



October 2019

Dealer Service Instructions for:

Safety Recall V95 / NHTSA 19V-636 Rear Driveshaft

Remedy Available

2020 (JT) Jeep® Gladiator

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 rear driveshaft monoblock joint on about 3,676 of the above vehicles may have been manufactured without any grease. This condition may cause the joint to overheat, seize and fracture. A fractured rear driveshaft could separate which may result in loss of motive power or possible road debris. Either condition can cause a vehicle crash without prior warning.

Repair

Replace the rear driveshaft on all of the above involved vehicles.

Parts Information

Part Number

Description

68330600AA

Driveshaft, (Rubicon)

68330598AA

Driveshaft, (Overland, Sport)

NOTE: Fasteners are included for each driveshaft ordered.

Dealers should order the part package for each vehicle at the time appointments are scheduled to assure that the part is available when the customer arrives.

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Raise and support the vehicle on a hoist.
2. Remove and **DISCARD** the rear driveshaft to pinion flange bolts (Figure 1).

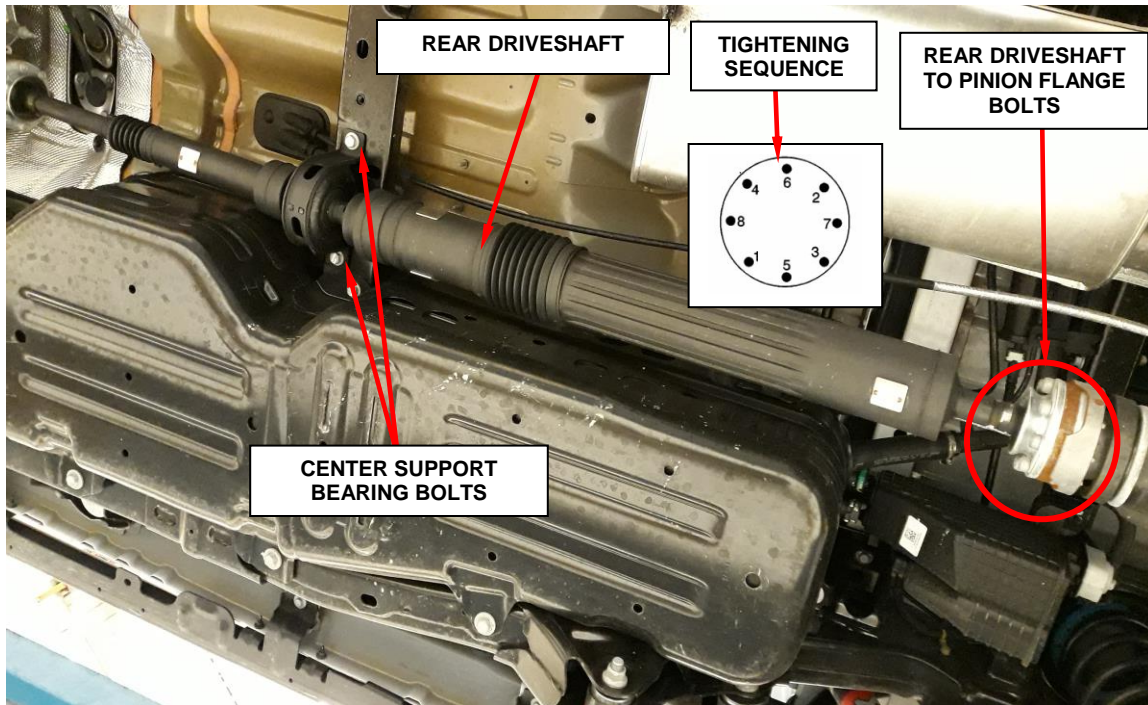


Figure 1 – Rear Driveshaft

3. Remove and **DISCARD** the driveshaft to transfer case flange bolts (Figure 2).

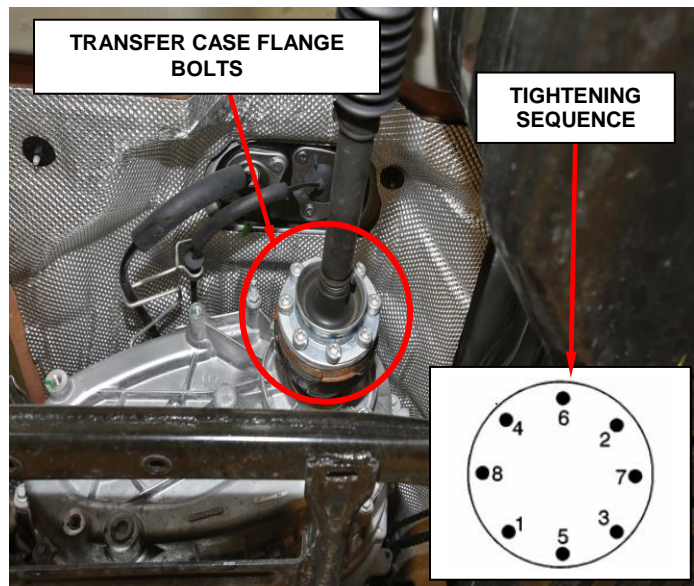


Figure 2 – Transfer Case

Service Procedure [Continued]

4. Remove the two center support bearing bolts and remove the driveshaft from the vehicle and discard (Figure 1).

CAUTION: Driveshaft removal is a two-person operation. Never allow the driveshaft to hang from the center bearing, or while only connected to the transmission or rear axle flanges. An assistant is required. If a driveshaft section is hung unsupported, damage may occur to the shaft, joint and center bearing from over-angulation. This may result in driveline vibrations or component failure.

5. Align the **NEW** driveshaft to the cross member mounting bracket and insert the driveshaft end into the axle mounting flange, then install the two center support bearing bolts, tighten to 62 N·m (46 ft. lbs.) (Figure 1).

NOTE: Apply Mopar® Lock and Seal Adhesive or equivalent to the center support bearing bolts.

6. Install the **NEW** driveshaft to transfer case flange bolts, tighten the bolts in a star pattern to 39 N·m (29 ft. lbs.) (Figure 2).

NOTE: Driveshaft bolts must be replaced with NEW. If NEW bolts are not available clean the old bolts and apply Mopar® Lock and Seal Adhesive or equivalent.

7. Install the **NEW** driveshaft to pinion flange bolts, tighten the bolts in a star pattern to 39 N·m (29 ft. lbs.) (Figure 1).
8. Lower the vehicle and return it 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:

	Labor Operation Number	Time Allowance
Replace rear driveshaft	16-V9-51-82	0.9 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 **08/30/2019** and the remedy was made available on **10/03/2019**, therefore, the number of days cannot exceed **34** days.

Vehicle	Average Daily Allowance
2020 (JT) Jeep Gladiator	█

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

V95/NHTSA 19V-636

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 V95.

IMPORTANT SAFETY RECALL

Rear Driveshaft

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 [2020 Model Year Jeep® Gladiator] 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 rear driveshaft on your vehicle ^[1] may have been manufactured without grease in the monoblock joint. This condition may cause the joint to overheat, seize and fracture. **A fractured rear driveshaft could separate which may result in loss of motive power or possible road debris. Either condition can cause a vehicle crash without prior warning.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will replace the rear driveshaft. The estimated repair time is about an hour. 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 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.