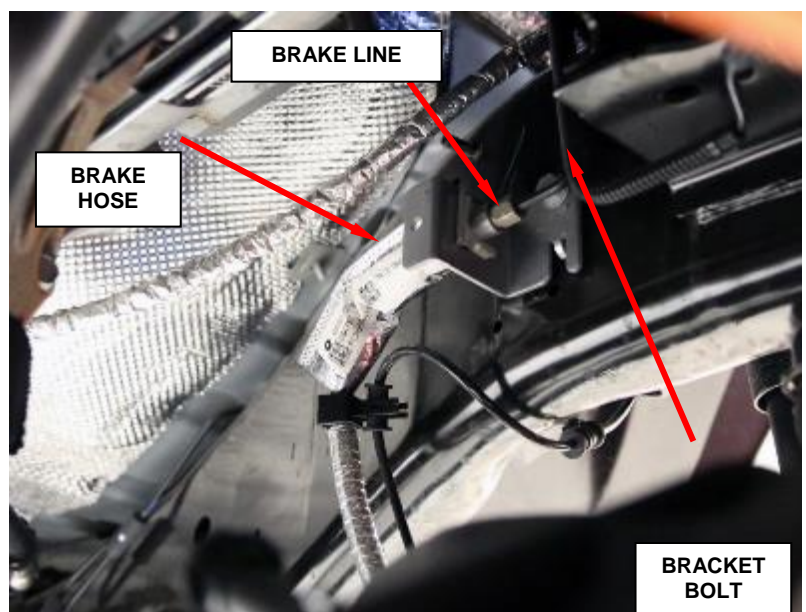
**Service Procedure [Continued]**

6. Remove and save the three brake hose bracket bolts (Figures 2 and 3).



**Figure 2 – Brake Hose Bracket Bolts (Left Side Shown)**

7. Place a drain pan under the brake line and disconnect the brake line from the brake hose (Figure 3).

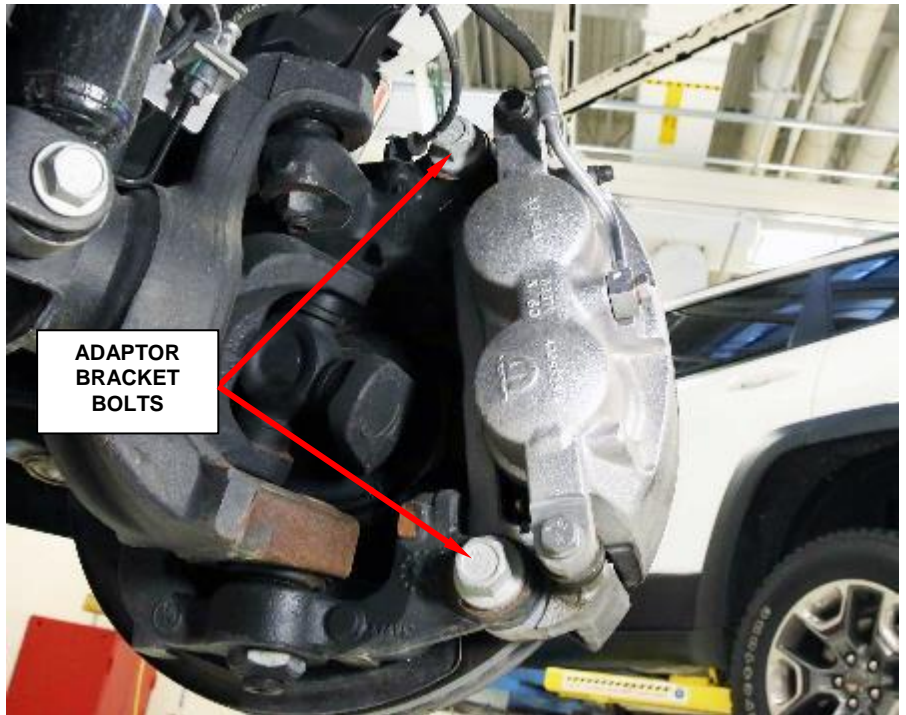


**Figure 3 – Brake Line (Left Side Shown)**

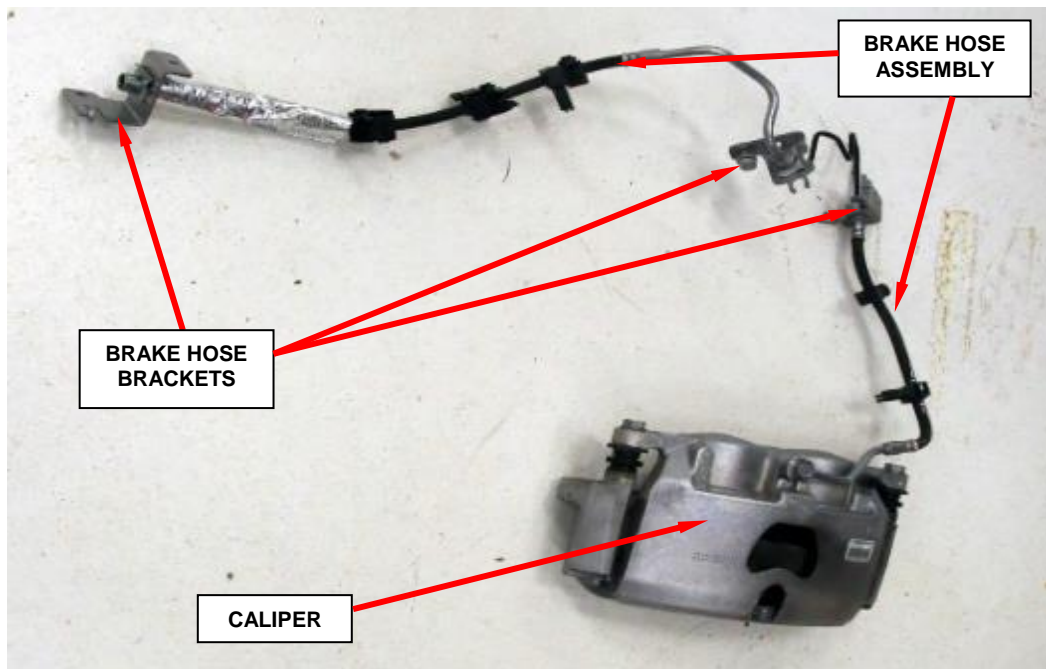


**Service Procedure [Continued]**

8. Remove and save the two front adaptor bracket bolts (Figure 4)



9. Remove and **DISCARD** the brake caliper, adaptor bracket and brake hose as an assembly (Figure 5).



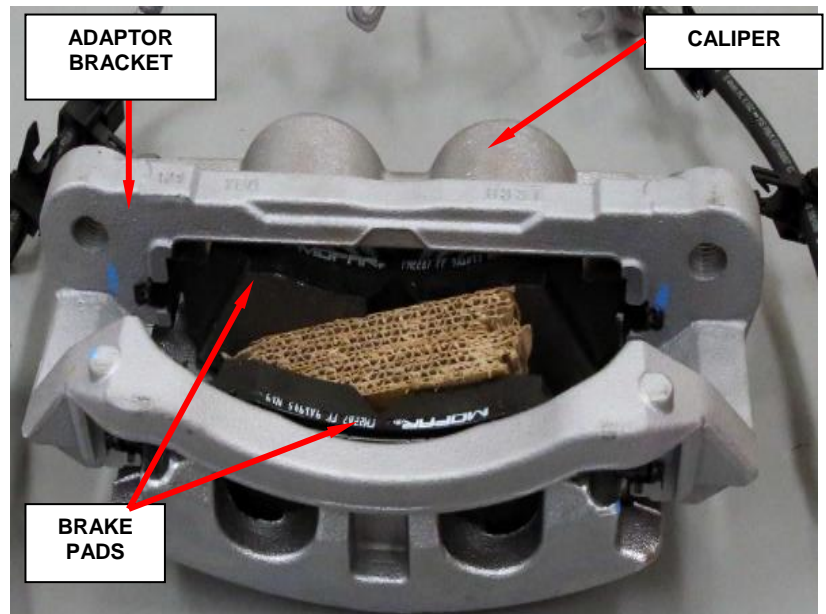
**Figure 5 – Remove and Discard Assembly**

**Service Procedure [Continued]****INSTALLATION**

10. Position the **NEW** brake caliper and caliper adapter assembly to the vehicle (Figure 6).

**NOTE:** New caliper assembly includes a brake caliper, brake pads and brake adaptor bracket.

11. Install the two front caliper adaptor bolts. Tighten to 260 ft. lbs. (353 N·m).



**Figure 6 – New Caliper Assembly**

12. Position the **NEW** brake hose to the vehicle and hand start the brake line to the **NEW** brake hose.

**CAUTION:** Verify that the brake hose is not twisted or kinked before tightening the bracket bolts.

13. Install the three brake hose bracket bolts. Tighten the hose to axle bolt to 10 ft. lbs. (14 N·m). Tighten the two hose to frame bolts to 9 ft. lbs. (12 N·m).
14. Tighten the brake line to hose to 15 ft. lbs. (20 N·m).
15. Connect the wheel speed sensor wire harness and engine compartment harnesses to the brake hose clips.

**Service Procedure [Continued]**

16. Install the **NEW** brake caliper banjo bolt with two **NEW** copper washers. Tighten to 26 ft. lbs. (35 N·m).
17. **Repeat Steps 4 through 16 on the other side.**
18. Remove the brake pedal holding tool.

**CAUTION: Use Mopar brake fluid, or an equivalent quality fluid meeting SAE J1703-F and DOT 3 standards only. Use fresh, clean fluid from a sealed container at all times.**

19. Perform base brake bleeding using the following steps.
  - a. Remove reservoir filler caps and fill reservoir.
  - b. Open all caliper bleed screws. Then close each bleed screw as fluid starts to drip from it. Top off master cylinder reservoir once more before proceeding.
  - c. Attach one end of bleed hose to bleed screw and insert opposite end in glass container partially filled with **new** DOT 3 brake fluid. Be sure end of bleed hose is immersed in fluid.

**NOTE: Bleed procedure should be in this order (1) Right rear (2) Left rear (3) Right front (4) Left front.**

- d. Open up bleeder, then have a helper press down the brake pedal. Once the pedal is down, hold the pedal down while closing the bleeder. Repeat bleeding until fluid stream is clear and free of bubbles. Then move to the next wheel. Tighten all bleeders to 7 ft. lbs. (10 N·m).
- e. Before moving the vehicle verify the pedal is firm and not mushy.
- f. Top off the brake fluid and install the reservoir cap.



**Service Procedure (Continued)**

20. Install the tire and wheel assemblies. Tighten to proper specification.

DESCRIPTION	N·m	Ft. Lbs.
Lug Nut – Cone	160 – 200	120 – 150
Lug Nut – Flanged	190 – 220	130 – 160

21. Remove the supports and lower the vehicle.

22. Connect the battery negative cable(s) then connect the IBS connector, if equipped.

23. Burnish the brake pads.

24. 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 number and time allowance:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Replace Front Brake Calipers and Hoses	05-V9-81-82	1.4 hours
Floor Plan Reimbursement	95-95-95-97	Calculate See Below

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 **09/05/2019** and the remedy was made available on **10/22/2019**, therefore, the number of days cannot exceed **47** days.

<b>Vehicle</b>	<b>Average Daily Allowance</b>
<b>2019 (DJ) RAM 2500 Pickup</b>	
<b>2019 (D2) RAM 3500 Pickup</b>	
<b>2019 (DD) RAM 3500 Cab Chassis</b>	
<b>2019 (DF) RAM 3500 10K LB. Cab Chassis</b>	

**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

V98/NHTSA 19V-635

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 V98.

# IMPORTANT SAFETY RECALL

## Front Brake Calipers

Dear [Name],

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

FCA US has decided that a defect, which relates to motor vehicle safety, exists in certain [2019 (DJ) RAM 2500 Pickup, (D2) RAM 3500 Pickup, (DD) RAM 3500 Cab Chassis, (DF) RAM 3500 10K LB. Cab Chassis] 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 brake calipers on your truck <sup>[1]</sup> may have contamination of a caliper piston seal with incorrect assembly lube which may cause the caliper piston seal to swell, and may result in brake drag (failure or incomplete caliper disengagement) when the brake pedal is released. Brake drag can cause overheating of the brake pads, brake rotor, and brake fluid which may result in a reduction in front brake system performance. Drivers may notice heavy brake drag or detect an odor of hot brakes. **A reduction in front brake system performance can cause a vehicle crash without prior warning.**

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will replace the front brake calipers, front rubber brake lines, and bleed the brakes on all affected vehicles. The estimated repair time is two hours. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so 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](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[3]</sup> 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](http://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.