



December 2016

Dealer Service Instructions for:

# **Safety Recall S83 / NHTSA 16V-813**

## **Windshield Washer Pump**

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### **Models**

**2016 (PF) Dodge Dart**

*NOTE: This recall applies only to the above vehicles built from April 13, 2015 through June 06, 2016 (MDH 041306 through 060608).*

**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 windshield washer pump on about 53,000 of the above vehicles may produce a “voltage spike” in the front windshield wiper electrical circuit when the front windshield washer pump is activated. This “voltage spike” could overload the Body Control Module (BCM) front windshield wiper electrical circuit and cause a loss of front windshield wiper function. A loss of front windshield wiper function, under certain driving conditions, could impair the driver’s vision and cause a crash without warning.

<b>Repair</b>
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The front windshield washer pump will be replaced on all involved vehicles. If the front windshield wiper electrical circuit in the BCM is inoperative, the BCM will also be replaced.

<b>Parts Information</b>
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<u>Part Number</u>	<u>Description</u>
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**CSFGS831AA Package, Washer Pump**

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	<b>Pump, Windshield Washer</b>
1	<b>Grommet, Windshield Washer Pump</b>
<b>68040095AB</b>	<b>Washer Fluid, Drum (MS-3037)</b>
or	
<b>04318067AB</b>	<b>Washer Fluid, 16oz (MS-3037) (MSQ24)</b>
or	
<b>04318068AB</b>	<b>Washer Fluid, 32oz (MS-3037) (MSQ12)</b>
<b>06509444AA</b>	<b>Screw, Splash Shield (as required)</b>
<b>06510827AA</b>	<b>Screw, Splash Shield (as required)</b>

Due to the small number of involved vehicles expected to require **Body Control Module** replacements, no parts will be distributed initially. If the **Body Control Module** does require replacement, the dealer will need to email the **VIN requiring parts and dealer code** to [campaignteam@fcagroup.com](mailto:campaignteam@fcagroup.com). Once the VIN is verified, parts will be ordered on your behalf.

**Body Control Modules should only be requested to the campaign team after inspection determines that a repair is required. Very few vehicles are expected to require [part] repair.**

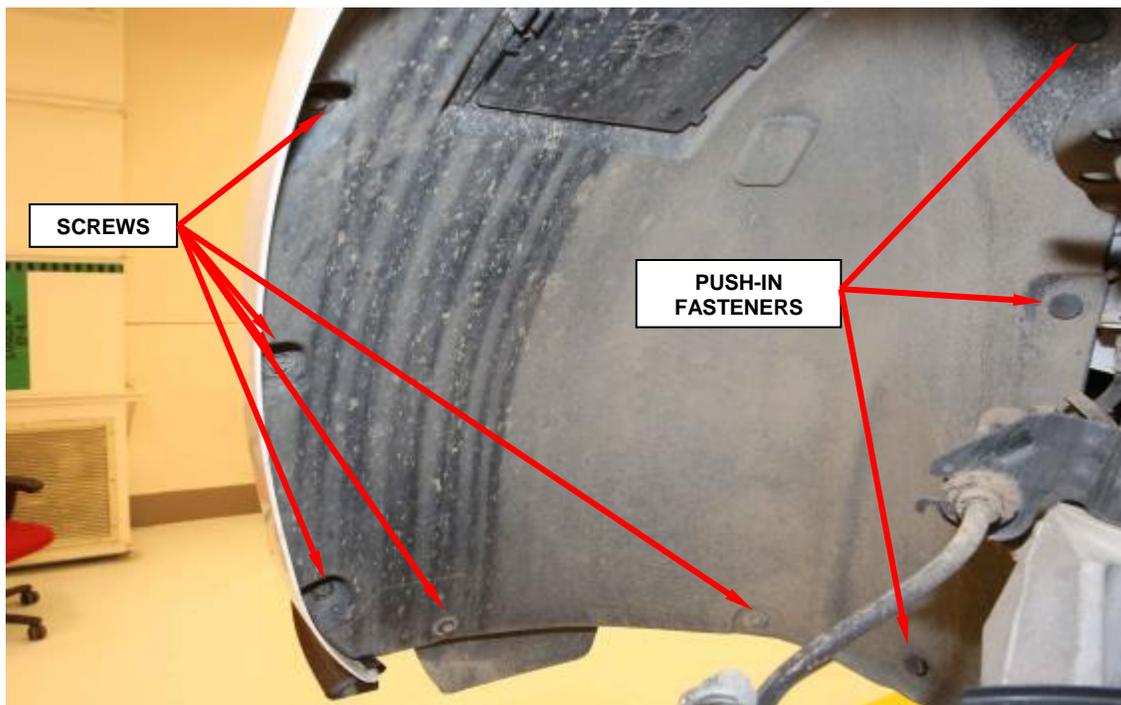
<b>68273182AB</b>	<b>Body Control Module – w/Halogen Headlamps (If needed)</b>
<b>68273184AB</b>	<b>Body Control Module – w/HID Headlamps (If needed)</b>



**Service Procedure****A. Replace Windshield Washer Pump**

**NOTE:** The washer pump/motor unit may be removed from the washer reservoir without removing the reservoir from the vehicle.

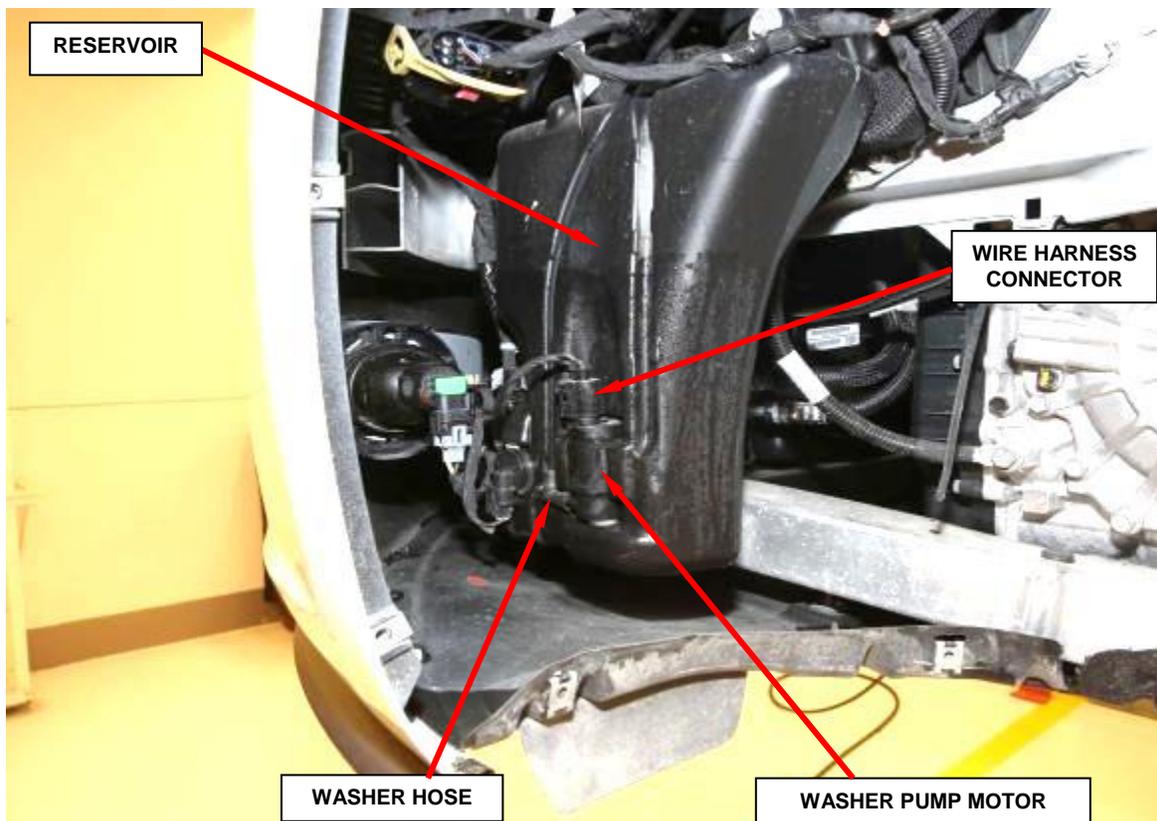
1. Disconnect and isolate the negative battery cable.
2. Raise and support the vehicle.
3. Remove the left front tire and wheel assembly.
4. Remove and save the five screws that secure the forward end of the left front wheel house splash shield to the inner fender panel and the front fascia (Figure 1).
5. Remove and save the three plastic push-in fasteners that secure of the left front wheel house splash shield to the inner fender panel (Figure 1).



**Figure 1 – Left Front Wheel House Splash Shield**

**Service Procedure (continued)**

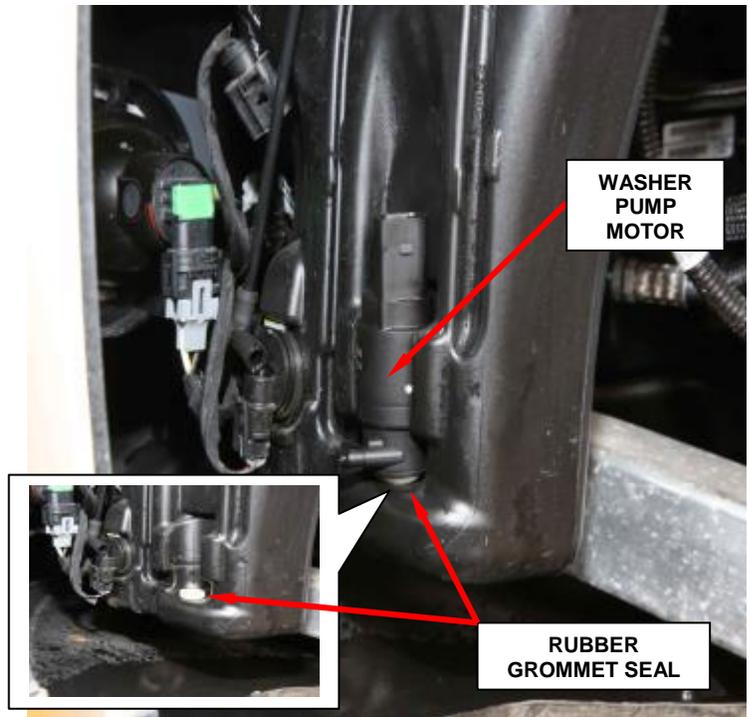
6. Pull the forward end of the left front wheel house splash shield away from the inner fender panel and front fascia far enough to access the washer pump/motor unit on the outboard side of the washer reservoir on the outboard end of the Front End Module (FEM) carrier.
  
7. Disconnect the wire harness connector for the washer pump motor from the motor connector receptacle (Figure 2).
  
8. Disconnect the reservoir washer hose from the barbed outlet nipple of the washer pump and allow the washer fluid to drain into an appropriate container (Figure 2).



**Figure 2 – Washer Pump Location**

**Service Procedure (continued)**

9. Pull lightly outward on the top of the washer pump/motor housing away from the washer reservoir to disengage the top of the motor from the receptacle in the reservoir.
10. Using hand pressure, firmly grasp and pull the washer pump upward far enough to disengage the pump inlet nipple from the rubber grommet seal/filter screen in the reservoir. Care must be taken not to damage the reservoir.
11. Remove and **discard** the washer pump/motor unit from the washer reservoir (Figure 3).

**Figure 3 – Washer Pump Motor and Seal**

12. Remove and **discard** the rubber grommet seal/filter screen from the washer pump mounting hole in the reservoir and discard (Figure 3).
13. Lubricate a **NEW** rubber grommet seal/filter screen with clean washer fluid and install it into the washer pump mounting hole in the washer reservoir. Always use a new rubber grommet seal/filter screen on the reservoir.
14. Position the inlet nipple on the base of the pump housing of the **NEW** washer pump/motor unit to the **NEW** rubber grommet seal/filter screen in the reservoir.
15. Using hand pressure, press firmly and evenly downward on the top of washer pump/motor unit until the inlet nipple is fully seated in the rubber grommet seal/filter screen in the pump mounting hole of the reservoir.

**Service Procedure (continued)**

16. Align the top of the motor housing with the receptacle in the washer reservoir.
17. Using hand pressure, press firmly and evenly on the top of motor housing until the motor snaps into the receptacle.
18. Connect the reservoir washer hose to the barbed outlet nipple of the washer pump.
19. Connect the wire harness connector to the washer pump/motor unit connector receptacle on the top of the motor.
20. Position the left front wheel house splash shield to the inner fender panel.
21. Install the three plastic push-in fasteners that secure the left front wheel house splash shield to the inner fender panel.
22. Install the five screws that secure the left front wheel house splash shield to the inner fender panel and the front fascia.
23. Install the left front tire and wheel assembly. Progressively tighten all wheel mounting (lug) bolts in a star pattern and tighten to 92 ft. lbs. (125 N·m).

**Service Procedure (continued)**

24. Remove the support and lower the vehicle.
25. Connect the negative battery cable.
26. Fill the washer reservoir with new washer fluid.
27. Turn the ignition key to the “ON” position.
28. Verify the washer pump functions properly.
29. Verify the wipers function properly.
  - If the wipers function properly continue with **Step 30**.
  - If the wipers **do not** function properly continue with **Section B. Replace Body Control Module (BCM)**.
30. Close the hood and return the vehicle to the customer.

**Service Procedure (continued)**

**B. Replace Body Control Module (BCM)**

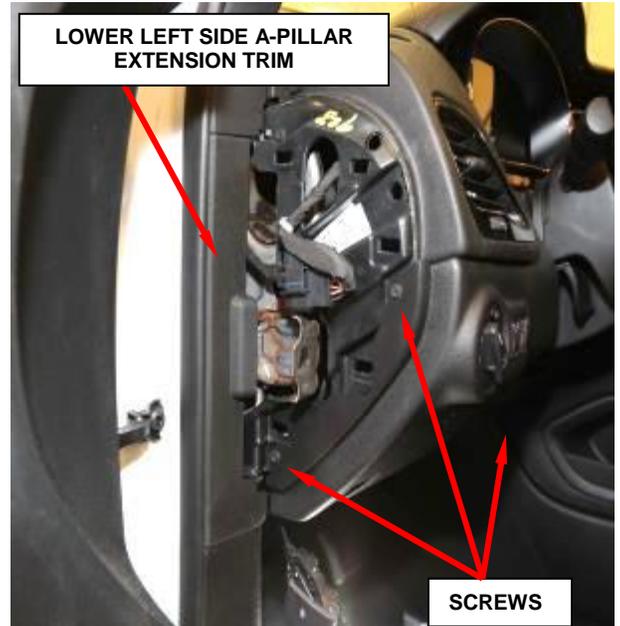
1. Disconnect and isolate the battery negative cable.
2. Open the left front door.
3. Using C-4755 or equivalent, disengage clips holding end cover to instrument panel (Figure 4).
4. Remove the left side end cover.



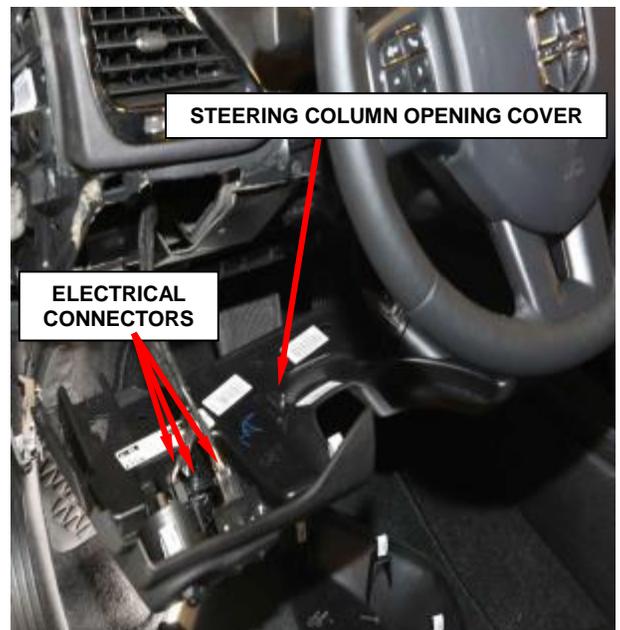
**Figure 4 – Left Side End Cover**

**Service Procedure (continued)**

5. Remove the hood release handle from the steering column opening cover by pushing down to disengage and then pulling rearward on the handle.
6. Remove the lower left side A-Pillar extension trim (Figure 4 and 5).
7. Remove the two side screws and one bottom screw, securing the steering column opening cover to the instrument panel (Figure 5).
8. Using C-4755 or equivalent, partially remove the upper portion of the steering column opening cover by gently prying between the knee blocker trim and the instrument panel to release the snap retainers. Do not remove the steering column opening cover or pull with excessive force.
9. Disconnect the in-car temperature sensor electrical connector (Figure 6).
10. Disconnect the light switch harnesses from the switch electrical connectors and remove the steering column opening cover (Figure 6).



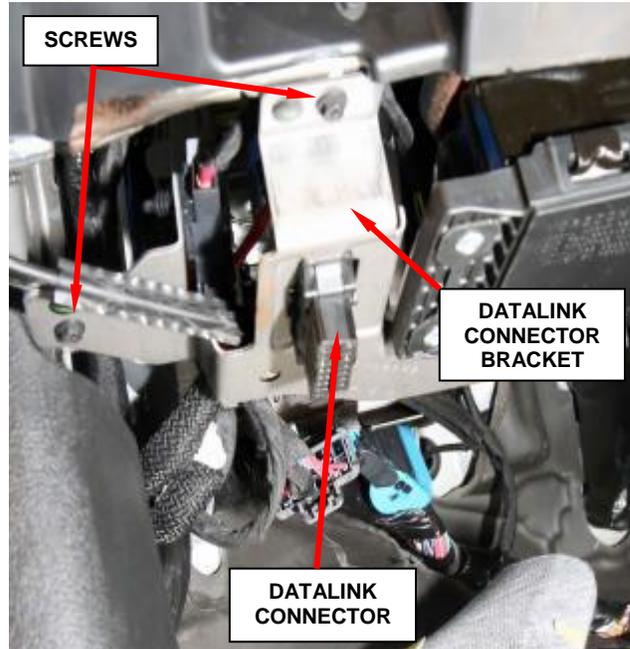
**Figure 5 – Steering Column Opening Cover Screws**



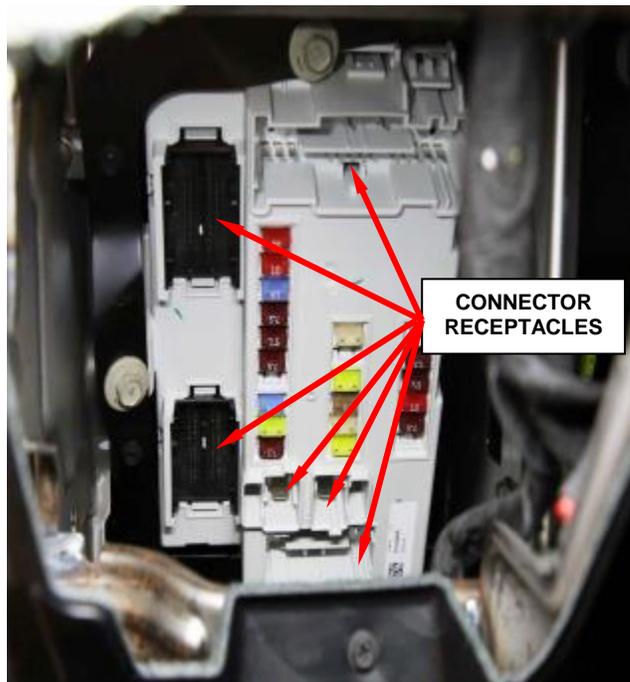
**Figure 6 – Electrical Connectors**

**Service Procedure (continued)**

11. Remove the left side door sill scuff panel.
12. Remove and save the two screws that secure the datalink connector bracket to the instrument panel (Figure 7).
13. Release the datalink connector bracket clips from the instrument panel and position the bracket to the side.
14. Disconnect the six wire harness connectors from the connector receptacles of the Body Control Module (BCM) located on the rearward facing surface of the BCM housing (Figure 8).



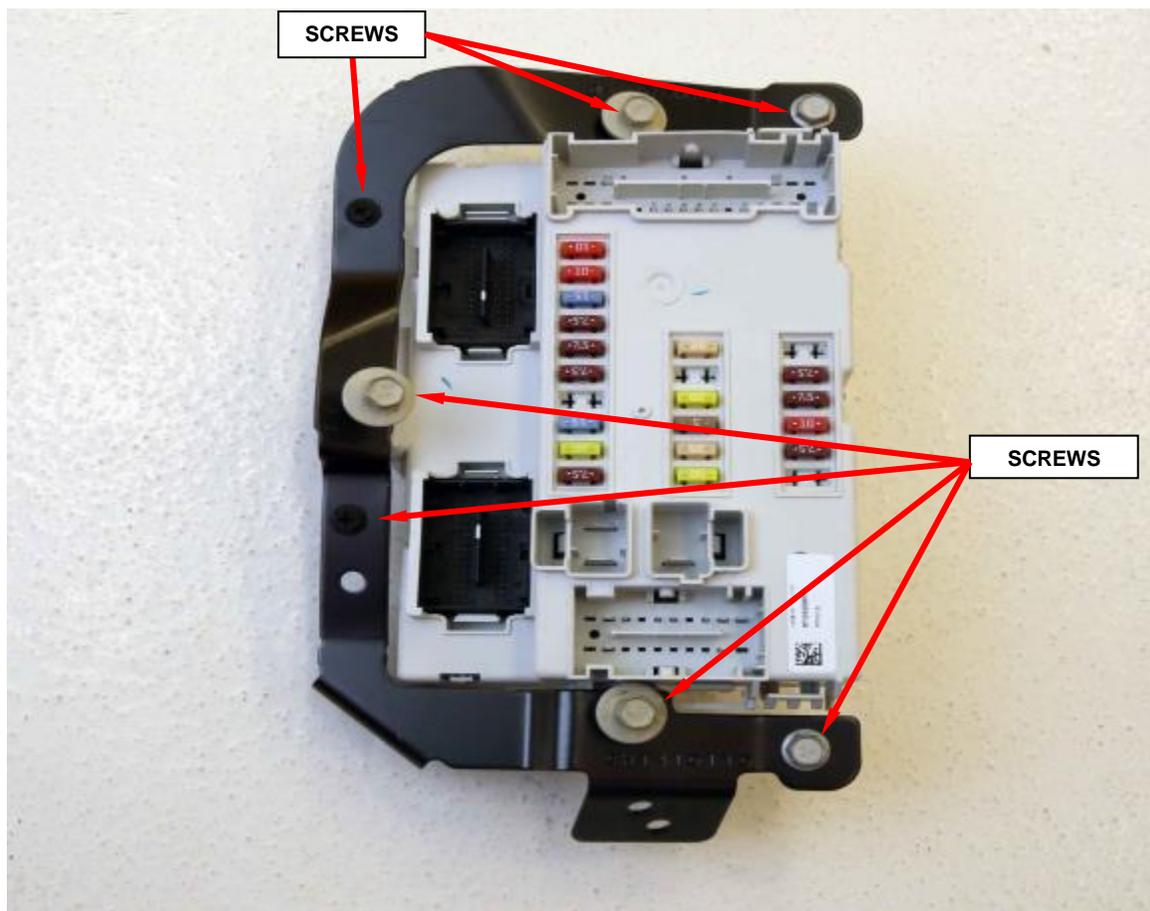
**Figure 7 – Datalink Connector Bracket**



**Figure 8 – BCM Electrical Connector Locations**

**Service Procedure (continued)**

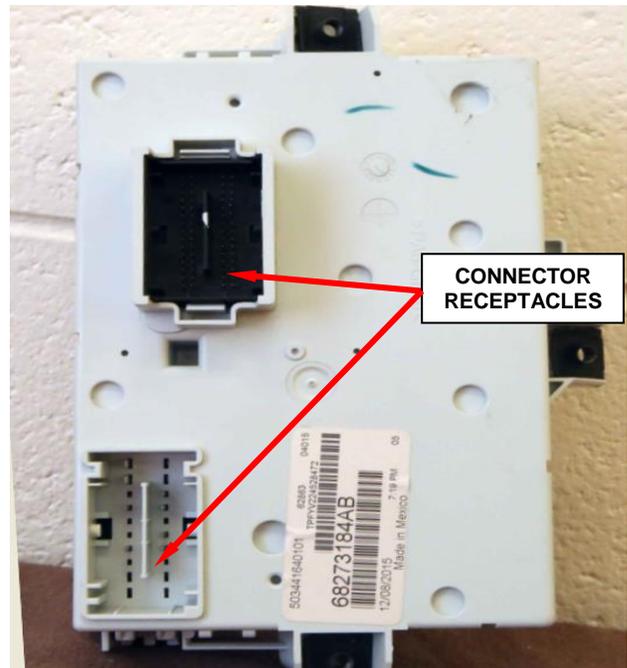
15. Remove the seven screws that secure the BCM to the mounting bracket and the instrument panel support structure outboard of the steering column (Figure 9).
  
16. Reposition the BCM to access the remaining electrical connectors on the forward facing surface of the BCM.



**Figure 9 – BCM Mounting Brackets  
(BCM Removed From Vehicle for Photographic Purposes)**

**Service Procedure (continued)**

17. Disconnect the two wire harness connectors from the connector receptacles of the BCM located on the forward facing surface (Figure 10).
18. Remove the BCM from the instrument panel and **discard**.
19. Position the **NEW** BCM to the mounting bracket.
20. Connect the two wire harness connectors to the connector receptacles of the BCM located on the forward facing surface (Figure 10).
21. Position the BCM and the BCM mounting brackets to the instrument panel support structure outboard of the steering column.
22. Install and tighten the seven screws that secure the BCM to the mounting brackets. Tighten the five m6 screws to 30 in. lbs. (2.5 N·m) (Figure 9).
23. Connect the six wire harness connectors to the connector receptacles of the BCM located on the rearward facing surface of the BCM housing (Figure 8).



**Figure 10 - BCM Electrical Connectors  
(BCM Removed From Vehicle for  
Photographic Purposes)**

**Service Procedure (continued)**

24. Position the datalink connector bracket to the instrument panel and secure the bracket to the panel.
25. Install the two screws that secure the datalink connector bracket to the instrument panel and tighten securely (Figure 7).
26. Install the left side door sill scuff panel.
27. Position the steering column opening cover to the instrument panel and connect the electrical connectors (Figure 6).
28. Install the steering column opening cover onto the instrument panel. Tighten the three screws securely (Figure 5)
29. Install the hood release handle to the steering column opening cover.
30. Install the lower left A-pillar extension trim (Figure 4).
31. Install the left side end cover (Figure 4).
32. Connect the battery negative cable.

**Service Procedure (continued)**

**NOTE: The wiTECH scan tool must be used to perform this recall. The wiTECH software is required to be at the latest release level before performing this procedure. If the reprogramming flash for the BCM is aborted or interrupted, repeat the procedure.**

33. Open the hood. Install a battery charger and verify that the charging rate provides 13.0 to 13.5 volts. Do not allow the charger to time out during the flash process. Set the battery charger timer (if so equipped) to continuous charge.

**NOTE: Use an accurate stand-alone voltmeter. The battery charger volt meter may not be sufficiently accurate. Voltages outside of the specified range will cause an unsuccessful flash. If voltage reading is too high, apply an electrical load by activating the park or headlamps and/or HVAC blower motor to lower the voltage.**

**NOTE: After installing a brand new BCM, the scan tool will be unable to identify the vehicle. Manual VIN entry into the scan tool must be used to continue scan tool communication.**

34. Connect the wiTECH micro pod II to the vehicle data link.
35. Place the ignition in the “**RUN**” position.
36. Open the wiTECH Diagnostic application.
37. Starting at the “**Select Tool**” screen, highlight the row/tool for the wiPOD device you are using. Then select “**Next**” at bottom right side of the screen.
38. Enter your “**User id**” and “**Password**”, then select “**Finish**” at the bottom of the screen.
39. When requested, follow screen prompts to enter VIN information then go to the “**Vehicle View**” screen, click on the **BCM** icon.
40. From the “**BCM View**” screen, compare the “**Current ECU Flash Number**” with the “**New Part Number**” listed on the “**sort table**”. If the “**Current ECU Flash Number**” is the same as the “**New Part Number**” continue to **Step 46**. If the part numbers are not the same, continue to **Step 41**.

**Service Procedure (Continued)**

41. With the cursor over the desired flash file, click the small green arrow button on the right side of the screen.
42. From the “**ECU Flash**” screen follow the wiTECH screen instructions to complete the flash.
43. Once the flash is complete click the “**OK**” button on the “**ECU Flash**” screen.
44. Select the “**Clear Stored DTC’s**” button.
45. From the “**BCM View**” screen, compare the “**Current ECU Flash Number**” with the “**New Part Number**” listed on the “**sort table**”. If the “**Current ECU Flash Number**” is the same as the “**New Part Number**” the flash is complete, continue with **Step 46**. If the part numbers are not the same, repeat **Steps 39 through 44**.
46. Using the wiTECH scan tool, in the “**Vehicle View**” screen under the “**Vehicle Preparations**” tab select “**Restore BCM PROXI Configuration**” and follow the screen prompts.
47. Using the wiTECH scan tool, in the “**Vehicle View**” screen under the “**Vehicle Preparations**” tab select “**PROXI Configuration Alignment**” and follow the screen prompts.
48. Using the wiTECH scan tool, in the “**Vehicle View**” screen under the “**RF Hub**” module select “**Miscellaneous Functions**” tab, then highlight and select “**BCM Immobilizer Replace**” and follow the screen prompts.

**NOTE: Step 48 requires the vehicle PIN number using Dealer Connect / Service tab / Repair Information / Key Code to complete the wiTECH routine.**

49. Perform the EPS VERIFICATION TEST.
  - a. Turn the ignition off.
  - b. Remove all test equipment.

**Service Procedure (Continued)**

- c. Connect all previously disconnected components and connectors.
- d. Verify all accessories are turned off, the battery is fully charged and the charging system has a status of "charged".
- e. Verify that the ignition is on. With the scan tool, record and erase all Diagnostic Trouble Codes (DTCs) from all modules.

**NOTE: Turn the steering wheel from stop to stop, holding at each stop position for One second.**

- f. Turn the ignition off and wait five minutes. Turn the ignition on and using the scan tool, read DTCs from all modules.
  - g. If there are no DTCs present after turning ignition on, road test the vehicle for at least five minutes.
  - h. Again, with the scan tool read DTCs. If any DTCs are present, refer to the Table of Contents in the applicable section for the Diagnostic procedure and troubleshoot the new or recurring symptom.
  - i. If there are no DTCs present, continue with **Step 50**.
50. Turn the ignition to the “**OFF**” position and remove the wiTECH micro pod II and battery charger from the vehicle.
51. Close the hood and 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 submitted 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:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Replace windshield washer pump	23-S8-31-82	0.5 hours
Replace windshield washer pump and BCM	23-S8-31-83	1.4 hours

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.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

**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

S83 / NHTSA 16V-813

LOGO

VEHICLE PICTURE

#### YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**  
Call your authorized Dodge 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 our Recall Website, recalls.mopar.com or scan below.**

QR Code

You can find your nearest dealer and review all your scheduling options from this website. 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 S83.

# IMPORTANT SAFETY RECALL

## Windshield Washer Pump

Dear [Name],

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

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain [2016 Dodge Dart] vehicles.

#### WHY DOES MY VEHICLE NEED REPAIRS?

The front windshield washer pump on your vehicle <sup>[1]</sup> may produce a “voltage spike” in the front windshield wiper electrical circuit when the front windshield washer pump is activated. This “voltage spike” could overload the Body Control Module (BCM) front windshield wiper electrical circuit and cause a loss of front windshield wiper function. A loss of front windshield wiper function, under certain driving conditions, could impair the driver’s vision and cause a crash without warning.

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

FCA will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will replace the front windshield washer pump on all involved vehicles. If the front windshield wiper electrical circuit in the BCM is inoperative, the BCM will also be replaced. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. The estimated repair time is **one** hour. 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 1-800-853-1403  
OR 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  
Fiat Chrysler Automobiles 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.