FIAT CHRYSLER AUTOMOBILES

Revision May 2018

Dealer Service Instructions for:

Safety Recall U04 / NHTSA 18V-160
Frame Bracket

NOTE: Effective immediately all repairs on involved vehicles are to be performed according to this notification. Service Bulletin (TSB) # 14-002-18 is no longer applicable for the involved vehicles.

NOTE: This safety recall is regional campaign; please reference the dealer policy manual regarding handling of customers within a regional recall. Also, see Regional Information section below.

NOTE: Added "C" kit to Parts Information Section below.

Remedy Available ☑

2009 - 2012 (DS) RAM 1500 Pickup
2009 - 2012 (DX) Dodge Reg Cab Chassis (Mexico)

NOTE: This campaign applies only to the above vehicles built from May 28, 2008 through September 07, 2012 ***(MDH 052807 through 090701)***.

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 front fuel tank strap on about 287,000 of the above vehicles may detach due to the frame bracket corroding. Detachment of the front fuel tank strap could potentially allow the front of the fuel tank to make contact with the ground, increasing the risk of a fuel leak. A fuel leak in the presence of an ignition source could result in a fire.

Repair

A fuel tank strap reinforcement bracket must be installed on all involved vehicles. If the old fuel tank strap was disconnected from the original frame bracket, replace the front and rear fuel tanks straps with **NEW** fuel tank straps and locking nuts.

Regional Information

Some vehicles, not originally sold or currently registered in the selected region, may experience the same condition that is the subject of the limited service or recall campaign (e.g., vehicles located in "border states", vehicles regularly driven in states included in the recall, etc.). If a vehicle exhibits such a condition, refer to the subject Recall, CSN or Warranty Extension and verify the vehicle meets all of the following 3 criteria:

- The vehicle built date falls within the built date range identified on the service or recall campaign notice; and
- The vehicle is identical (year, model, make, sales codes, etc.) to the vehicles identified on the service or recall campaign notice; and
- The vehicle exhibits the same condition(s) that is identified on the service or recall campaign notice.

For vehicles that meet all the above 3 criteria, the Dealer must perform the service or recall campaign work at "No Cost" to the customer. All decisions authorized by Dealership Management must be properly documented on the repair order including Service Management initials, date and reason for the repair."

Only vehicles originally sold or currently registered in the following states have been notified of this recall.

Connecticut	***Massachusetts***	***Ohio***
Delaware	***Michigan***	***Pennsylvania***
Illinois	***Minnesota***	***Rhode Island***
Indiana	***Missouri***	***Vermont***
Iowa	***New Hampshire***	***Washington, DC***
Maine	***New Jersey***	***West Virginia***
Maryland	***New York***	***Wisconsin***

Parts Information

To remedy this vehicle, the frame bracket must be installed and the fuel tank strap should **ONLY** be ordered and replaced if the Fuel Tank Strap has disconnected from the frame. Parts required and description below.

Part Number	Description
68418923AB	**Kit, Fuel Tank Strap Mounting Bracket**
04443633	***Spray Primer or Equivalent**
04443609	***Spray Paint, Black**
06104717AA	**Nut, Hex Flange Lock, M10x1.50 (Qty of 2)**

***Note: Each can of primer and spray paint will service approximately 25 vehicles.**

CCVJU041AA	**Kit, Fuel Tank Strap (Replace ONLY if the Fuel Tank Strap disconnected from the frame).**

Special Tools

The following special tools are required to perform this repair:

➢ NPN	wiTECH micro pod II
➢ NPN	Laptop Computer
➢ NPN	wiTECH Software
➢ 320-FC-P30-A	John Dow Gas Caddy or Equivalant
➢ 8978	Fuel Decay Tool Kit
➢ 8978-2	5/16” fuel tube disconnect
➢ 8531-1	3/8” fuel tube disconnect
WTT106001A	Tool, Rivnut Installation

Service Procedure

WARNING: No sparks, open flames or smoking. Risk of injury to eyes and skin from contact with fuel. Wear protective clothing and eye protection. Risk of poisoning from inhaling and swallowing fuel. Pour fuel only into appropriately marked and OSHA approved containers. Failure to follow these instructions may result in possible serious or fatal injury.

WARNING: The fuel system is under constant high pressure even with engine OFF. Until the fuel pressure has been properly released from the system, do not attempt to open the fuel system. Do not smoke or use open flames/sparks when servicing the fuel system. Make sure the area in which the vehicle is being serviced is in a well ventilated area. Failure to comply may result in serious or fatal injury.

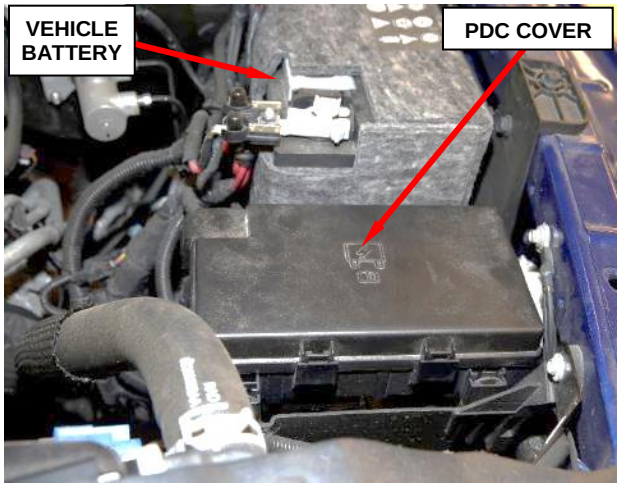

Figure 1 – Power Distribution Center

Service Procedure

1. Align vehicle on a hoist.
2. Remove the Totally Integrated Power Module (TIPM) cover Figure 1).

   NOTE: For location of the fuel pump fuse, refer to label on the underside of the PDC cover.
3. Remove the fuel pump fuse from the TIPM.
4. Start and run the engine until it stalls.
5. Attempt to restart the engine until it will no longer start.
6. Turn the ignition to the "Off" position.
7. **3.6L engines shown for Illustration only, other engines may vary:** perform the following steps to gain access to the fuel supply tube quick-connect fitting:

   a. Disconnect the Inlet Air Temperature (IAT) sensor (Figure 2).

   b. Loosen the clamp securing the resonator air intake tube to the throttle body (Figure 2).

   c. Release the air cleaner cover latches (Figure 4).

   d. Remove the air cleaner cover from the lower air cleaner housing (Figure 4).

   NOTE: The resonator (engine cover) is bonded to the air intake tube. Do not attempt to separate them. The resonator and intake tube must be removed as an assembly.

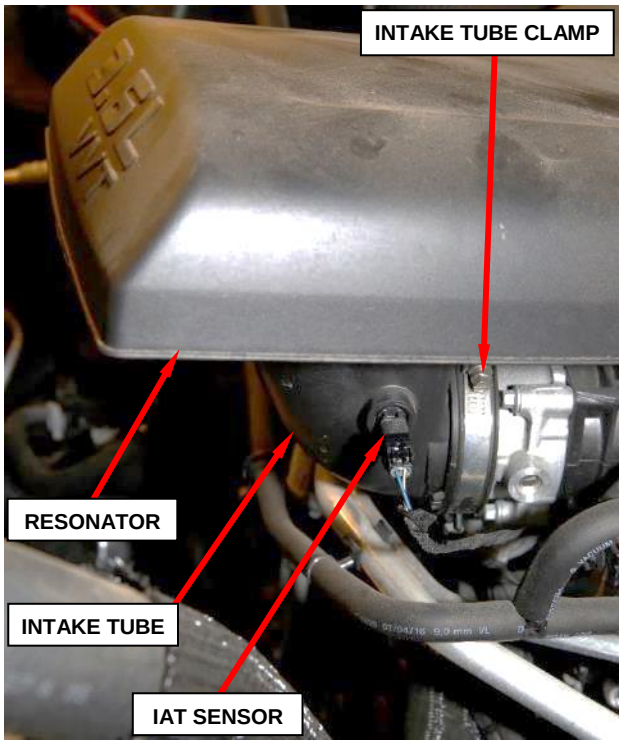

Figure 2 – 3.6L Air Intake Tube and Resonator Assembly

Service Procedure [Continued]

e. Pull the front of the resonator with air intake tube away from the throttle body while lifting from the rear of the resonator to separate from the ball stud mounts (Figure 4).

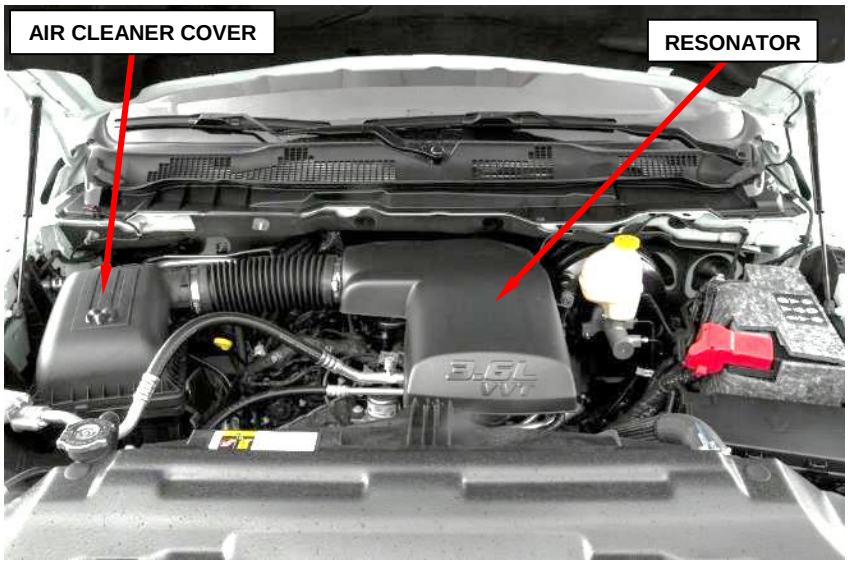

Figure 4 – 3.6L Resonator and Air Cleaner Cover

Service Procedure [Continued]

8. **5.7L engines only**, perform the following steps to gain access to the fuel supply tube quick-connect fitting:

   a. Disconnect the Inlet Air Temperature (IAT) sensor (Figure 5).

   b. Loosen the clamps securing the clean air tube to the air cleaner housing and throttle body (Figure 5).

   c. Remove the clean air tube from the air cleaner housing and throttle body (Figure 5).

      NOTE: The engine cover front grommets are a ball stud type mount and the rear grommets are a sliding peg design.

   d. Remove the engine cover by first lifting the front of the engine cover up to separate the engine cover front grommets from the ball studs on the intake manifold. Then slightly raise the front of the engine cover and slide forward to remove the rear engine cover pegs from the grommets on the rear of the intake manifold (Figure 5).

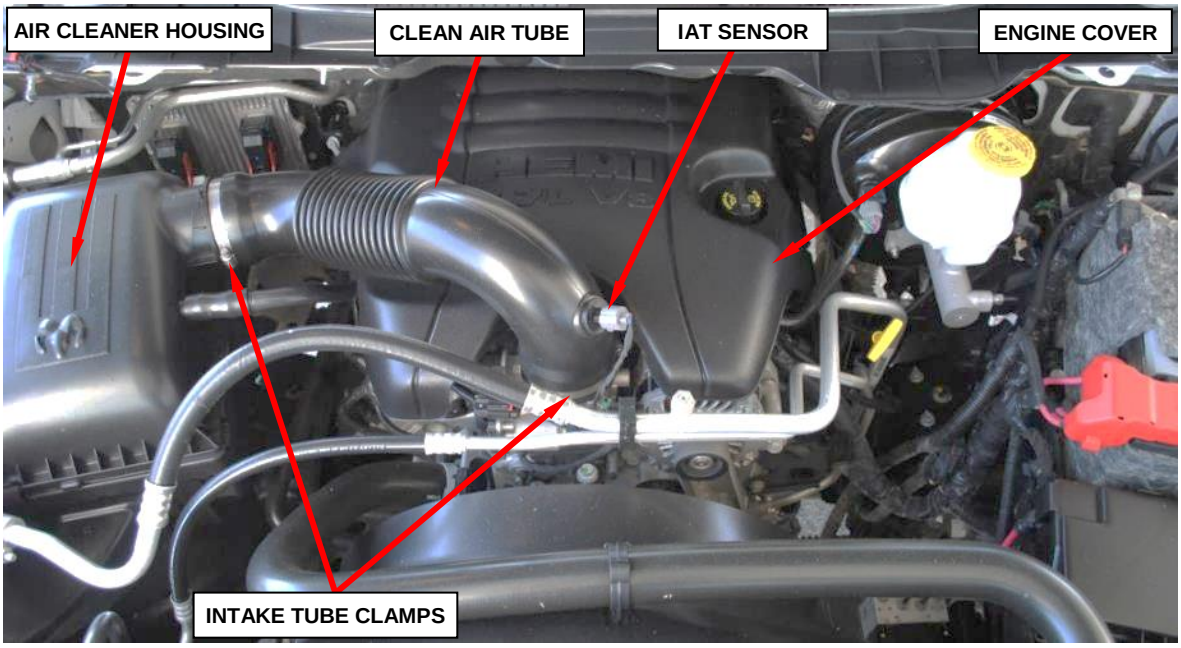

Figure 5 – 5.7L Clean Air Tube and Engine Cover

Service Procedure [Continued]

CAUTION: Before separating a Quick-Connect fitting, pay attention to what type of fitting is being used. This will prevent unnecessary fitting or fitting latch breakage.

NOTE: Excessive fuel spillage onto the gaskets can cause gaskets to expand and dislodge from gasket groove.

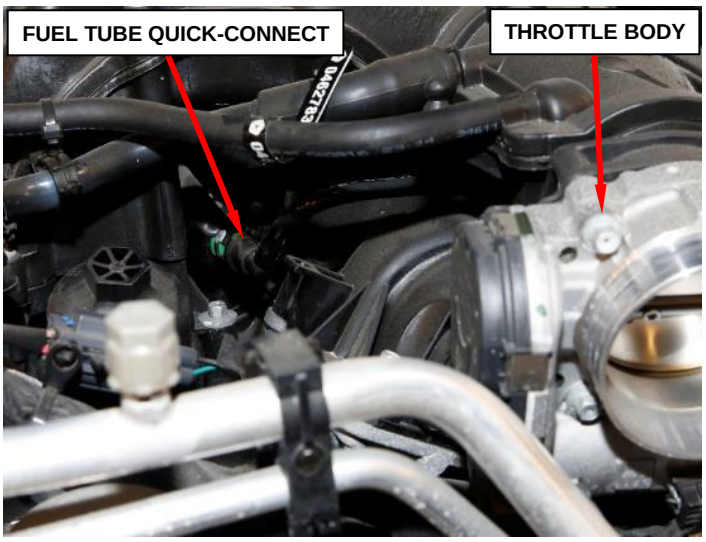

Figure 6 – 3.6L Fuel Tube Quick-Connect

CAUTION: When removing the fuel supply tube from the fuel inlet tube at the fuel rail, care must be taken that the fuel inlet tube is not being over-flexed. Damage to the fuel rail inlet tube may occur.

9. Place a rag or towel below the fuel tube quick-connect fitting at the fuel rail (Figure 6 or 7).

10. Disconnect the fuel supply tube quick-connect fitting from the fuel inlet tube at the fuel rail (Figure 6 or 7).

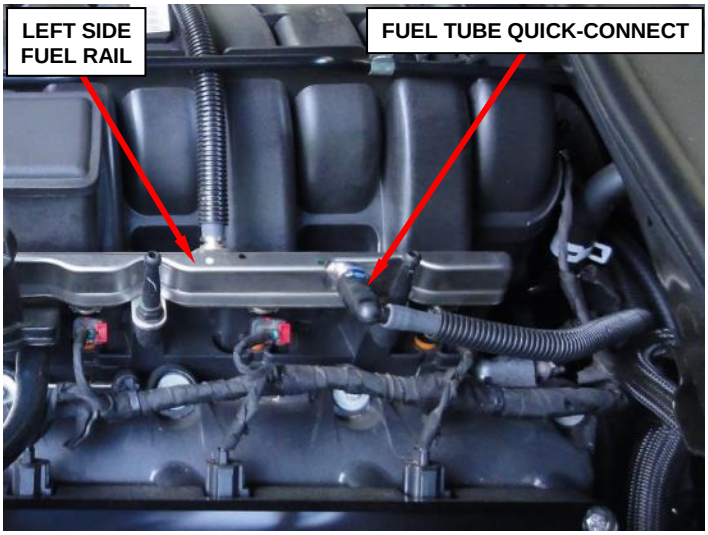

Figure 7 – 5.7L Fuel Tube Quick-Connect

Service Procedure [Continued]

NOTE: Due to a one-way check valve installed into the fuel fill fitting at the tank, the tank cannot be drained at the fuel fill cap.

NOTE: Tool number 8978-2 is used on 5/16 inch diameter fuel tubes while tool number 8531-1 is used on 3/8 inch diameter fuel tubes (Figure 8).

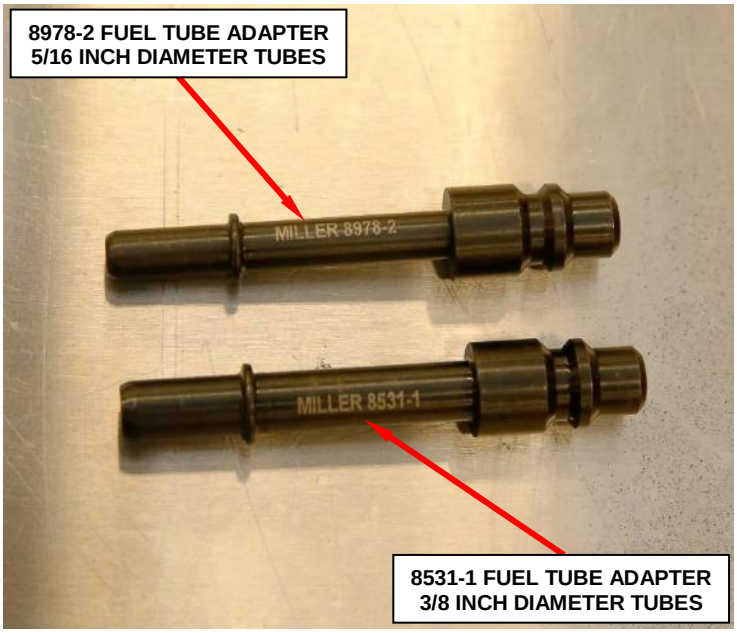

Figure 8 – Fuel Tube Adapter Fittings

11. Install the appropriate fuel tube adapter fitting to the fuel supply tube (Figure 9).

12. Connect an OSHA approved fuel storage tank such as the John Dow Gas Caddy 320-FC-P30-A or equivalent to the fuel tube adapter fitting (Figure 9).

13. Install fuel pump fuse in the PDC then close the PDC cover (Figures 1 and 2).

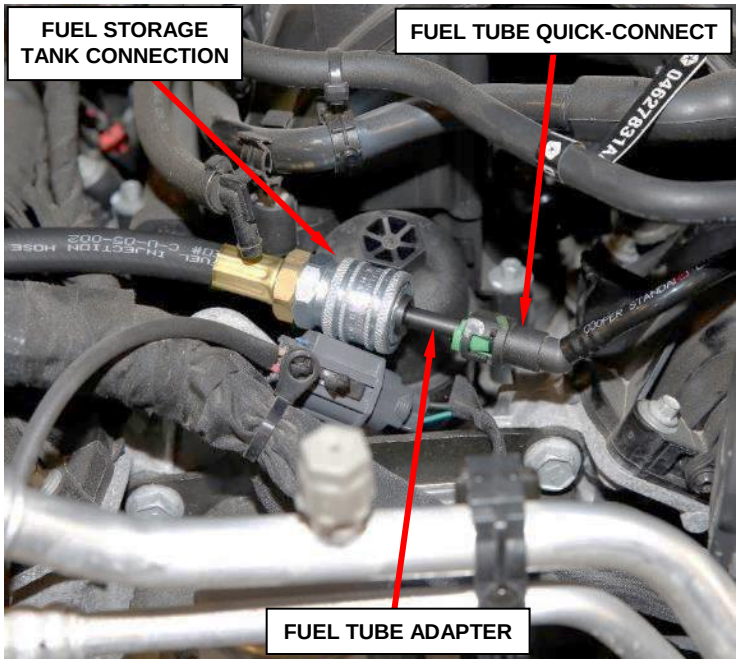

Figure 9 – Fuel Tube Adapter Connected

(3.6L Shown 5.7L Similar)

Service Procedure [Continued]

14. Install a battery charger and verify that the charging rate provides 13.2 to 13.5 volts. Do not allow the charger to time out during the fuel evacuation process. Set the battery charger timer (if so equipped) to continuous charge.

15. Connect the wiTECH micro pod II to the vehicle data link connector.

16. Place the ignition in the "**RUN**" position.

17. Open the wiTECH 2.0 website.

18. Enter your "**User id**" your "**Password**" and your "**Dealer Code**", then select "**Finish**" at the bottom of the screen.

19. From the "**Vehicle Selection**" screen, select the appropriate vehicle.

20. From the "**Action Items**" screen, select the "**Topology**" tab.

21. From the "**Topology**" screen, click on the "**PCM**" icon.

22. From the "**PCM**" screen, select the "**Actuators**" tab.

23. From the "**Actuators**" screen, select "**Fuel Pump Relay Control State Actuator Start Options**". Select "**ON**" and click "**Start**" to begin fuel tank evacuation.

24. Once fuel tank is drained, turn the ignition to the "**OFF**" position.

25. Remove the battery charger from the vehicle.

26. Remove the fuel tube adapter fitting from the fuel supply tube and plug the fuel supply tube with a shipping cap to prevent spillage.

Service Procedure [Continued]

27. Disconnect and isolate the negative battery cable by removing only the captive nut securing the terminal end to the post (Figure 10)

    NOTE: If equipped with an Intelligent Battery Sensor (IBS), disconnect the IBS connector first before disconnecting the negative battery cable.

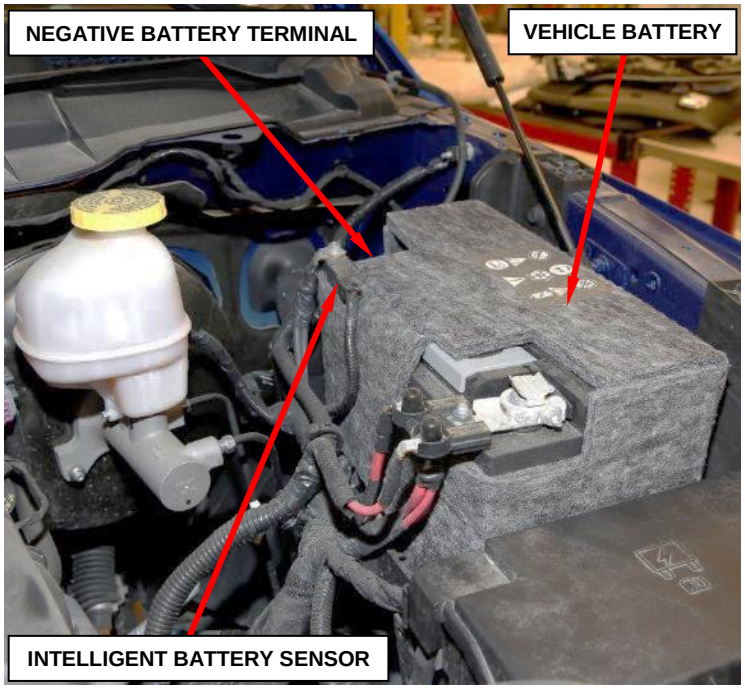

Figure 10 – Negative Battery Cable

28. Raise and support the vehicle.

29. Disconnect the electrical connector from the Evaporative System Integrity Monitor (ESIM) switch (Figure 11).

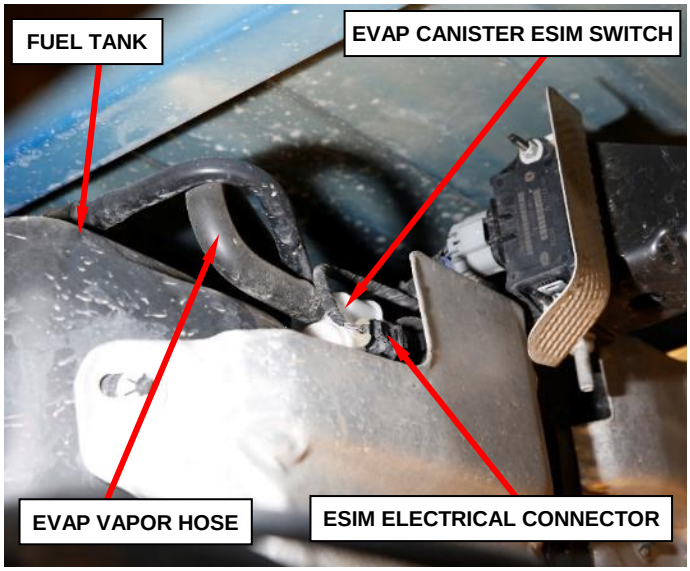

Figure 11 – EVAP Canister ESIM Switch

Service Procedure (Continued)

30. Disconnect the vapor hose from the ESIM switch (Figure 11).

31. Disconnect the EVAP vent tube quick-connect fitting at the rear of the fuel tank (Figure 12).

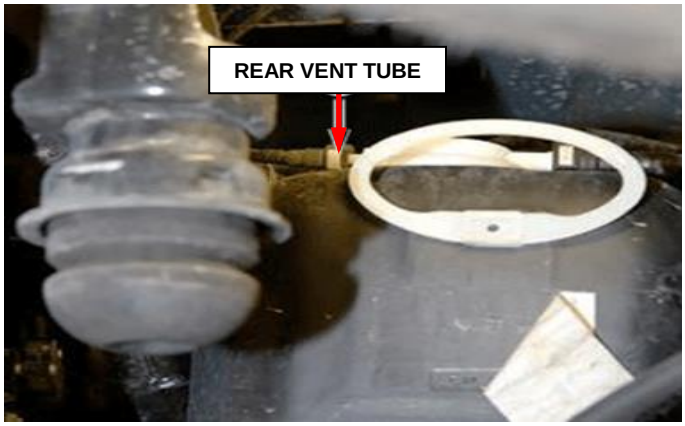

Figure 12 – Evaporative Tube

32. Disconnect the EVAP vent tube quick-connect fitting at the front of fuel tank (Figure 13).

33. Using a suitable hydraulic jack with a fuel tank adapter, support the fuel tank.

34. Remove the two fuel tank support strap retaining nuts and remove both fuel tank support straps.

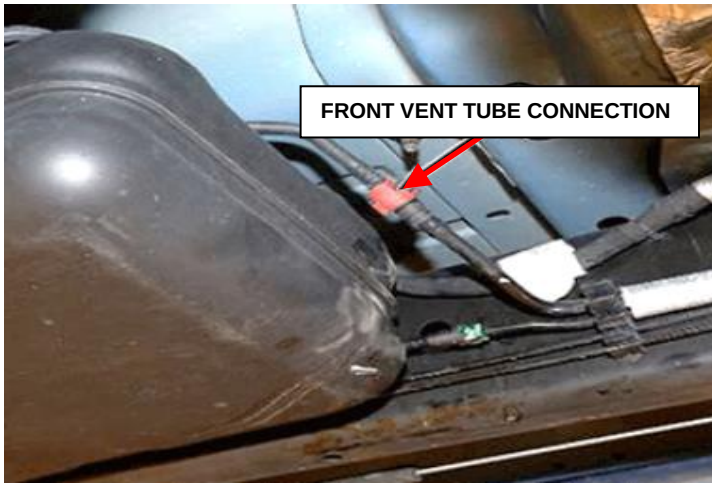

Figure 13 – Vent Tube Quick Connect

35. Carefully lower the fuel tank a few inches and disconnect the fuel pump module electrical connector.

36. Disconnect the fuel line quick-connect fitting at the fuel pump module.

37. Loosen the fuel fill hose clamp at fuel tank and disconnect fill hose from fuel tank.

38. Lower the fuel tank and move it away from under the vehicle.

Service Procedure (Continued)

39. Using a ruler or equivalent measure two inches (50 mm) down from the top of the front fuel strap opening and place a mark. Repeat on the opposing side and connect the two parallel lines (Figure 14).

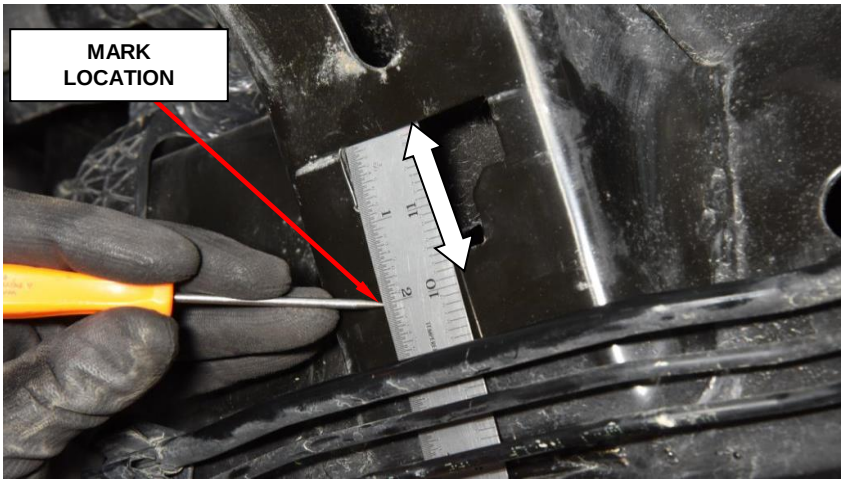

Figure 14 – Frame Opening

Service Procedure (Continued)

40. Highlight the cut out markings as shown (Figure 15).

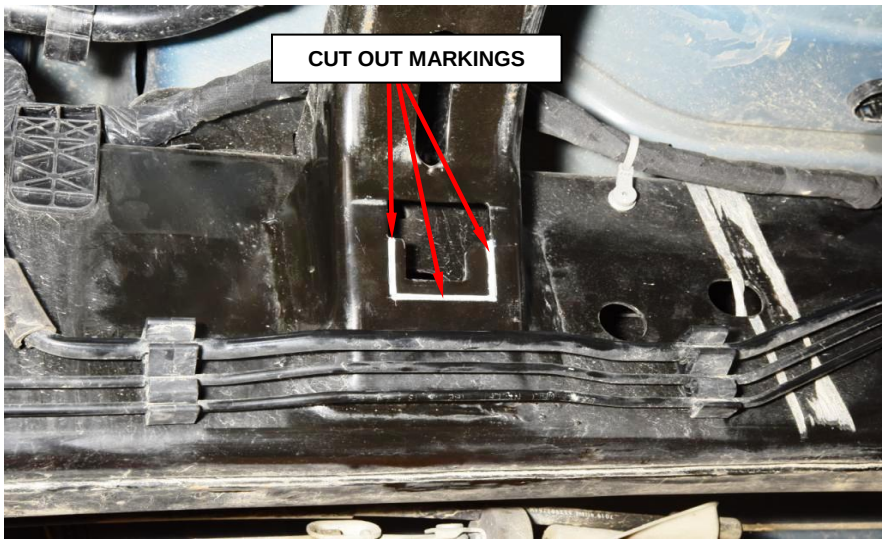

Figure 15 - Marking

41. Using an appropriate metal cutting tool, cut along the marked lines to remove the metal (Figure 16).

<u>Caution:</u> Chassis Fuel/Brake tube bundle should be temporarily positioned out of the way to prevent damage while modifying the frame.

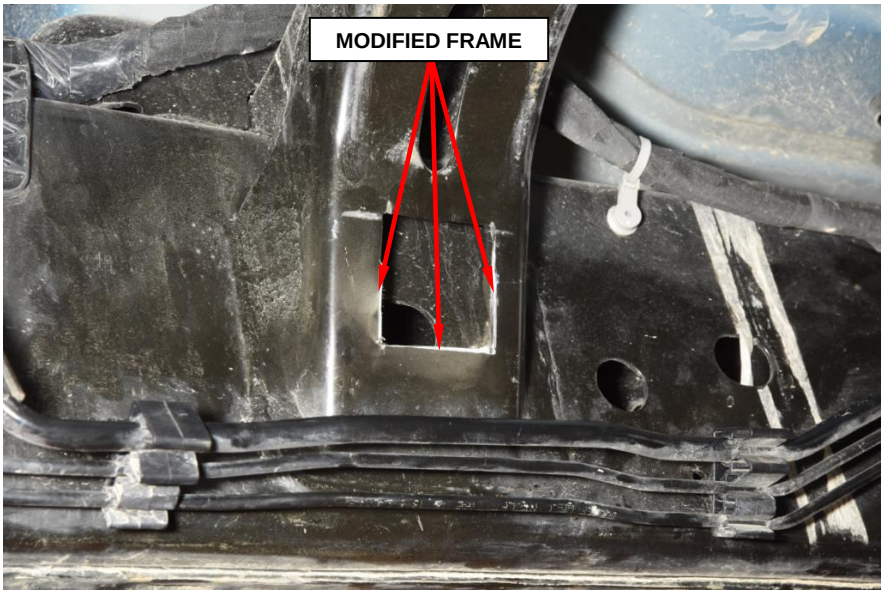

Figure 16 – Cutout

Service Procedure (Continued)

42. Align the supplied frame bracket with the cutout opening and center punch the right lower hole to the frame using a 25/64” (9.92 mm) transfer punch (Figure 17).

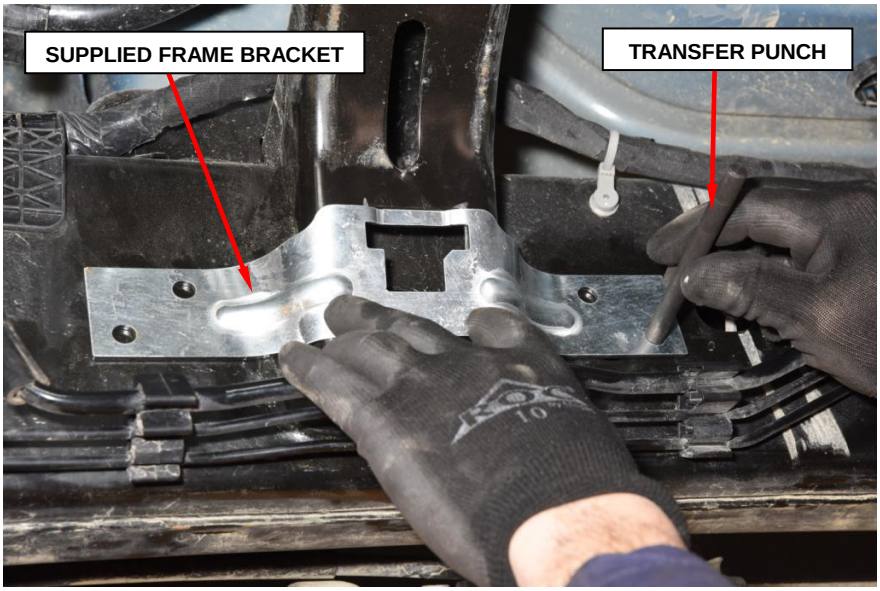

Figure 17 – Frame Bracket

<u>Note:</u> Remove the fuel tank frame bracket after marking the frame, do not use the frame bracket as a drill guide, damage to the protective coating will occur.

43. Using a ¼” (6mm) drill bit, drill thru the center of the marked hole and follow with a 17/32” (13 mm) drill bit to the correct hole size (Figure 18).

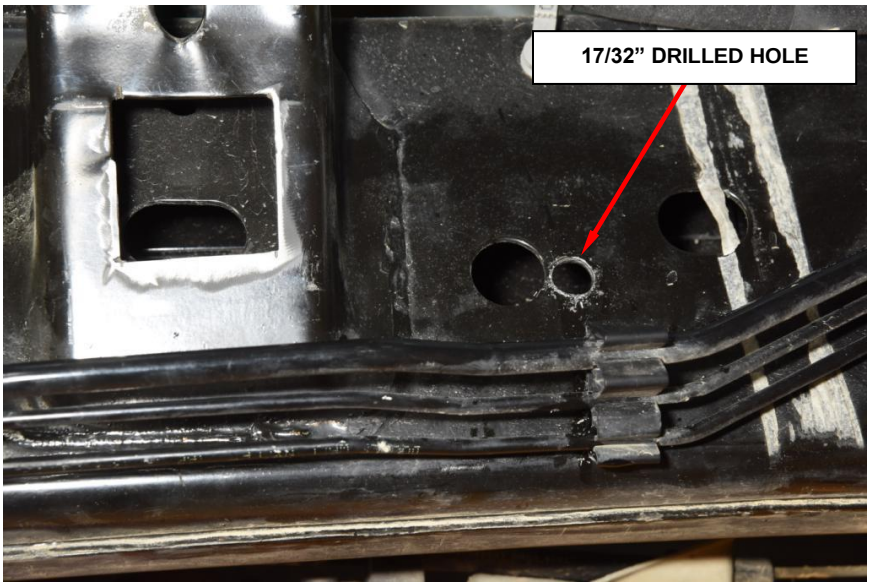

Figure 18 – Drilled Hole

<u>CAUTION:</u> Hole size MUST be 17/32” to properly accept rivnut

Service Procedure (Continued)

44. Using the installation tool WTT106001A or equivalent install the rivnut onto to the tool then into drilled out hole and use an wrench to hold the nut and a wrench to turn the bolt fully until it will no longer turn (Figure 19).

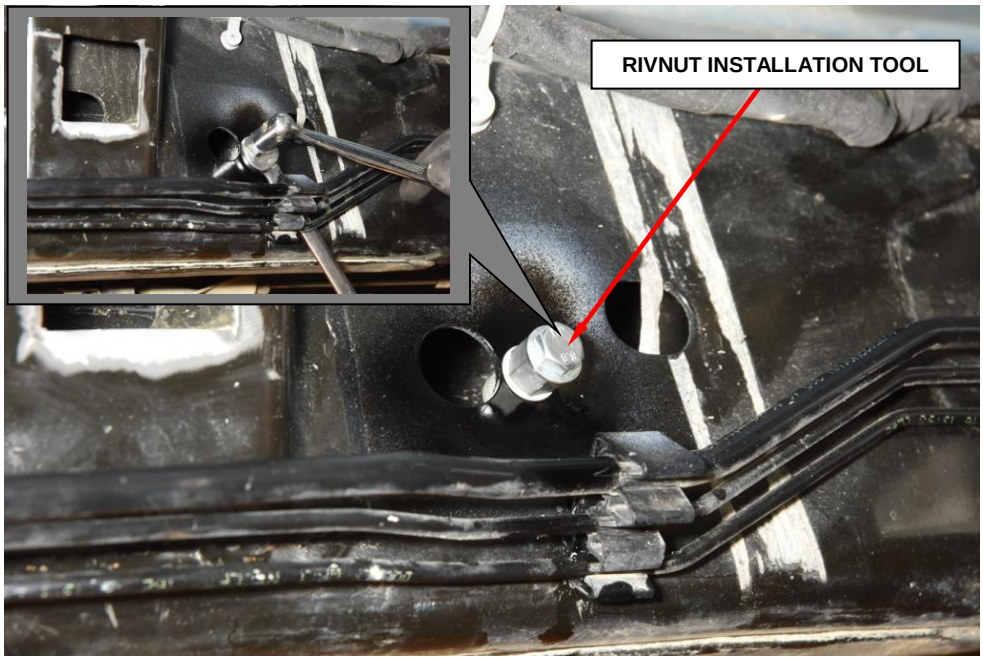

Figure 19 – Rivnut Install

45. Align and install the **NEW** frame bracket using the provided bolt to temporary hold the bracket in place (Figure 20).

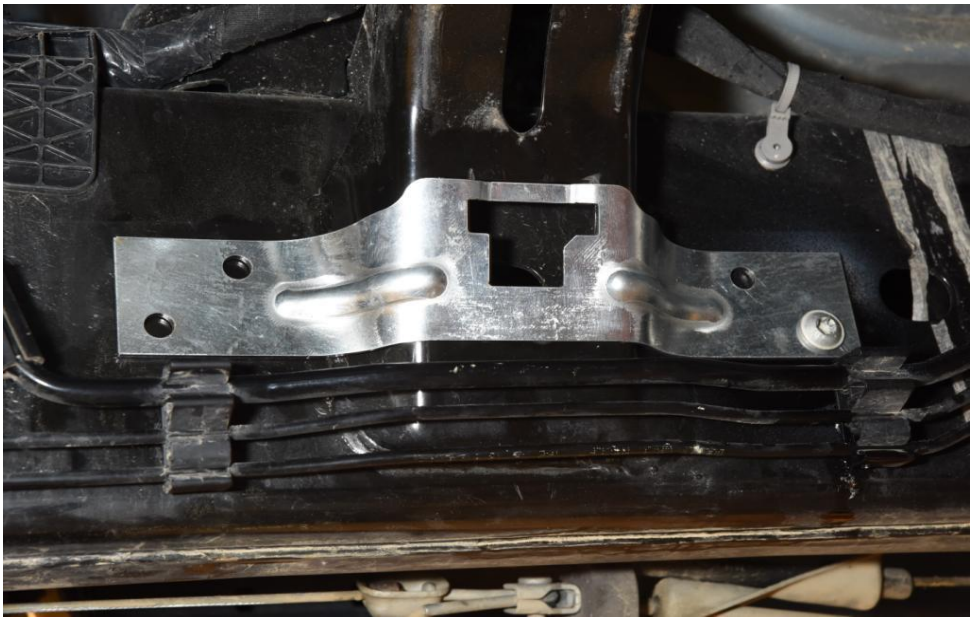

Figure 20 – Frame Bracket

Service Procedure (Continued)

46. Using a 25/64” (9.9 mm) transfer punch mark the remaining three holes, then remove the bracket and drill out the holes using the same procedure as the initial and install the rivnuts (Figure 21).

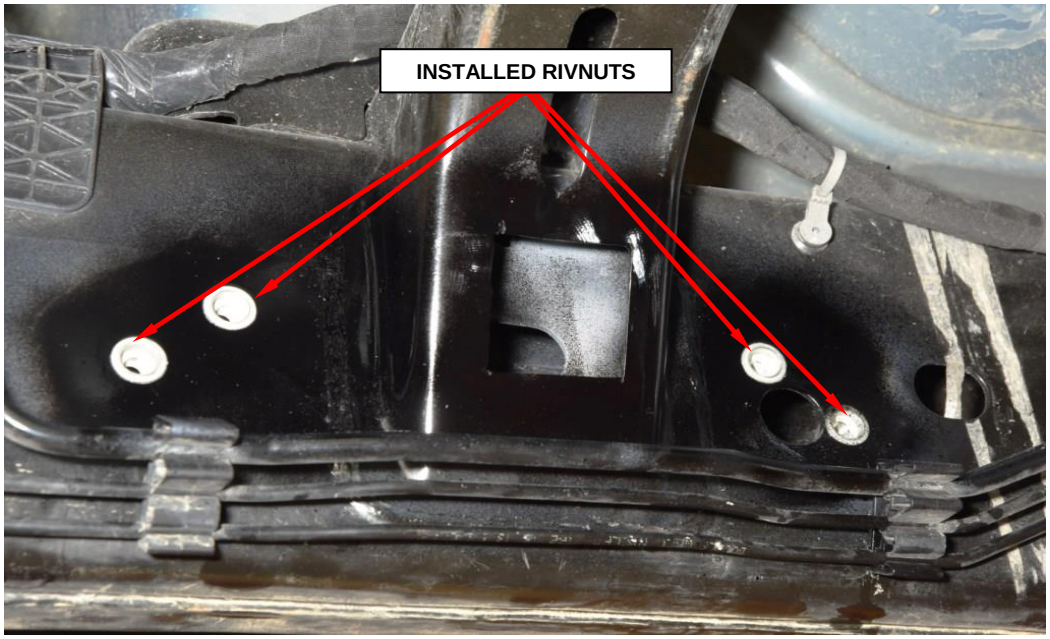

Figure 21 – Rivnuts

47. Grind and sand any rough surface within the bracket mounting area, and apply primer and black paint to cut out area.

    <u>Note:</u> Frame bracket in picture below is for illustration purpose only, has no paint.

48. Install the frame bracket and tighten the bolts to 26 N·m (19 ft. lbs.). (Figure 22).

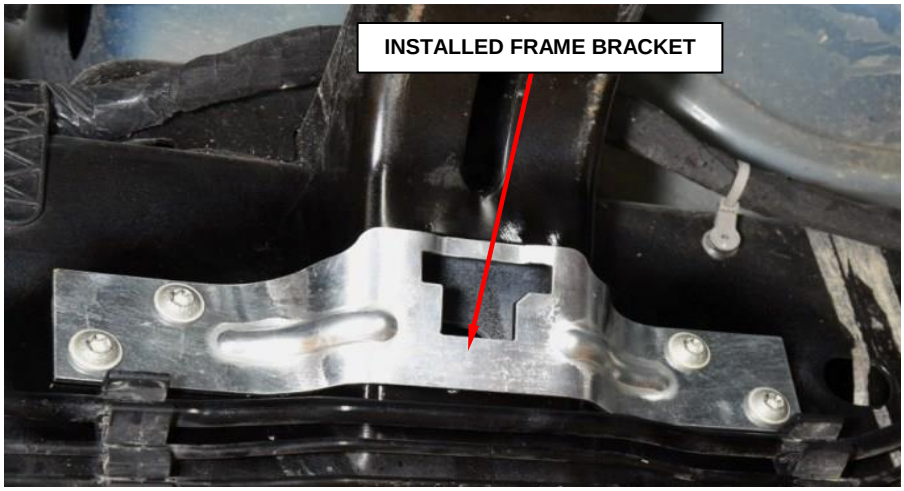

Figure 22 – Frame Bracket

Service Procedure (Continued)

49. Align the gas tank to the underbody and raise leaving room to make the connections at the top of the fuel tank.

50. Connect the fuel supply line to the fuel pump module.

51. Connect the electrical connector to the fuel pump module.

52. Connect the fuel fill hose and securely tighten clamp.

53. Raise the fuel tank until snug to the body.

54. If the old fuel tank strap was disconnected from the original frame bracket, replace the front and rear fuel tanks straps with **NEW** fuel tank straps.

55. Install the **NEW** strap nuts and tighten to 41 N·m) (30 ft. lbs.).

56. Remove the hydraulic jack.

57. Connect the electrical connector to the Evaporative System Integrity Monitor (ESIM) switch.

58. Connect the EVAP vapor hose to the ESIM.

59. Connect the quick-connect fitting at the rear of the fuel tank.

60. Connect the quick-connect fitting at the front of the fuel tank.

61. Lower vehicle, reconnect the ground cable.

62. **3.6L engines only**, perform the following steps to install the air duct system:

    a. Lubricate the two rubber ball stud sockets on the resonator.

    b. Install the resonator to the throttle body inlet. Push the resonator down onto the two locating ball studs until the rubber mount sockets are fully seated. (Figure 4).

    c. Tighten the band clamp to 4 N·m (35 in. lbs.) (Figure 3).

    d. Connect the IAT sensor electrical connector (Figure 3).

Service Procedure [Continued]

e. Align the air cleaner cover to the lower air cleaner cover.

f. Secure the air cleaner cover latches (Figure 4).

63. **5.7L engines only**, perform the following steps to install the air duct system:

NOTE: The engine cover front grommets are a ball stud type mount and the rear grommets are a sliding peg design.

a. Slightly tilt the rear of the engine cover and slide the rear engine cover pegs into the grommets on the rear of the intake manifold until the cover stops (Figure 5).

NOTE: While installing the engine cover the front ball studs will make a popping or suction sound as the ball studs are inserted into the front grommets.

b. Lower the front of the engine cover and line up the front ball studs with the grommets on the front of the intake manifold. Push the engine cover down onto the two locating ball studs until the rubber mount sockets are fully seated (Figure 5).

c. Lightly lift the front of the engine cover to insure the front ball studs are seated into the front grommets correctly. Check the rear of the engine cover to verify that the pegs are located in the grommets.

d. Install the clean air tube onto the air cleaner housing and the throttle body. (Figure 5).

e. Tighten the band clamps at the air cleaner housing and throttle body to 4 N·m (35 in. lbs.) (Figure 5).

f. Connect the IAT sensor electrical connector (Figure 5).

64. Connect the negative battery cable and tighten nut to 5 N·m (45 in. lbs.)

65. If equipped, connect the Intelligent Battery Sensor (IBS) (Figure 10).

Service Procedure [Continued]

66. Fill the fuel tank and install the fuel cap.

67. Start the engine and check for leak at the fuel tank connections.

68. Turn the ignition to the "**OFF**" position.

NOTE: One or more Diagnostic Trouble Codes (DTCs) may have been stored in the PCM memory due to disconnecting fuel pump module circuit. A diagnostic scan tool must be used to erase a DTC.

69. Install a battery charger and verify that the charging rate provides 13.2 to 13.5 volts. Set the battery charger timer (if so equipped) to continuous charge.

70. Connect the wiTECH micro pod II to the vehicle data link connector

71. Place the ignition in the "**RUN**" position.

72. Open the wiTECH 2.0 website.

73. Enter your "**User id**" your "**Password**" and your "**Dealer Code**", then select "**Finish**" at the bottom of the screen.

74. From the "**Vehicle Selection**" screen, select the appropriate vehicle.

75. Select the "**All DTCs**" tab, then click "**Clear All DTCs**", click "**Continue**" and then select "**Close**".

76. Turn the ignition to the "**OFF**" position and then remove the wiTECH micro pod II device from the vehicle.

77. Remove the battery charger from the vehicle then close the hood.

78. Return 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 paid will be used by FCA to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Install Fuel Tank Strap Mounting Bracket	13-U0-41-82	2.1 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.

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 XXXXXXXXXXXXXXXXX

U04/NHTSA 18V-160

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 U04.

IMPORTANT SAFETY RECALL

Frame Bracket

Dear [Name],

This notice is 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 [2009 – 2012 (DS) RAM 1500 Pickup] 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 front fuel tank strap on your truck [1] may become loose due to the frame bracket corrosion. With the front fuel tank strap detached, the rear strap primarily secures the fuel tank, however, the front of the fuel tank may be allowed to lower several inches. The vehicle driver may notice a noise, the strap or fuel tank hanging down, frame corrosion, or may be informed during an oil change/state inspection. Detachment of the front fuel tank strap could potentially allow the front of the fuel tank to make contact with the ground, increasing the risk of a fuel leak. **A fuel leak in the presence of an ignition source could result in a fire.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA will repair your vehicle [2] free of charge (parts and labor). To do this, your dealer will install a fuel tank strap reinforcement bracket. If the fuel tank strap is found to be disconnected from the original frame bracket, the front and rear fuel tanks straps as well as the locking nuts, will be replaced. In addition, your dealer will require your vehicle for proper check-in, preparation, and checkout during your visit. Your time is important to us; please be aware that these steps may require more time. The estimated repair time is two and half-hours. 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** 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
Fiat Chrysler Automobiles US LLC

FCA
FIAT CHRYSLER AUTOMOBILES

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.