



NUMBER: 08-063-12

GROUP: Electrical

DATE: December 08, 2012

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SUBJECT:

Fuel Gauge Will Not Read Full After Filling Up The Fuel Tank

OVERVIEW:

This bulletin involves replacing the fuel pump module.

MODELS:

2011 - 2012 (JC) Journey

NOTE: This bulletin applies to vehicles equipped with 3.6L, or 2.0L Turbo Diesel engine (sales code ERB or EBT) equipped with a 20.5 Gallon Fuel Tank (sales code NPF) built before May 30, 2012 (MDH 0530XX) or 2.4L engine (sales code ED3) equipped with a 20.5 Gallon Fuel Tank (sales code NPF) or export fuel tank (sales code XDC) built before May 30, 2012 (MDH 0530XX).

NOTE: This bulletin DOES NOT apply to vehicles equipped with All Wheel drive (AWD).

SYMPTOM/CONDITION:

After filling up the fuel tank, the customer may notice that their fuel gauge does not read full. On further inspection the tech will **NOT** find any Diagnostic Trouble Codes (DTC) for this condition.

Replacement of the Fuel pump module will repair this concern.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT. This condition will not set any DTC's, however if any of the DTC's listed below are present record them on the repair order and repair them first before proceeding further with this bulletin.

- P0460-11 - Fuel Level Sensor 1 - Circuit Short To Ground
- P0460-15 - Fuel level sensor 1 - circuit short to battery or open
- P2065-11 - Fuel level sensor 2 - circuit short to ground
- P2065-15 - Fuel level sensor 2 - circuit short to battery or open
- P0461 - Fuel level sensor 1 performance
- P0462 - Fuel level sensor 1 circuit low
- P0463 - Fuel level sensor 1 circuit high

- U110C - Lost fuel level message
- U1411 - Implausible fuel volume signal received

NOTE: If the customer has any other fuel gauge symptoms other than the one listed above, this bulletin does not apply and normal diagnostic needs to be performed.

If the customer describes the symptom, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1	05145620AB	Fuel pump module (FWD Diesel)
1	05145614AB	Fuel pump module (FWD Gas)

REPAIR PROCEDURE:

1. Replace the Fuel pump module per TechCONNECT - 14 - Fuel System/Fuel Delivery, Diesel or Gas/MODULE, Fuel Pump/Removal - Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
14-50-01-90	Module, fuel pump, Replace (Skill Level = B; Training Level = 3)	1.2 Hrs.

FAILURE CODE:

ZZ	Service Action
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