

UPPER BALL JOINT EXTENDED WARRANTY

TECHNICAL SERVICE BULLETIN

Reference Number(s): 02-010-04, Date of Issue: December 16, 2004

CHRYSLER: 2000 - 2003 (AN) Dakota 4x2; 2000 - 2003 (DN) Durango 4x2

GROUP: Suspension

OVERVIEW

This bulletin involves inspecting and if necessary replacing the upper ball joints.

NOTE: The upper ball joint warranty period has been extended to 10 years or 100,000 miles.

MODELS

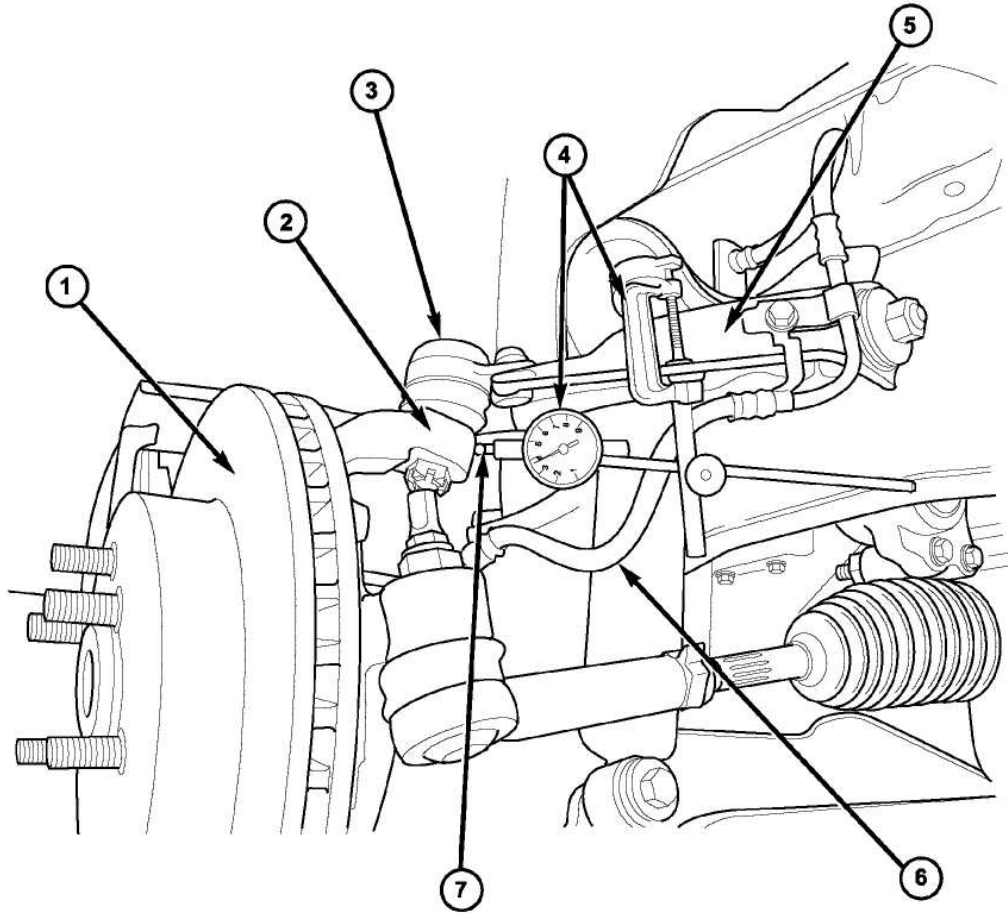
MODELS SPECIFICATION

2000 - 2003	(AN)	Dakota 4x2
2000 - 2003	(DN)	Durango 4x2

NOTE: This bulletin applies only to the above vehicles built through December 31, 2002 (MDH 1231XX).

DIAGNOSIS

1. Position a floor jack under the right side lower suspension arm.
2. Raise the wheel and allow the tire to lightly contact the floor (vehicle weight relieved from the tire).
3. Mount a dial indicator (Special Tool C3339 or equivalent) solidly on the upper suspension arm ([Fig. 1](#)).



- 1 - RIGHT SIDE BRAKE ROTOR
- 2 - STEERING KNUCKLE BOSS
- 3 - UPPER BALL JOINT
- 4 - DIAL INDICATOR AND MOUNT CLAMP
- 5 - UPPER CONTROL ARM
- 6 - BRAKE HOSE
- 7 - DIAL INDICATOR PLUNGER

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Fig. 1: Right Side View Of Suspension (Wheel/Tire Removed For Clarity)

4. Position the dial indicator plunger against the back side of the steering knuckle boss for the upper ball joint (**Fig. 1**).
5. Zero the dial indicator **while pulling outward on the top of the tire**.
6. While an assistant watches the dial indicator gauge, grasp the top of the tire and push inward. Record the dial indicator reading observed from the full outward to full inward position.
7. Repeat Step #1 through Step #6 on the left side upper ball joint. When both the left and the right upper ball joints have been inspected, proceed to Step #8.
8. Based on the results recorded in Step #6:

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- a. If the lateral movement on both upper ball joints is less than 0.060 in. (1.52 mm), no further action is required. Remove the dial indicator, lower the wheel and return the vehicle to the owner.
- b. If the lateral movement on either of the upper ball joints is greater than 0.060 in. (1.52 mm), replace both upper ball joints as described in the Repair Procedure.

SPECIAL TOOLS/EQUIPMENT REQUIRED

REQUIRED EQUIPMENT/SPECIAL TOOLS

C-3339A	Set, Dial Indicator (or equivalent)
MB991113	Remover, Tie Rod End (or equivalent)

PARTS REQUIRED

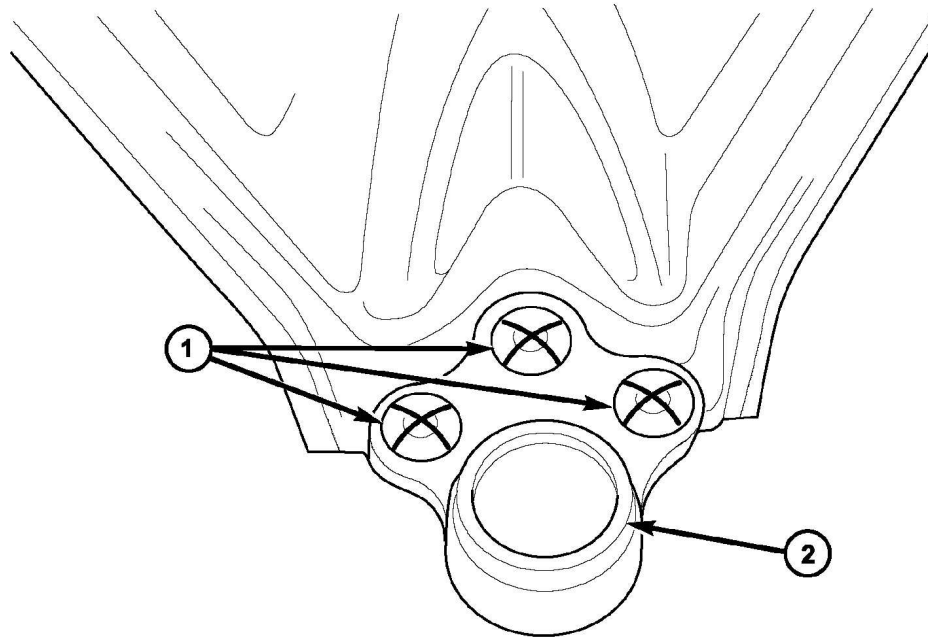
REQUIRED PARTS DESCRIPTION

Qty.	Part No.	Description
AR (1)	CEXMD471	Package, Upper Ball Joint Package includes: 2 Upper Ball Joints 6 Bolts 6 Nuts 2 Cotter Pins 2 Castle Nuts

REPAIR PROCEDURE

1. Raise the vehicle on an appropriate hoist.
2. Remove the front wheel and tire assemblies.
3. Position a hydraulic jack under the left side lower control arm and raise the jack to unload the rebound bumper.
4. Remove the cotter pin from the upper ball joint castle nut.
5. Remove the upper ball joint castle nut from the upper ball joint stud.
6. Using a die grinder equipped with a cut-off wheel, grind an "X" through each of the three upper ball joint rivet heads (**Fig. 2**).

CAUTION: Do not grind into the control arm.



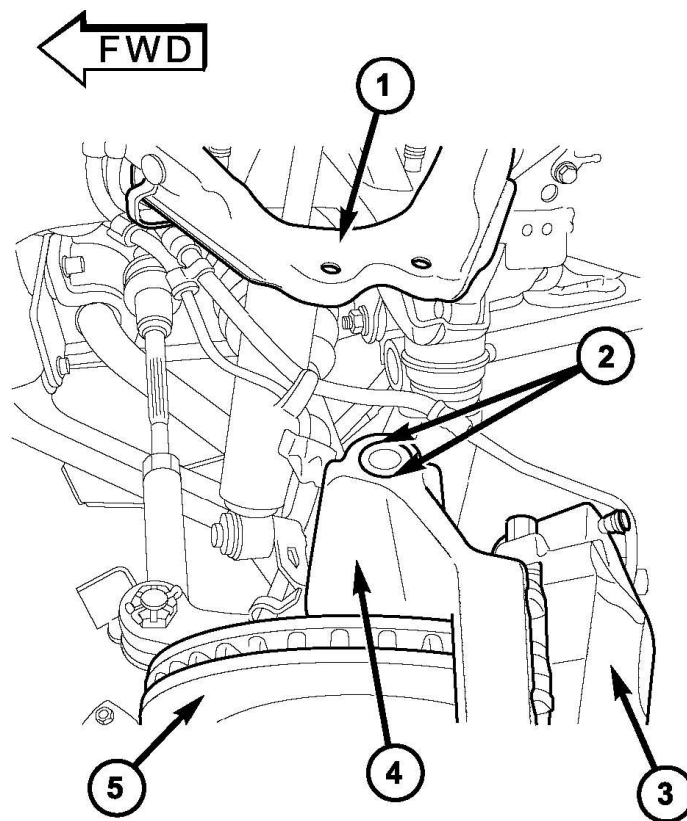
1 - GRIND AN "X" ON THE TOP OF THE RIVET HEAD

2 - UPPER BALL JOINT

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Fig. 2: Grinding X In Ball Joint Rivet Heads

7. Using an air chisel, chisel the three rivet heads off of the upper ball joint.
8. Punch out the rivets using a drift and hammer.
9. Separate the upper ball joint from the steering knuckle with special tool MB991113.
10. Remove and discard the old ball joint.
11. Using 100 grit emery cloth, lightly sand the top surface of the steering knuckle to remove any rust and/or scale from the steering knuckle (**Fig. 3**).



1 - UPPER CONTROL ARM

2 - CLEAN SURFACE ON THE STEERING KNUCKLE USING EMERY CLOTH

3 - BRAKE CALIPER

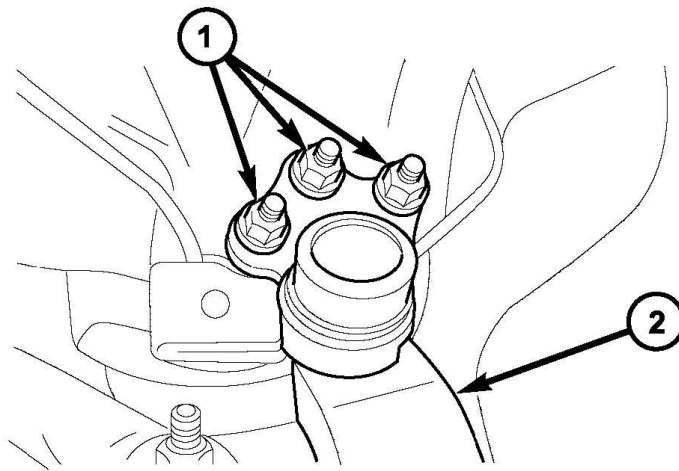
4 - STEERING KNUCKLE

5 - BRAKE ROTOR

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Fig. 3: Left Side View Of Suspension Components

12. Insert the bolts supplied with the ball joint package from the bottom side of the control arm (**Fig. 4**).



1 - BOLTS AND NUTS

2 - STEERING KNUCKLE

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Fig. 4: Identifying Ball Joint Bolts

13. Place the new ball joint onto the control arm and install retaining nuts (**Fig. 4**). Tighten the nuts to 50 ft. lbs. (68 N.m).
14. Position the steering knuckle onto the upper ball joint stud.
15. Install the castle nut onto the ball joint stud. Tighten the upper ball joint castle nut to 60 ft. lbs. (81 N.m).

NOTE: If the castle nut slots do not line up with the cotter pin hole in the ball joint stud, continue tightening the nut until the next set of castle nut slots line up with the cotter pin hole. Do not loosen the nut.

16. Install a new cotter pin through the castle nut and secure it by bending the arms of the pin.
17. Install the wheel and tire assembly. Tighten the lug nuts to 100 ft. lbs (135 N.m).
18. Repeat Step #3 through Step #17 on the right side of the vehicle.
19. Lower the vehicle.
20. Place the vehicle on an alignment rack and set toe to + 0.10 degrees (+/- 0.06 degrees).

POLICY

Reimbursable within the provisions of the extended warranty period of 10 years or 100,000 miles.

TIME ALLOWANCE

TIME ALLOWANCE

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Labor Operation No:	Description	Amount
02-10-60-92	Inspect Both Upper Ball Joints For Lateral Movement	0.4 Hrs.
02-10-60-93	Inspect And Replace Both Upper Ball Joints And Includes: Adjust Toe-In	2.0 Hrs.

FAILURE CODE:**FAILURE CODE**

XX	Service Adjustment
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