



June 2021

Dealer Service Instructions for:

Safety Recall Y36 / NHTSA 21V-398

Wheel Studs

Remedy Available

- 2012 - 2021 (D2) Ram 3500 Pickup
- (DD) Ram 3500 Cab Chassis
- (DP) Ram 4500/5500 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 used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery. Dealers should also perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The flanged wheel lug nuts on about 8,387 of the above vehicles may have been over-torqued during service to an incorrect torque specification in the Service & Owner's manuals. A yielded wheel stud may eventually break, which could lead to a wheel separating from the vehicle during operation. A wheel separating from the vehicle could cause a vehicle crash without prior warning and/or the wheel/tire could pose a risk to other vehicles or pedestrians.

Repair

Dealers are required to review dealer and vehicle records pertaining to the vehicle's service history for any service, upfitting, or any modifications that were performed *which required the removal of the wheels and tire assemblies*.

- If a history of service, upfit, etc. exists, no further action is required for this campaign and the VIN will be moved to campaign **Y26**. Claim **LOP 22-Y3-6L-81** in these instructions. Further instructions will be provided when available for final disposition of this VIN under campaign **Y26**. *Note that the stop sale remains in effect for these vehicles.*
- If **NO** service history exists, dealers are required to attach a **NEW** information label (examples - Figures 1A/1B and Figure 2A/2B) over the existing lug nut torque information section in the owner's manual/user's guide and insert and staple the addendum card to the same page (Figure 3). Once complete, please claim **LOP 22-Y3-61-82** in these instructions to close this campaign.

INFORMATION LOCATION MAY VARY FROM VEHICLE FAMILY AND MODEL YEAR. Please ensure the label is placed over the existing incorrect torque information. The following two examples are variances in location of the lug nut torque specification.

Repair [Continued]

ADHERE THE NEW INFORMATION LABEL TO THIS SECTION
 PAY SPECIAL ATTENTION TO COVERING THE FLANGED LUG NUT TORQUE 140 FT-LB / 190 N-m.

deep wall socket.

TORQUE SPECIFICATIONS

Lug Nut/ Bolt Torque	Lug Nut/ Bolt Type	**Lug Nut/Bolt Size	Lug Nut/ Bolt Socket Size
130 Ft-Lb (176 N-m)	Cone	M14 x 1.50	22 mm
140 Ft-Lb (190 N-m)	Flanged		

**Use only authorized dealer recommended bolts and clean or remove any dirt or

Figure 1A – Owner’s Manual Page

ADHERE THE NEW INFORMATION LABEL TO THIS SECTION
 PAY SPECIAL ATTENTION TO COVERING THE FLANGED LUG NUT TORQUE 140 FT-LB / 190 N-m.

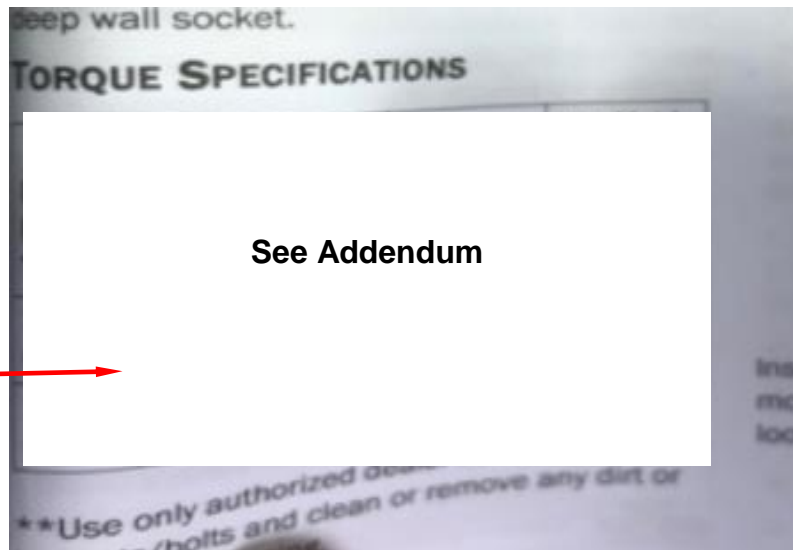


Figure 1B – Owner’s Manual Page

THIS ADDENDUM UPDATES INFORMATION ON “TORQUE SPECIFICATIONS” IN THE “TECHNICAL SPECIFICATIONS” SECTION OF YOUR OWNER’S MANUAL

Lug Nut/Bolt Torque	Lug Nut/Bolt Type	Lug Nut/Bolt Size	Lug Nut/Bolt Socket Size
130 Ft-Lb (176 Nm)	Cone	M14 x 1.50	22 mm
129 Ft-Lb (175 Nm)	Flanged		

NOTE:

Dual wheels are flat mounted, center piloted. The lug nuts are a two-piece assembly. When the tires are being rotated or replaced, clean these lug nuts at the interface between the lug nut/bolt and the washer. **Do not oil wheel studs.**

Figure 3 – New Information Label

Repair [Continued]

WHAT TO DO IN EMERGENCIES

8. Lower the jack to its fully closed position. If the bottle jack will not lower by turning the dial (thumbwheel) by hand, it may be necessary to use the jack drive tube in order to lower the jack. Stow the replaced tire, jack, and tools as previously described.

9. Adjust the tire pressure when possible.

NOTE: Do not oil wheel studs. For chrome wheels, do not substitute with chrome plated wheel nuts.

Hub Caps/Wheel Covers

- The hub caps must be removed before raising the vehicle off the ground.
- For 2500/3500 single rear-wheel (SRW) models, use the blade on the end of the lug wrench to pry the hub cap off. Insert the blade end into the pry-off notch and carefully pop off the hub cap with a back-and-forth motion.
- On 3500 models with dual rear wheels (DRW), you must first remove the hub caps. The jack handle driver has a hook at one end that will fit in the pry off notch of the rear hub caps. Position the hook and pull out on the ratchet firmly. The hub cap should pop off. The wheel skins can now be removed. For the front hub cap on 3500 models use the blade on the end of the lug wrench to pry the caps off. The wheel skin can now be removed.
- You must use the flat end of the lug wrench to pry off the wheel skins. Insert the flat tip completely and using a back-and-forth motion, loosen the wheel skin. Repeat this procedure around the tire until the skin pops off.
- Replace the wheel skins first using a rubber mallet. When replacing the hub caps, tilt the cap retainer over the lug nut bolt circle and strike the high side down with a rubber mallet. Be sure that the hub caps and wheel skins are firmly seated around the wheel.

Wheel Nuts

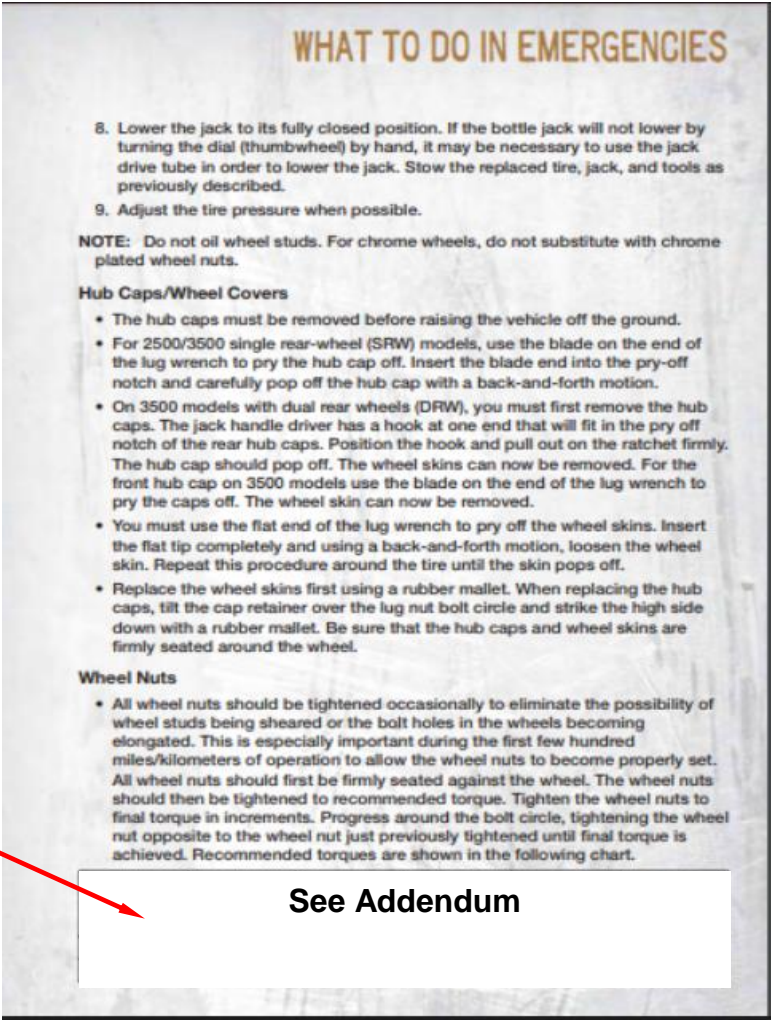
- All wheel nuts should be tightened occasionally to eliminate the possibility of wheel studs being sheared or the bolt holes in the wheels becoming elongated. This is especially important during the first few hundred miles/kilometers of operation to allow the wheel nuts to become properly set. All wheel nuts should first be firmly seated against the wheel. The wheel nuts should then be tightened to recommended torque. Tighten the wheel nuts to final torque in increments. Progress around the bolt circle, tightening the wheel nut opposite to the wheel nut just previously tightened until final torque is achieved. Recommended torques are shown in the following chart.

Disc Wheels	Type Nut	Stud Size	Hex Size	Torque Ft Lbs	Torque Newton Meters
	Cone	M14 x 1.5	22 mm	120-150	160-200
	Flanged	M14 x 1.5	22 mm	130-160	190-220

**ADHERE THE NEW INFORMATION LABEL TO THIS SECTION
PAY SPECIAL ATTENTION TO COVERING THE FLANGED LUG NUT TORQUE 140 FT-LB / 190 N-m.**

Figure 2A – User’s Guide

Repair [Continued]



ADHERE THE NEW INFORMATION LABEL TO THIS SECTION
 PAY SPECIAL ATTENTION TO COVERING THE FLANGED LUG NUT TORQUE 140 FT-LB / 190 N-m.

Figure 2B – User’s Guide

THIS ADDENDUM UPDATES INFORMATION ON “TORQUE SPECIFICATIONS” IN THE “TECHNICAL SPECIFICATIONS” SECTION OF YOUR OWNER’S MANUAL

Lug Nut/Bolt Torque	Lug Nut/Bolt Type	Lug Nut/Bolt Size	Lug Nut/Bolt Socket Size
130 Ft-Lb (176 Nm)	Cone	M14 x 1.50	22 mm
129 Ft-Lb (175 Nm)	Flanged		

NOTE:
 Dual wheels are flat mounted, center piloted. The lug nuts are a two-piece assembly. When the tires are being rotated or replaced, clean these lug nuts at the interface between the lug nut/bolt and the washer. **Do not oil wheel studs.**

Figure 3 – New Information Label

Parts Information

No parts will be distributed initially, nor required for this specific campaign.

Addendum cards and adhesive labels have been mailed to your dealership, attn.: Service Manager to address your vehicles included in this campaign. If additional materials are required, please follow the steps below.

Process Steps to obtain ADDITIONAL Addendum Card(s) and/or Adhesive Label(s):

1. Access the “**DealerCONNECT**” website.
2. Select the “**Marketing**” link in the header of DealerCONNECT.
3. Locate the “**Product Information**” section heading on the Marketing page.
4. Select the “**Literature and Merchandising Materials**” link in the product information section.
5. Locate the “**Mopar**” section heading on the Literature and Merchandising Materials page.
6. Select the “**Recall Labels /Cards**” link listed in the MOPAR section.
7. **Select Item>Update Cart>Submit Order.**

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
Review Service History Only	22-Y3-6L-81	0.0 hours
Insert an Addendum Card/Label	22-Y3-61-82	0.0 hours

Related Operation:

Dealership Handling Fee	95-22-30-50	■
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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.

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