



CHRYSLER

February 2012

Dealer Service Instructions for:

Customer Satisfaction Notification L38 Windshield Washer Fluid Reservoir

Models

- 2011 (DJ) Ram Truck (2500 Series)
(D2) Ram Truck (3500 Series)
(DD) Ram Cab/Chassis (3500 Series)
(DP) Ram Cab/Chassis (4500/5500 Series)

NOTE: This notification applies only to the above vehicles equipped with a 6.7L Cummins turbo diesel engine (sales code ETJ) built from April 01, 2011 through June 30, 2011 (MDH 040100 through 063023).

IMPORTANT: Some of the involved vehicles may be in dealer vehicle inventory. Dealers should complete this repair on these vehicles before retail delivery. Dealers should also perform this repair on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The windshield washer fluid reservoir on about 18,200 of the above vehicles may develop cracks and allow windshield washer fluid to leak from the windshield washer fluid reservoir.

Repair

The windshield washer fluid reservoir assembly must be replaced.

Parts Information

<u>Part Number</u>	<u>Description</u>
CEC1L380AA	Reservoir, Windshield Washer Fluid
05139804AA	Fluid, Windshield Washer

Each dealer, to whom vehicles in the notification were assigned, will receive enough windshield washer fluid reservoirs to service about 20% of those vehicles.

Special Tools

The following special tools are required to perform this repair:

- | | |
|-------|--------------------|
| ➤ NPN | wiTECH VCI Pod Kit |
| ➤ NPN | Laptop Computer |
| ➤ NPN | wiTECH Software |

Service Procedure

1. Disconnect and isolate the battery negative cables.
2. Disconnect the washer fluid discharge hose at the windshield washer fluid reservoir filler neck (Figure 1).
3. Disconnect the headlamp wiring harness connector push pin from the windshield washer fluid reservoir filler neck (Figure 2).
4. Remove and save the upper mounting screw from the windshield washer fluid reservoir filler neck (Figure 2).
5. Raise the vehicle on an appropriate hoist.

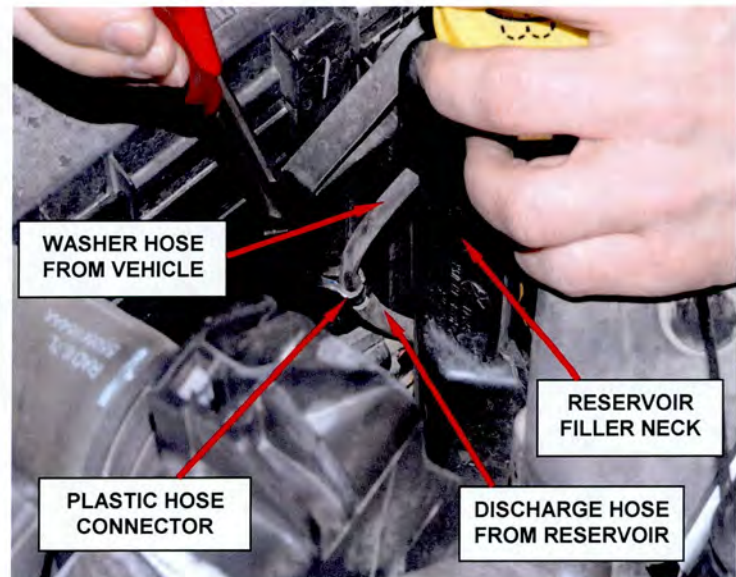


Figure 1 – Washer Fluid Discharge Hose

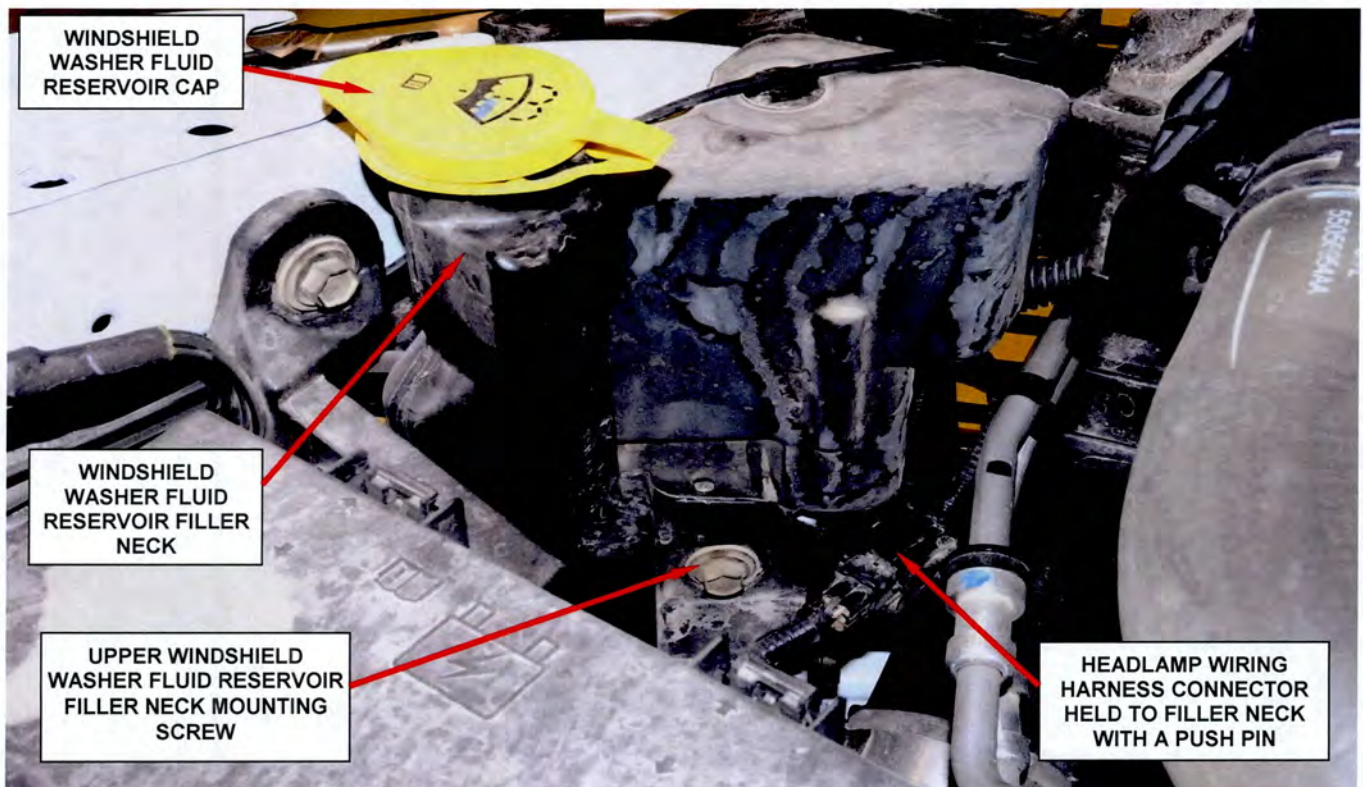


Figure 2 – Mounting Screw and Electrical Connector

Service Procedure (Continued)

6. Remove the plastic splash shield from the left front fender wheel housing of the vehicle (Figure 3).
7. Disconnect the windshield washer fluid reservoir pump motor electrical connector (Figure 4).
8. Disconnect the washer fluid level sensor electrical connector from the windshield washer fluid reservoir (Figure 4).



Figure 3 – Plastic Splash Shield

9. Remove and save the lower windshield washer fluid reservoir mounting screw.

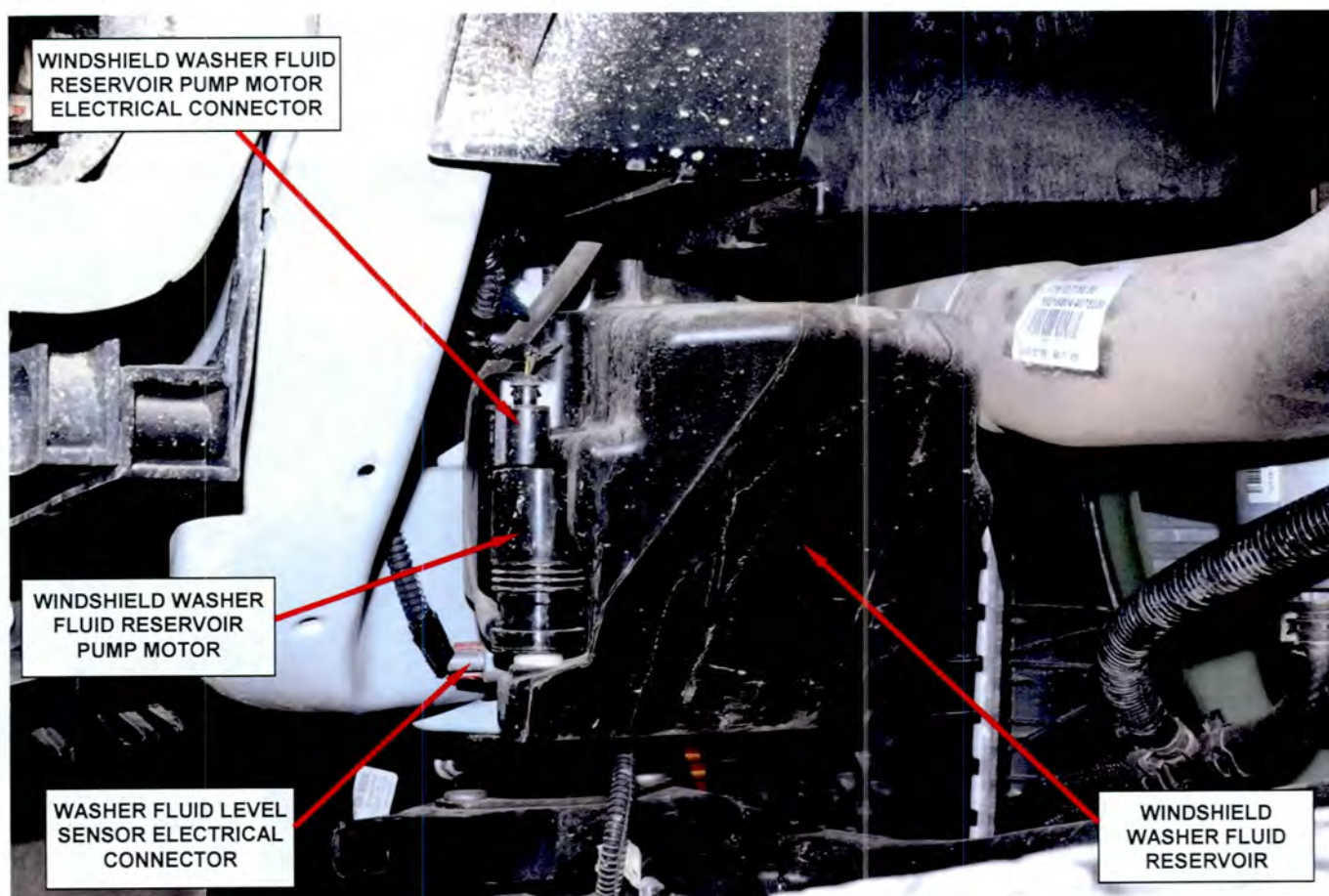


Figure 4 – Washer Pump and Fluid Level Sensor Electrical Connectors

Service Procedure (Continued)



Figure 5 – Remove/Install Windshield Washer Fluid Reservoir Assembly

10. Carefully remove the original windshield washer fluid reservoir from the vehicle (Figure 5).
11. Place the new windshield washer fluid reservoir into position (Figure 5).
12. Install and tighten the lower windshield washer fluid reservoir mounting screw.
13. Connect the windshield washer fluid reservoir pump motor electrical connector (Figure 4).
14. Connect the windshield washer fluid level sensor electrical connector to the windshield washer fluid reservoir (Figure 4).
15. Lower the vehicle from the hoist and connect the windshield washer fluid reservoir discharge hose to the vehicle (Figure 1).

Service Procedure (Continued)

16. Install and tighten the windshield washer fluid reservoir filler neck upper mounting screw (Figure 2).
17. Install the headlamp wiring harness connector push pin to the windshield washer fluid reservoir filler neck (Figure 2).
18. Raise the vehicle on the hoist and install the left front fender wheel housing splash shield (Figure 3).



Figure 6 – Transfer Washer Fluid

19. Lower the vehicle from the hoist.
20. Transfer any remaining washer solvent from the original windshield washer fluid reservoir to the new windshield washer fluid reservoir. If required, add additional washer fluid to fill the windshield washer fluid reservoir (Figure 6).

WARNING: Windshield washer fluid is poisonous and flammable. Use extreme care when handling washer fluid. Read and follow all instructions and warnings on the washer fluid container label.

21. Connect the battery negative cables.
22. Connect the wiTECH scan tool to the vehicle and clear all Diagnostic Trouble Codes (DTC's).
23. Reset the vehicle clock to the correct time.

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 Chrysler to record Customer Satisfaction Notification service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Replace windshield washer fluid reservoir	23-L3-81-82	0.5 hours

Add the cost of the parts package plus applicable dealer allowance to your claim.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete 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 Chrysler are being notified of the service requirement by 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 should 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.

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 notification 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 Service / Field Operations
Chrysler Group LLC



CUSTOMER SATISFACTION NOTIFICATION L38

WINDSHIELD WASHER FLUID RESERVOIR

Dear: (Name)

At Chrysler Group LLC, you can be assured that we are changing the way we look at quality. To prove our commitment to quality, the company is investing in and prioritizing improvements for every vehicle that we build. As part of that commitment, we are also targeting existing vehicles on the road today and contacting our customers to provide these quality improvements, at no charge, that will help to improve your ownership satisfaction.

We are recommending the following improvements be performed on some **2011 model year Ram trucks equipped with a Cummins Turbo Diesel engine.**

Recommended Service: The windshield washer fluid reservoir on your diesel truck (VIN: xxxxxxxxxxxxxxxxx) may develop cracks and allow windshield washer fluid to leak from the washer fluid reservoir.

What your dealer will do: Chrysler will service your vehicle free of charge (parts and labor). To do this, your dealer will replace the windshield washer fluid reservoir assembly. The work will take about ½ hour to complete. We recommend that you make an appointment with your dealer to minimize your inconvenience.

What you should do: Simply **contact your Chrysler, Jeep, or Dodge dealer**, at your convenience, to schedule a service appointment. Your dealer will collect the necessary information to ensure that the appropriate parts are available so your service can be completed in a timely manner. Although not required, we recommend bringing this letter with you to your dealer, when you bring your vehicle in for this service.

If you need help: Please contact the Chrysler Customer Assistance Center at 1-800-853-1403.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to your vehicle. You may also update this information on the web at
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We apologize for any inconvenience this service may cause to your schedule. Moving forward we are committed to providing our customers with world class quality products, ensuring that you have a positive dealership experience and following up on any issues and concerns that you may have in a timely manner through our Customer Assistance Center.

Sincerely,
Customer Service / Field Operations
Chrysler Group LLC
Notification Code L38