



August 2021

Process Instructions for:

Safety Recall Y60 / NHTSA 21V-398

Wheel Studs for Fleet Vehicles

NOTE: This Service Procedure applies ONLY for Fleet Vehicles.

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 1,394 of the above vehicles may have been over-torqued during service to an incorrect torque specification in the Service & Owner's manual, which can yield a wheel stud. 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

Remove all four wheels and tire assemblies and inspect all wheel studs, reference section **A. Wheel Stud Inspection Procedure.**

Fleet Vehicle owners are also required to locate the lug nut torque specification page in the owner’s manual/user’s manual and attach a label over the existing lug nut torque specifications information page and insert and staple an addendum card to the same page (Figure 1).

NOTE: If the owner’s manual is not available, place the addendum card and label in the glove box.

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 N-m)	Cone	M14 x 1.50	22 mm
129 Ft-Lb (175 N-m)	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 1 – New Information Label

ADHERE THE NEW INFORMATION LABEL TO THE OWNERS/USER'S MANUAL LUG NUT TORQUE PAGE SECTION

NOTE: Inspection tools and Addendum cards/adhesive labels have been mailed to Enterprise’s Wholesale Dealer for vehicles included in this campaign.

Service Procedure

A. Wheel Stud Inspection Procedure

1. Remove the front and rear wheel and tire assemblies.
2. Using a wire brush clean the threads on all of the wheel studs.
3. Measure approximately 25mm from the axle flange surface up the stud and place a mark (Figure 3). If no measurement tool is available, use the color of the stud to identify the measurement area (Figure 2).

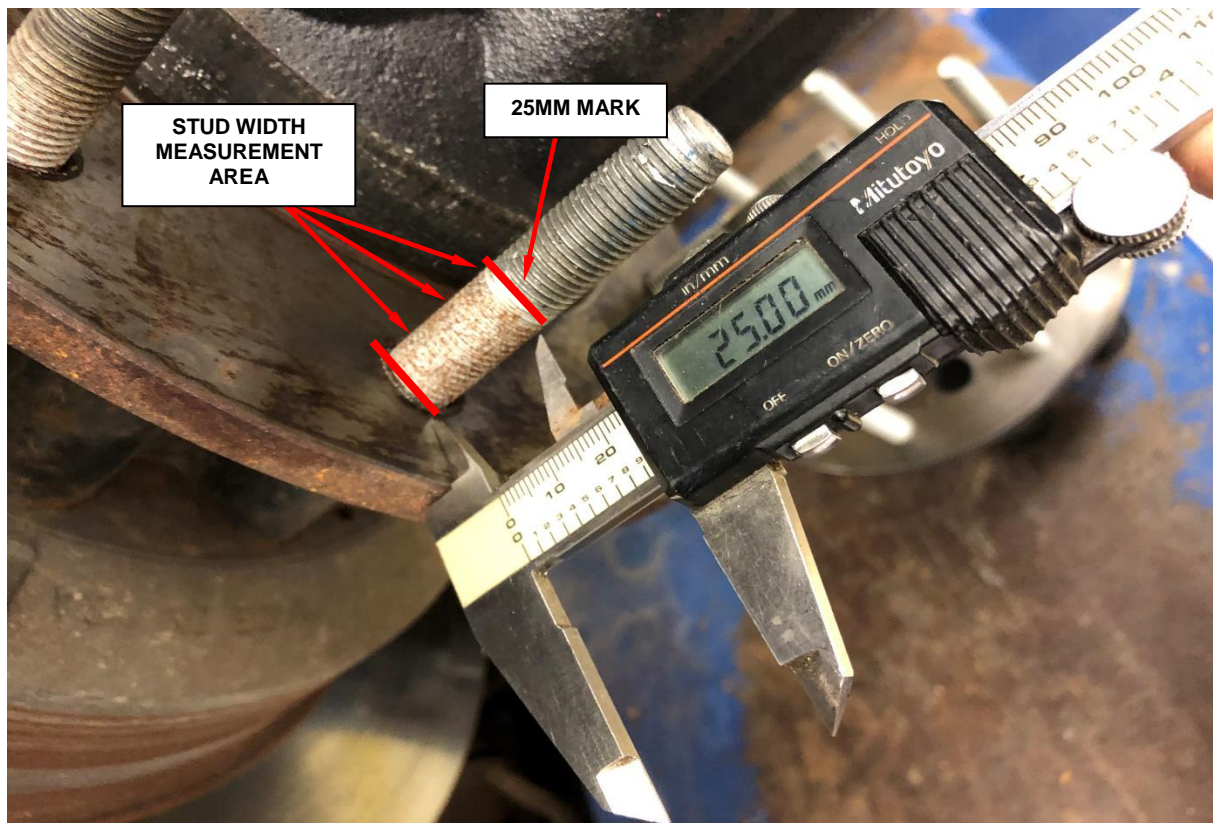


Figure 2 Stud Measurement Area

4. Attempt to insert the stud measurement tool in the following locations of the stud at different angles: (Figure 2).
 - a) At the base of the wheel stud.
 - b) At the center of the 25mm measurement area.
 - c) Near the 25mm mark.

Service Procedure [Continued]

5. Did the measurement tool insert fully into the wheel stud at any of the three locations for *any* of the 4 wheel hubs? See sample illustrations below

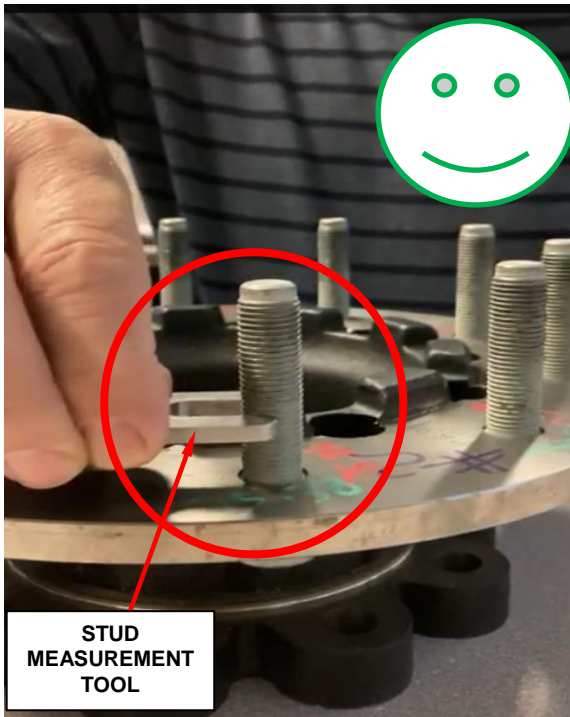


FIGURE 3 – Good Stud

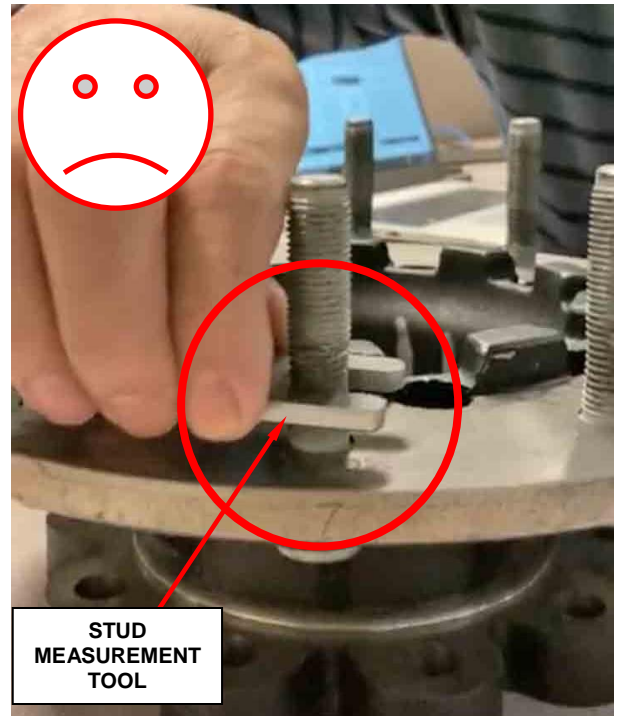


Figure 4 – Bad Stud

(Figure 3 and Figure 4).

- **If yes, Claim LOP 22-Y6-6L-81 This LOP (22-Y6-6L-81) will NOT close the Y60 campaign and the VIN will be placed in a hold status.**
 - Instructions for remedy of these vehicles will be provided at a later date.
- **If no**, reinstall the wheel and tire assemblies and tighten all of the lug nuts to 175N·m (129ft. lbs.). Attach a label over the existing lug nut torque information page in the owner’s/user’s manual and insert and staple an addendum card to the same page (Figure 6 thru 9). Recall can be closed using LOP 22-Y6-01-82.
 - **All studs on all 4 wheel hubs must pass to proceed forward with closing the recall.**
 - **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.

Service Procedure [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.

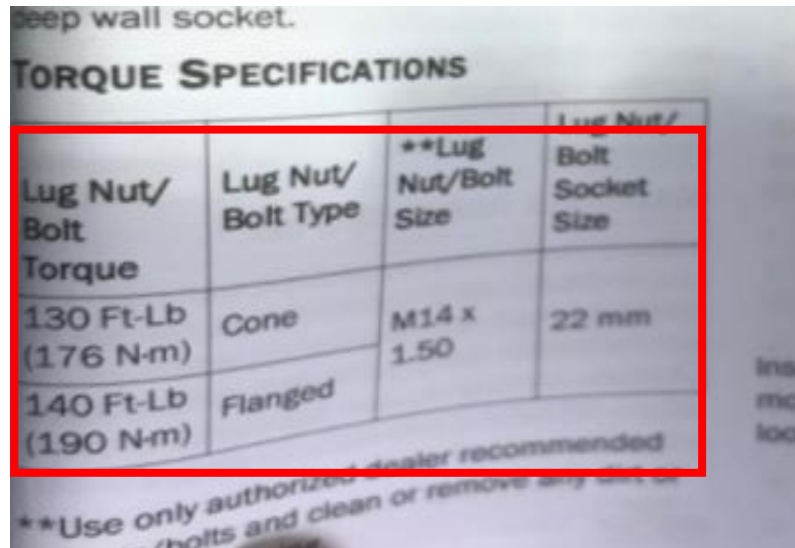


Figure 5A – Owner’s Manual Page

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

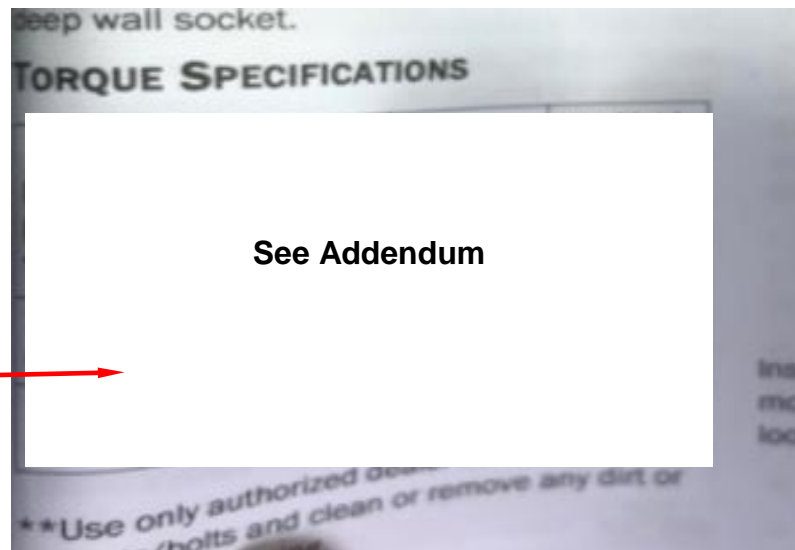


Figure 5B – Owner’s Manual Page

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 N-m)	Cone	M14 x 1.50	22 mm
129 Ft-Lb (175 N-m)	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 6 – New Addendum Card

Service Procedure [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

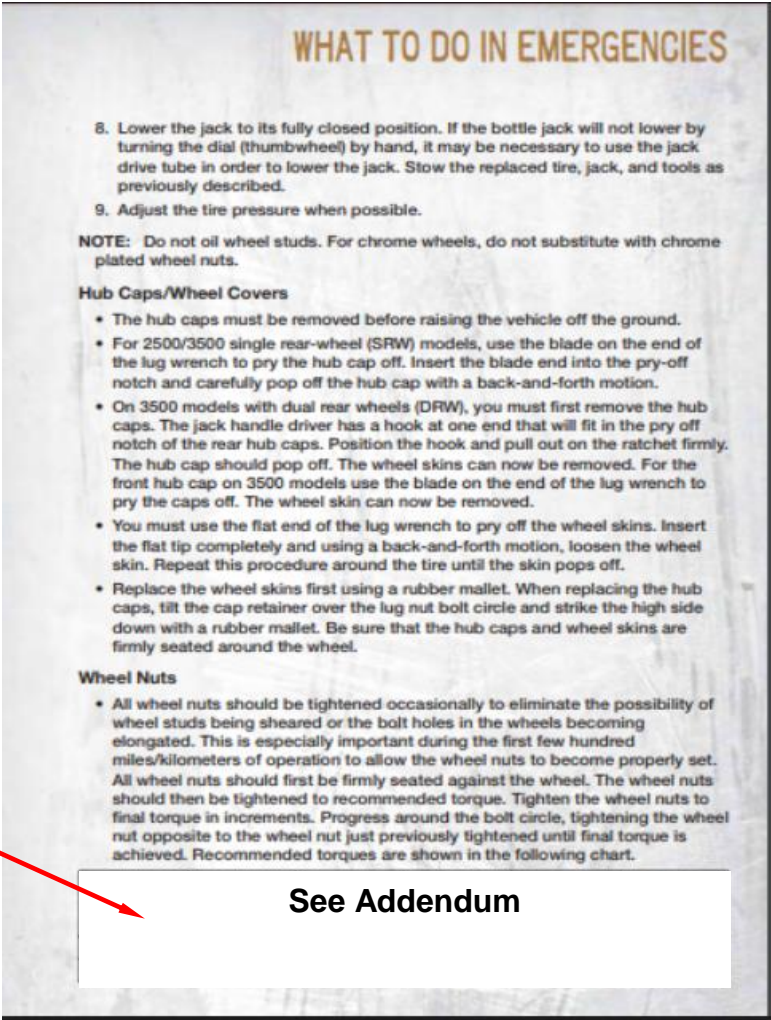
- All wheel nuts should be tightened occasionally to eliminate the possibility of wheel studs being sheared or the bolt holes in the wheels becoming elongated. This is especially important during the first few hundred miles/kilometers of operation to allow the wheel nuts to become properly set. All wheel 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 7A – User’s Guide

Service Procedure [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 7B – 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
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NOTE:
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Figure 8 – New Addendum Card

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 Wheel Studs and <u>FAILED</u> inspection	22-Y6- <u>0L</u> -81	0.6 hours
Inspect Wheel Studs and <u>PASSED</u> inspection		
Insert an Addendum Card/Label, close recall	22-Y6-01-82	0.6 hours

NOTE: All Wheel Studs must pass inspection in order to close the recall.

Optional Equipment

10 Lug Equipped	22-Y6-01-60	0.1 hours
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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

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

Y60/NHTSA 21V-398

LOGO

VEHICLE PICTURE

For questions, contact FCA Fleet Management at 248-420-3015.

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.

REMEDY INSTRUCTIONS

Please reference Safety Recall Y60.

IMPORTANT SAFETY RECALL

Wheel Studs for Fleet Vehicles

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 [2012 – 2020 Model Year (D2) Ram 3500 Pickup, (DD) Ram 3500 Cab Chassis, and (DP) Ram 4500/5500 Cab Chassis] trucks.

WHY DOES MY VEHICLE NEED REPAIRS?

The flanged wheel lug nuts on your vehicle ^[1] may have been over-torqued during service to an incorrect torque specification in the Service & Owner's manual, which can yield a wheel stud. **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.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

Your vehicle ^[2] will be repaired free of charge (parts and labor). To do this, your service center will inspect all the wheel studs and update the torque specification in the owner's information. If any wheel stud is found that has potentially yielded, it will be replaced and the lug nuts will be tightened to the updated torque specification at a later date, when parts become available. The estimated inspection time is about 1 hour.

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.