



Revised October 2019

Dealer Service Instructions for:

## Customer Satisfaction Notification V54 Engine Cooling Fan

**NOTE: Additional steps added to Pages 11 and 15 for (BU) Jeep Renegade equipped with front tow hooks (sales code XEW).**

### Remedy Available

**2015 - 2017 (BU) Jeep® Renegade**

**2016 - 2017 (FB) FIAT 500X**

**2015 - 2017 (VM) ProMaster City**

*NOTE: Some vehicles above may have been identified as not involved in this campaign and therefore have been excluded from this campaign.*

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

### Subject

The engine cooling fan on about 192,771 of the above vehicles may experience excessive friction and loads between motor bushing and shaft due to inadequate lubrication content in the bushing, out of specification cylindricity and sub-standard radial strength, leading to bushing wear. This can result in fan motor noise and eventual failure of the fan motor. Failure of the fan motor can cause the engine to overheat and possible engine damage/failure due to overheating.

## Repair

Inspect and if necessary replace the engine cooling fan module.

## Parts Information

<u>Part Number</u>	<u>Description</u>
68360299AA	Fan Module Radiator Cooling

## Parts Return

No parts return required for this campaign. Render the old fan module unusable and discard.

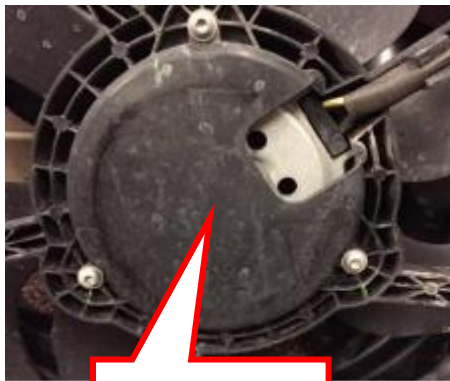
## Special Tools

**The following special tools is/are required to perform this repair:**

- NPN wiTECH micro pod II
- NPN Laptop Computer
- NPN wiTECH Software

**Service Procedure**

1. Open the hood and support it on the prop-rod.
2. Inspect the engine cooling fan motor cover to identify which type of fan is installed in the vehicle (Figure 1).
  - If version 1 or 2 is present on the vehicle, replace the engine cooling fan module. Continue with the Repair Procedure.
  - If version 3 or 4 is present on the vehicle, no further action is required. Close the hood and claim the inspection LOP to close this campaign.

**Version 1 – Bushing**

Plastic Heat  
Shield

**Version 2 - Bushing**

Metal Heat Shield - Metal Top  
Hat in Center of Motor

**Version 3 – Ball Bearing**

Metal Heat Shield - Plastic  
Circle in Center of Motor

**Version 4 – Ball Bearing**

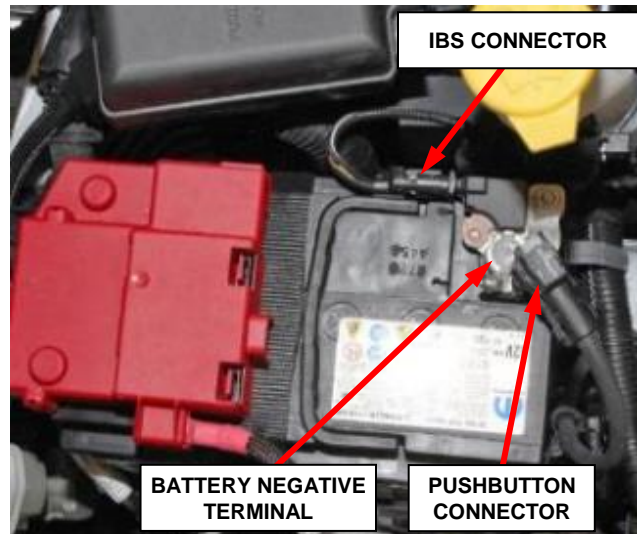
Full Metal Heat Shield  
with Small Opening

**Figure 1 – Engine Cooling Fan Motor Identification**

**Service Procedure [Continued]**

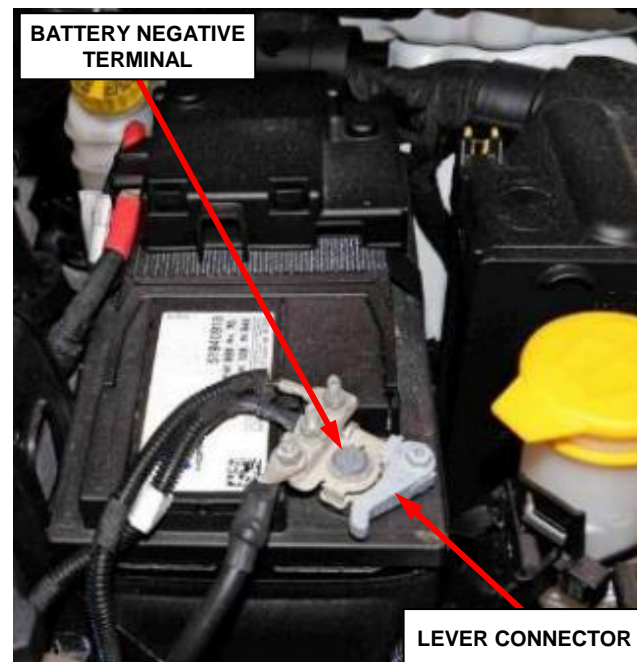
3. Position the vehicle on a vehicle lift.

**CAUTION:** The battery terminals must only be disconnected with the ignition in the STOP/OFF position and key extracted if applicable. Never disconnect battery terminals with the ignition in the RUN position or with engine running. Wait at least one minute after placing the ignition in the STOP/OFF position before disconnecting the battery terminals.



**Figure 2 – Battery Cable Negative Pushbutton Connector**

4. If the vehicle is equipped with an Intelligent Battery Sensor (IBS), disconnect the IBS connector first before disconnecting the negative battery cable (Figure 2).
5. **Pushbutton Connector:** Press the pushbutton retainer of the battery negative terminal cable connector then disconnect by lifting the battery cable connector up from the battery negative terminal (Figure 2).



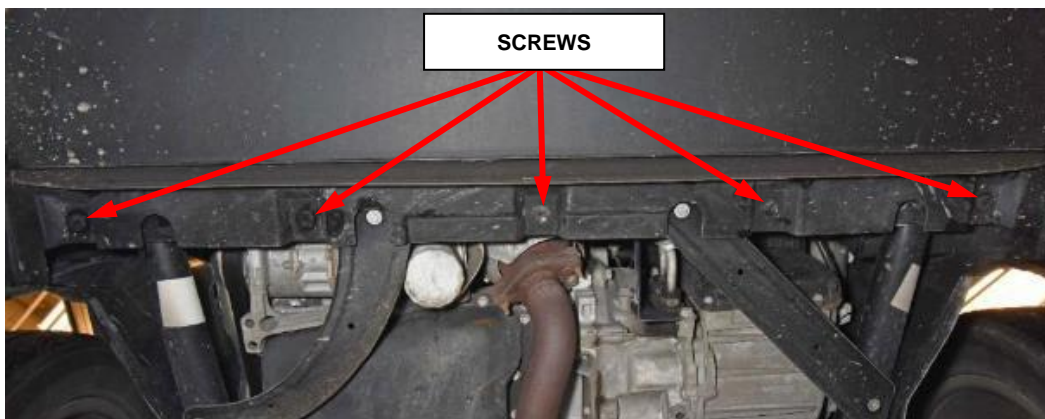
**Figure 3 – Battery Cable Negative Lever Connector**

6. **Lever Connector:** Loosen the clamp by rotating the lever handle in a counter-clockwise direction. Disconnect and isolate the clamp from the battery negative terminal. (Figure 3).
7. Replace the fan module following the appropriate service procedure steps for (BU) Jeep Renegade and (FB) FIAT 500X or (VM) ProMaster City.

**Service Procedure [Continued]****Procedure for (BU) Jeep Renegade and (FB) FIAT 500X ONLY:**

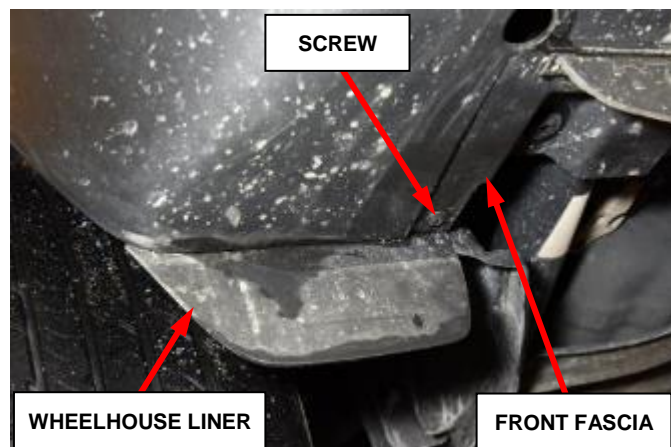
**NOTE:** Procedure for (VM) ProMaster City begins on **Page 18**

1. Raise and support the vehicle.
2. Remove the front tire and wheel assemblies.
3. **If equipped:** Remove the under body protection belly pan.
4. Remove the five screws along the lower fascia edge (Figure 4).



**Figure 4 – Lower Fascia Screws**

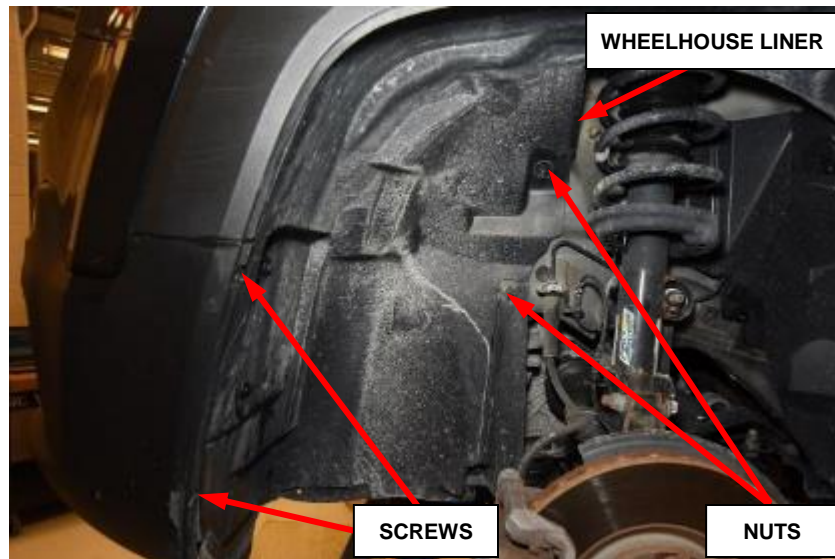
5. **Renegade:** Remove the screw on each side attaching the wheelhouse liner to the front fascia (Figure 5).



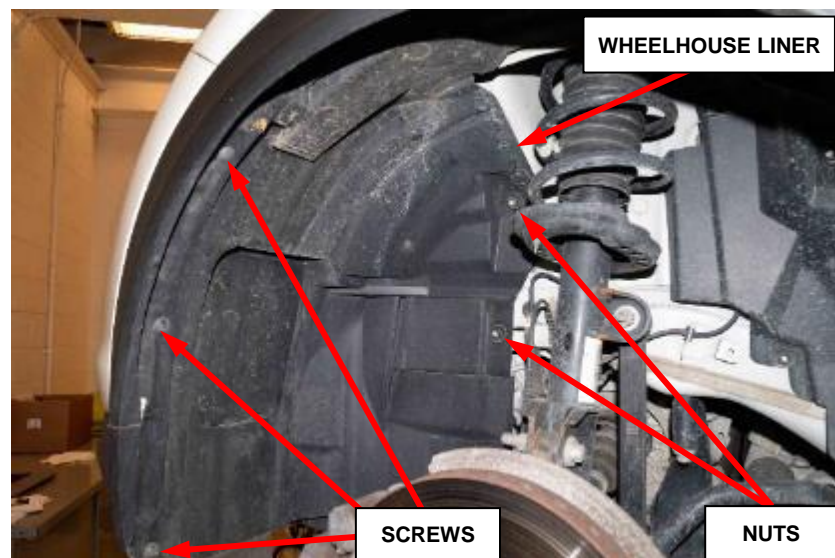
**Figure 5 – Wheelhouse Liner to Front Fascia – Renegade  
Right Side Shown, Left Side Similar**

**Service Procedure [Continued]**

6. Remove the fasteners securing the front half of the front wheelhouse liners on both sides of the vehicle; Renegade (Figure 6), 500X (Figure 7).



**Figure 6 – Wheelhouse Liner – Renegade  
Left Side Shown, Right Side Similar**

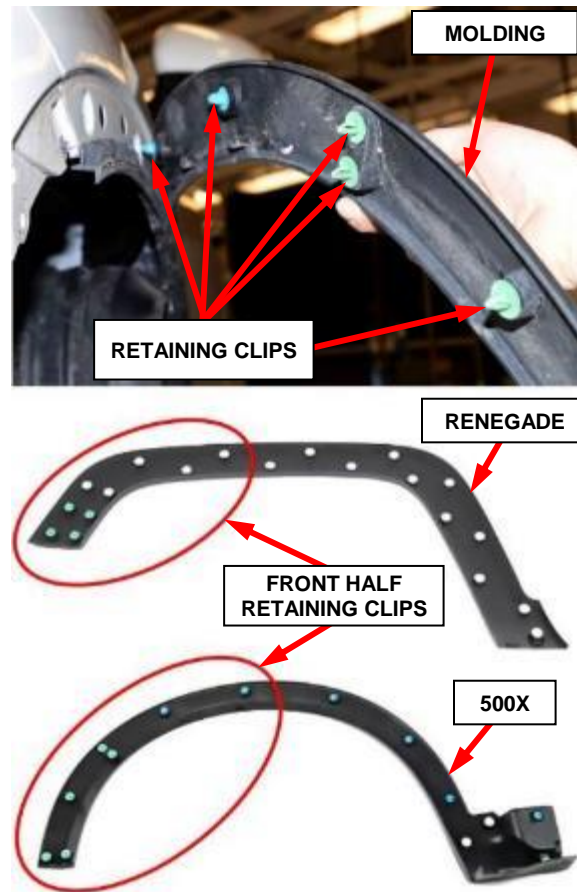


**Figure 7 – Wheelhouse Liner – 500X  
Left Side Shown, Right Side Similar**

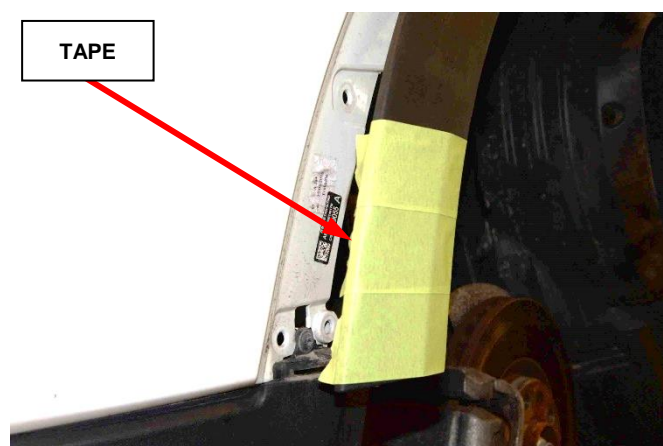
7. Position the front half of the front wheelhouse liners out of the way on both sides of the vehicle.

**Service Procedure [Continued]**

- Using a small socket or equivalent to collapse the retaining clip barbs, release the retaining clips from inside the wheel housing. Release only the front half of the wheel moldings on both sides of the vehicle (Figure 8).

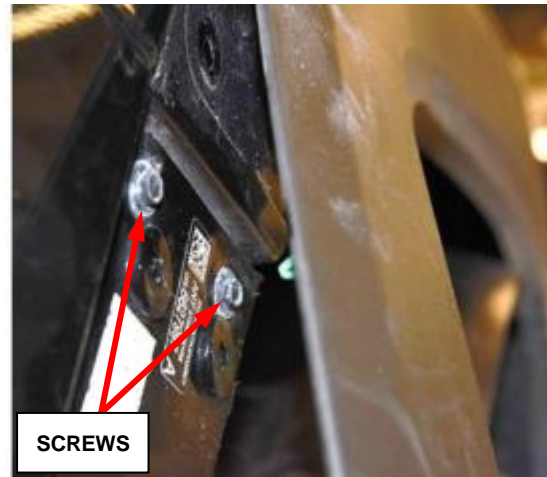
**Figure 8 – Wheel Moldings**

- Install tape on front portion of wheel moldings to prevent damage to the wheel moldings during fascia installation during vehicle reassembly (Figure 9).

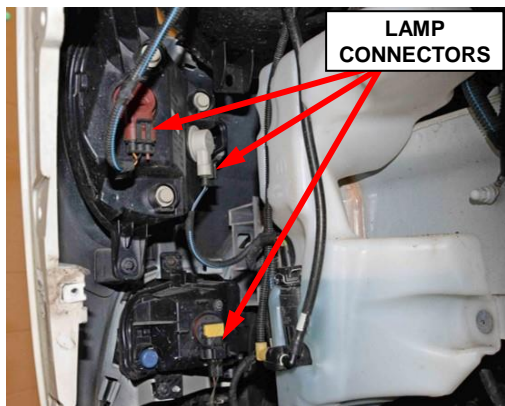
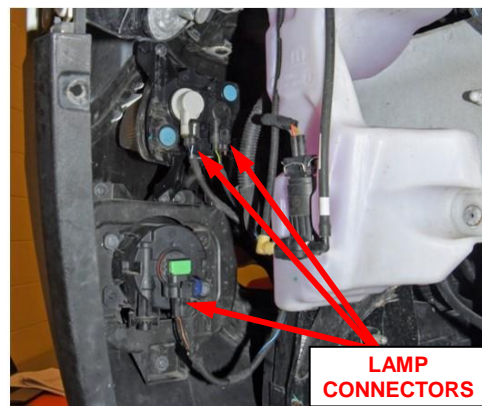
**Figure 9 – Protective Tape**

**Service Procedure [Continued]**

10. Remove the front fascia retaining screws from behind the wheel molding on each side of the vehicle (Figure 10).

**500X - One Screw Each Side****Renegade – Two Screws Each Side****Figure 10 – Fascia Retaining Screws**

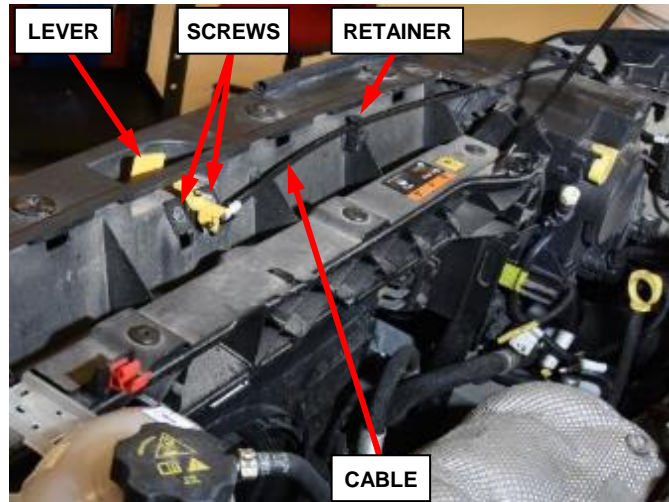
11. **500X:** Disconnect the wire harness connectors from the head lamps and fog lamps if equipped (Figure 11).
12. **Renegade:** Disconnect the wire harness connectors from the turn signal lamps, cornering lamps, and fog lamps if equipped (Figure 11).

**500X****Renegade****Figure 11 – Lamp Connectors**



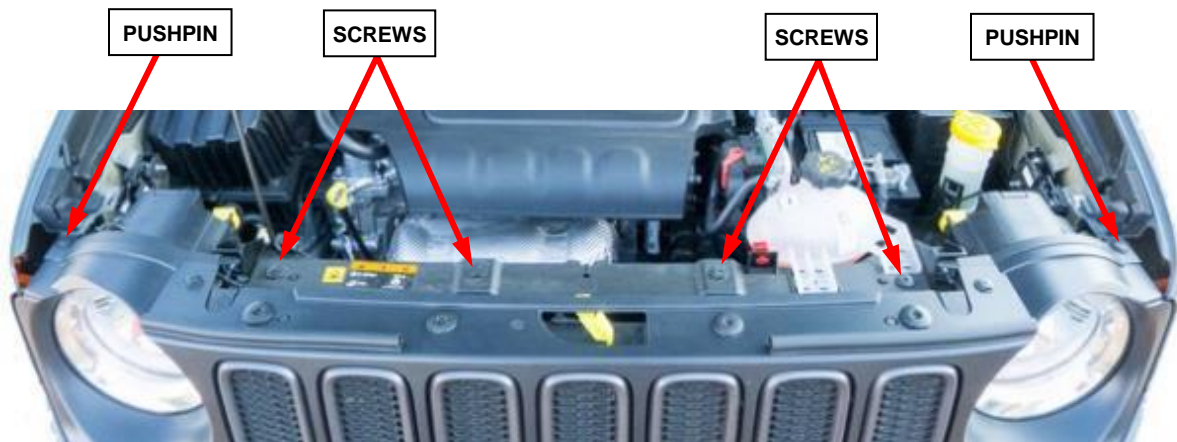
**Service Procedure [Continued]**

13. Lower the vehicle.
14. **Renegade:** Remove the screws securing the hood release handle to the front fascia (Figure 12).
15. **Renegade:** Release the cable retainer securing the hood release handle cable to the front fascia (Figure 12).



**Figure 12 – Hood Release Handle Screws**

16. **Renegade:** Position the hood release handle aside (Figure 12).
17. **Renegade:** Remove four fascia screws at the top of the radiator core support and remove the two outer pushpins (Figure 13).



**Figure 13 – Front Fascia Fasteners - Renegade**

## Service Procedure [Continued]

18. **500X:** Remove four fascia screws at the top of the radiator core support. Lift both upper sides of the fascia releasing the retainer pins (Figure 14).

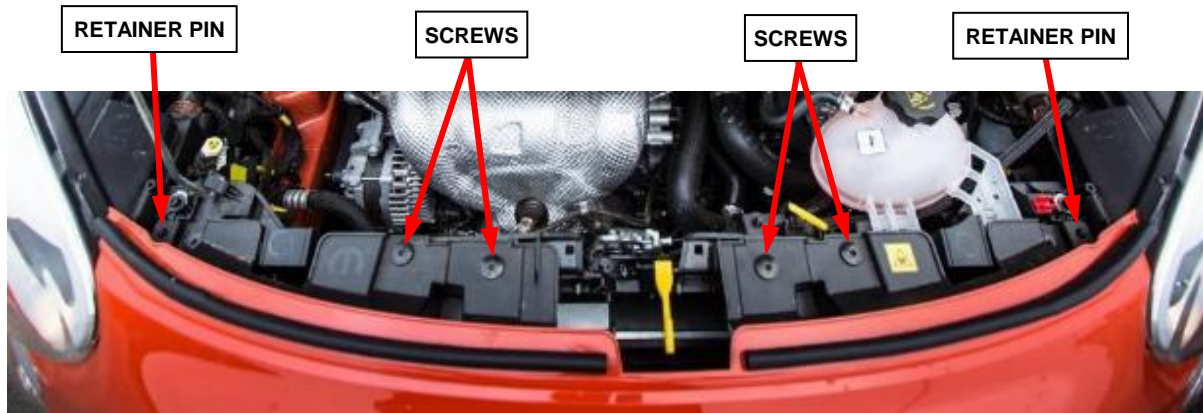
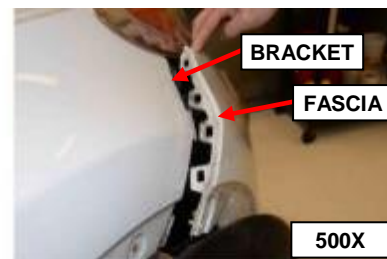
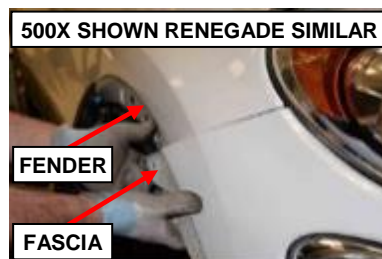


Figure 14 – Front Fascia Fasteners – 500X

19. **500X:** Release the side of the front fascia from the fender bracket. Repeat on the opposite side (Figure 15).

20. **Renegade:** Release the side of the front fascia (2) from the fender bracket. Repeat on the opposite side (Figure 15).



21. **Renegade:** With the use of a plastic pry tool or equivalent, release the grill from the metal clip (1), securing the grill to the fender. Repeat on the opposite side (Figure 15).

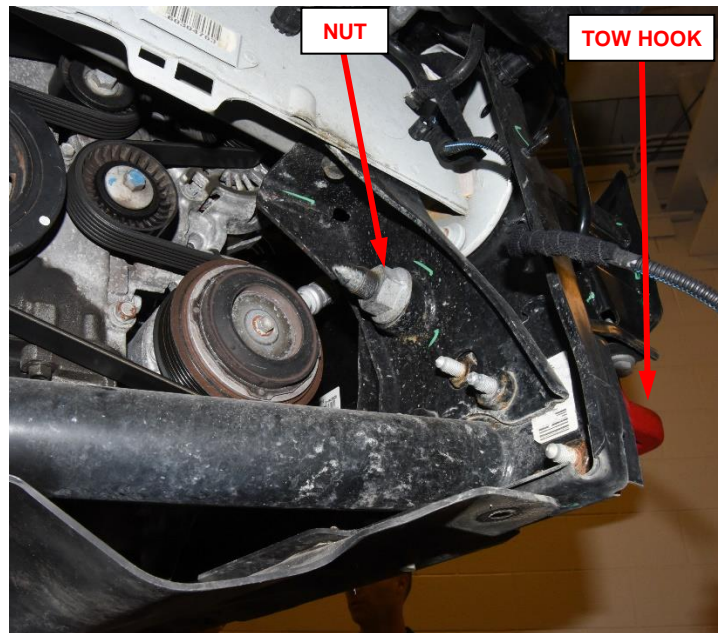


Figure 15 – Front Fascia Fasteners

22. Remove the front fascia from the vehicle (Figure 15).

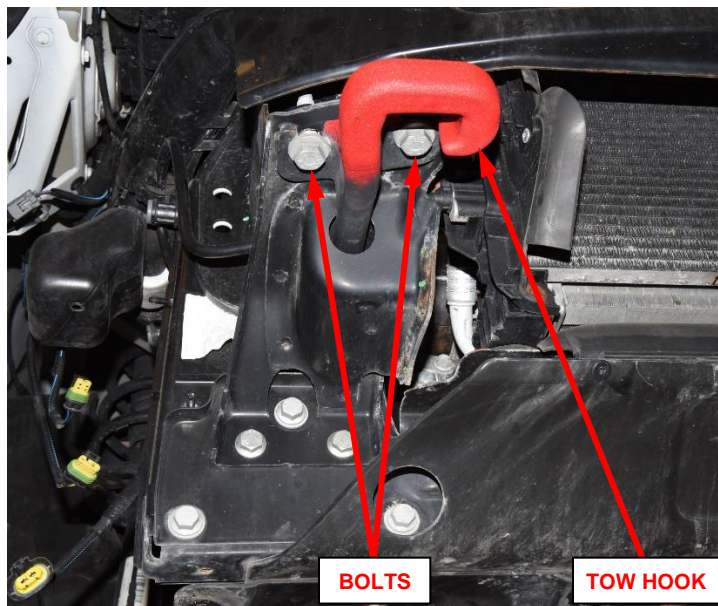
**Service Procedure [Continued]**

23. **Renegade if equipped with tow hooks:** Remove the nut from the back of the tow hook (Figure 16).



**Figure 16 – Front Tow Hooks**

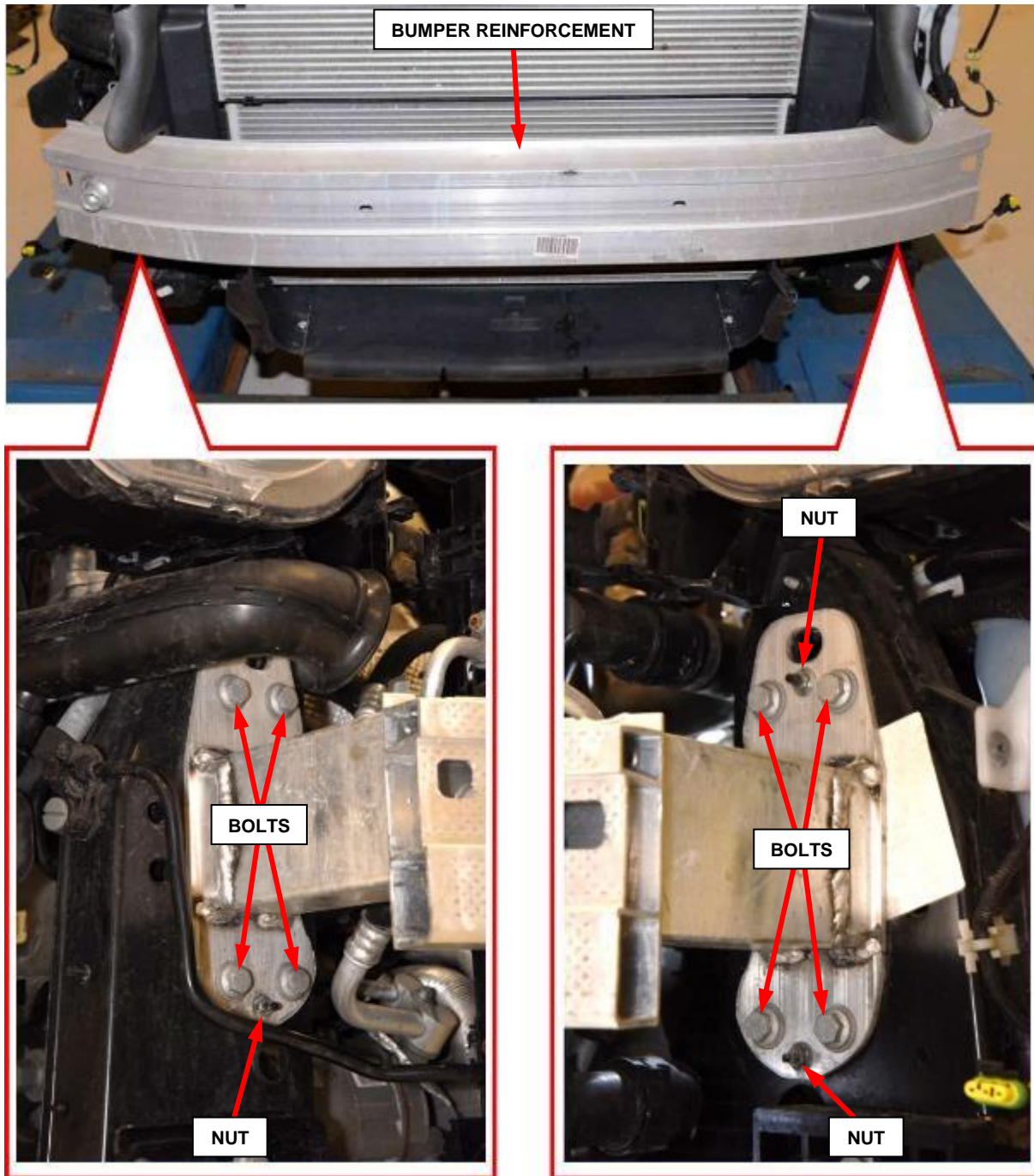
24. **Renegade if equipped with tow hooks:** Remove the bolts securing the tow hook to the bumper reinforcement then remove the tow hook (Figure 17).



**Figure 17 – Front Tow Hooks**

**Service Procedure [Continued]**

25. Remove the bolts and the nuts then remove the front bumper reinforcement (Figure 18).



**Figure 18 – Front Bumper Reinforcement**

**Service Procedure [Continued]**

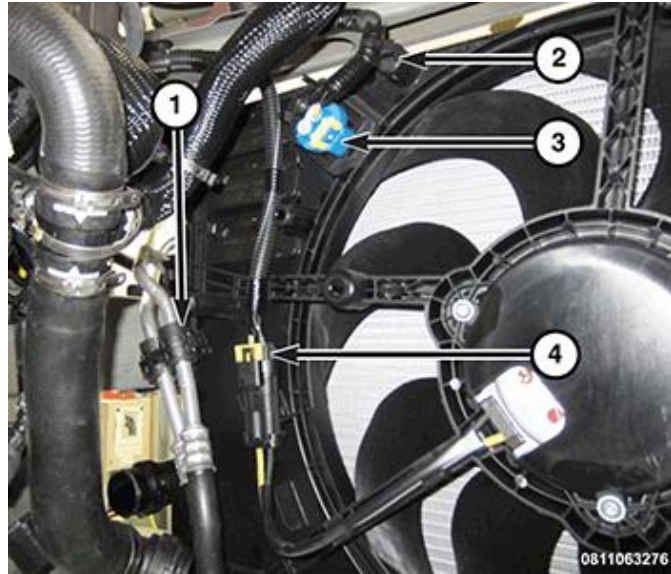
26. Disconnect the resistor wire harness connector (3) (Figure 19).

27. Disconnect the cooling fan wire harness connector (4) (Figure 19).

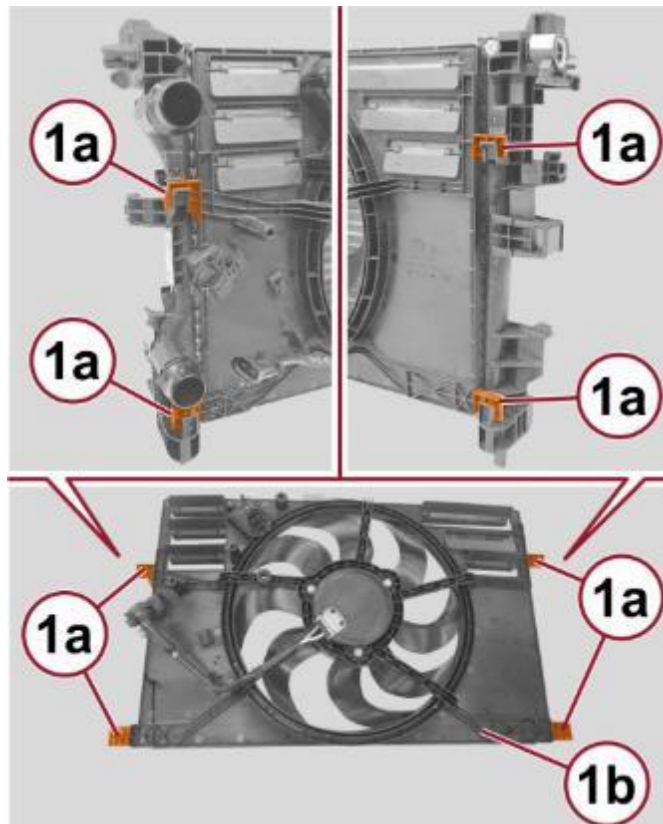
28. Detach the wire harness retainer (2) from fan shroud (Figure 19).

29. Detach the cooler lines retainer (1) from the fan shroud (Figure 19).

30. Release the retaining brackets (1a) while lifting up on the fan module (1b) to disengage the fan module from the radiator (Figure 20).



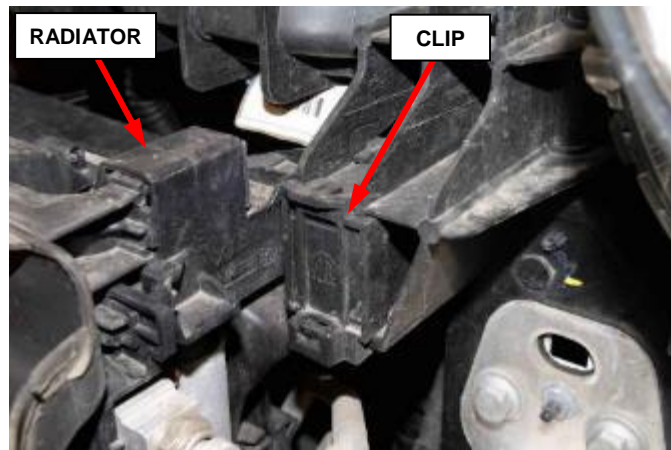
**Figure 19 – Transmission Cooler**



**Figure 20 – Transmission Cooler**

**Service Procedure [Continued]**

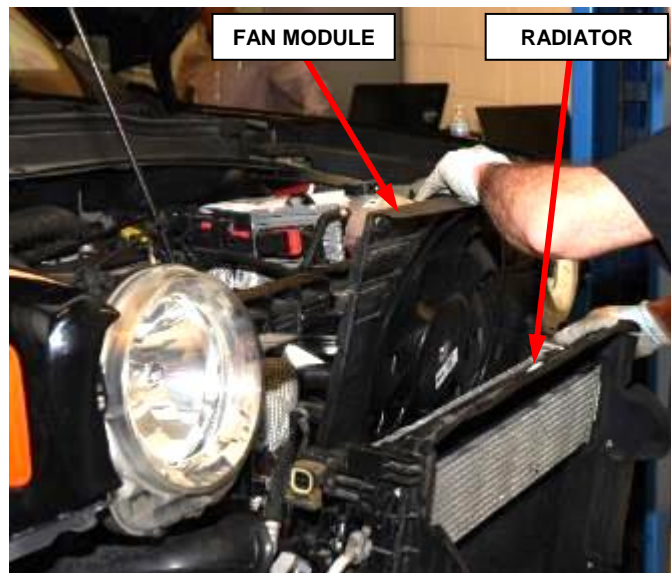
31. Remove the upper radiator retaining clips on both sides of the radiator (Figure 21).
32. Tilt the radiator, condenser, and fan assembly forward for fan module access (Figure 22).
33. Remove the fan module from the vehicle (Figure 22). Render the old fan module unusable and discard.



**Figure 21 – Radiator Retainer Clips  
500X Shown Renegade Similar  
Right Side Shown, Left Side Similar**

**NOTE: Be careful to prevent damaging the radiator cooling fins during fan module removal and installation.**

34. Install the new fan module to the vehicle (Figure 22).
35. Secure the cooling fan (1b) into the retaining brackets (1a) (Figure 20).
36. Tilt the radiator, condenser, and fan assembly rearward into proper position (Figure 22).
37. Install the upper radiator retaining clips on both sides of the radiator (Figure 21).



**Figure 22 – Radiator Retainer Clips  
Renegade Shown 500X Similar**

**Service Procedure [Continued]**

38. Attach the cooler lines retainer (1) to the fan shroud (Figure 19).
39. Attach the wire harness retainer (2) to fan shroud (Figure 19).
40. Connect the cooling fan wire harness connector (4) (Figure 19).
41. Connect the resistor wire harness connector (3) (Figure 19).
42. Install the front bumper reinforcement to the vehicle (Figure 18).
43. Loosely install the front bumper reinforcement bolts and the nuts then tighten the bolts to 40 N·m (30 ft. lbs.) and the nuts to 8 N·m (71 in. lbs.) (Figure 18).
44. **Renegade if equipped with tow hooks:** Install the tow hook then install the bolts securing the tow hook to the bumper reinforcement. Tighten the bolts to 40 N·m (30 ft. lbs.) (Figure 17).
45. **Renegade if equipped with tow hooks:** Install the nut to the back of the tow hook. Tighten the nut to 23 N·m (17 ft. lbs.) (Figure 16).
46. Position the front fascia to the vehicle (Figure 15).

**CAUTION: Be careful of sharp screws on inside of fascia which could potentially damage the wheel molding during fascia installation. Be sure wheel molding is protected with tape as directed to do so earlier during the removal procedure**

47. **Renegade:** Align the grill to the metal clip (1) and insert fully. Repeat on the opposite side (Figure 15).
48. **Renegade:** Position the sides of the front fascia (2) to the fender bracket and insert fully. Repeat on the opposite side (Figure 15).

**Service Procedure [Continued]**

49. **500X:** Position the side of the front fascia to the fender bracket and insert fully. Repeat on the opposite side (Figure 15).
50. **500X:** Position both upper sides of the fascia onto the retainer pins. Install four fascia screws at the top of the radiator core support and tighten securely. (Figure 14).
51. **Renegade:** Install two outer pushpins securing the fascia to the vehicle (Figure 13).
52. **Renegade:** Install four screws securing the fascia to the top of the radiator core support. Tighten the screws to 20 N·m (15 ft. lbs.) (Figure 13).
53. **Renegade:** Position the hood release lever and install the screws. Tighten the screws securely (Figure 12).
54. **Renegade:** Install the hood release cable and retainer to the front fascia (Figure 12).
55. Raise the vehicle.
56. **Renegade:** Connect the wire harness connectors to the turn signal lamps, cornering lamps, and fog lamps if equipped (Figure 11).
57. **500X:** Connect the wire harness connectors to the head lamps and fog lamps if equipped (Figure 11).
58. Install the front fascia retaining screws behind the wheel molding on each side of the vehicle. Tighten the screws securely (Figure 10).
59. Remove the protective tape from the wheel moldings.
60. Place the wheel moldings in position and secure the retainers. Repeat on opposite side of the vehicle (Figure 8).



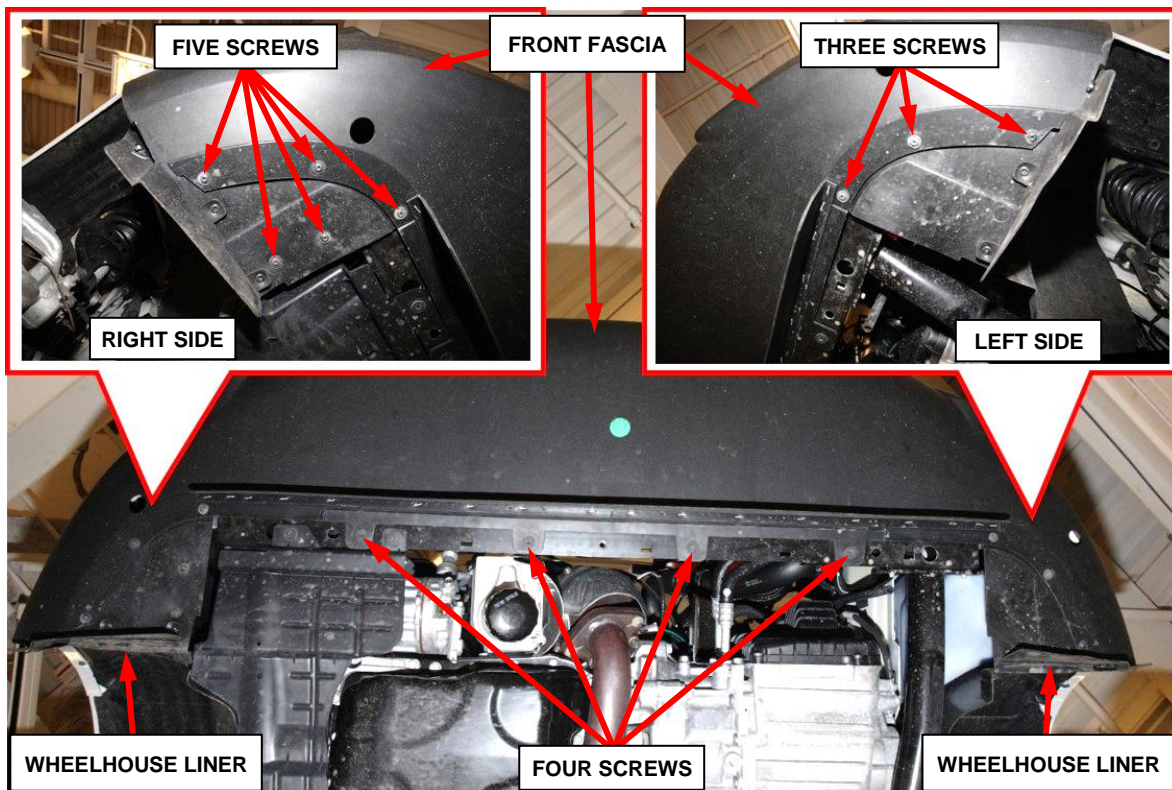
**Service Procedure [Continued]**

61. Install the front wheelhouse liners into their proper position on both sides of the vehicle.
62. Install the fasteners securing the front wheelhouse liners on both sides of the vehicle; Renegade (Figure 6), 500X (Figure 7). Tighten the fasteners securely.
63. **Renegade:** Install the screw on each side attaching the wheelhouse liner to the front fascia. Tighten the screws securely (Figure 5).
64. Install the five screws along the lower fascia edge. Tighten the screws to 20 N·m (15 ft. lbs.) (Figure 4).
65. If equipped: Install the under body protection belly pan.
66. Install the front tire and wheel assemblies. Tighten the lug nut/bolt to 120 N·m (89 ft. lbs.)
67. Lower the vehicle.
68. Proceed to: **Battery Connection and Fan Function Verification Page 26.**

**Service Procedure [Continued]****Procedure for (VM) ProMaster City ONLY:**

**NOTE: Procedure for (BU) Jeep Renegade and (FB) FIAT 500X begins on Page 5**

1. Raise and support the vehicle.
2. Remove the front tire and wheel assemblies.
3. If equipped: Remove the under body protection belly pan.
4. Remove the four screws along the lower fascia edge (**Figure 23**).
5. Remove the screws on each side attaching the wheelhouse liner to the front fascia. Five screws on right side of vehicle, three screws on left side of vehicle (**Figure 23**).

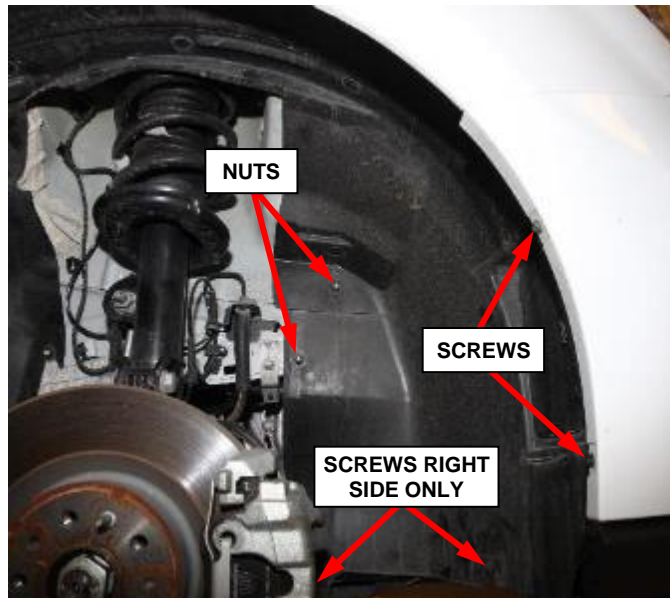


**Figure 23 – Fascia Fasteners**

**Service Procedure [Continued]**

**NOTE: Right side shown, left side similar.**

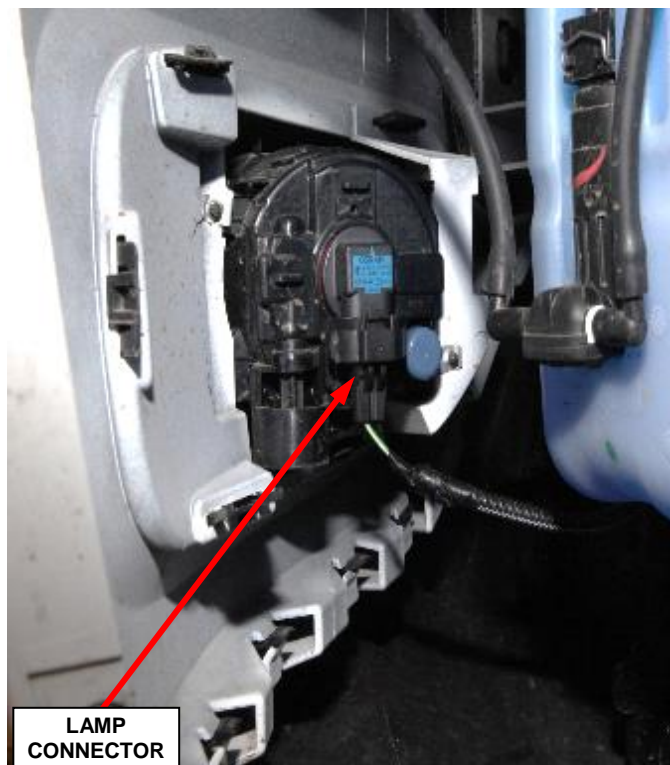
- Remove the fasteners securing the front half of the front wheelhouse liners on both sides of the vehicle (**Figure 24**).
- Position the front half of the front wheelhouse liners out of the way on both sides of the vehicle.



**Figure 24 – Wheelhouse Liner  
Right Side Shown, Left Side Similar**

**NOTE: Left side shown, right side similar.**

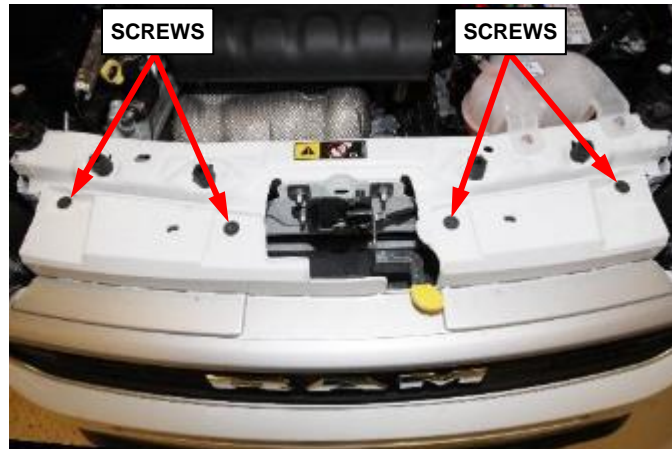
- Disconnect the wire harness connectors from the fog lamps if equipped (**Figure 25**).
- Lower the vehicle.



**Figure 25 – Fog Lamp Connectors  
Left Side Shown, Right Side Similar**

**Service Procedure [Continued]**

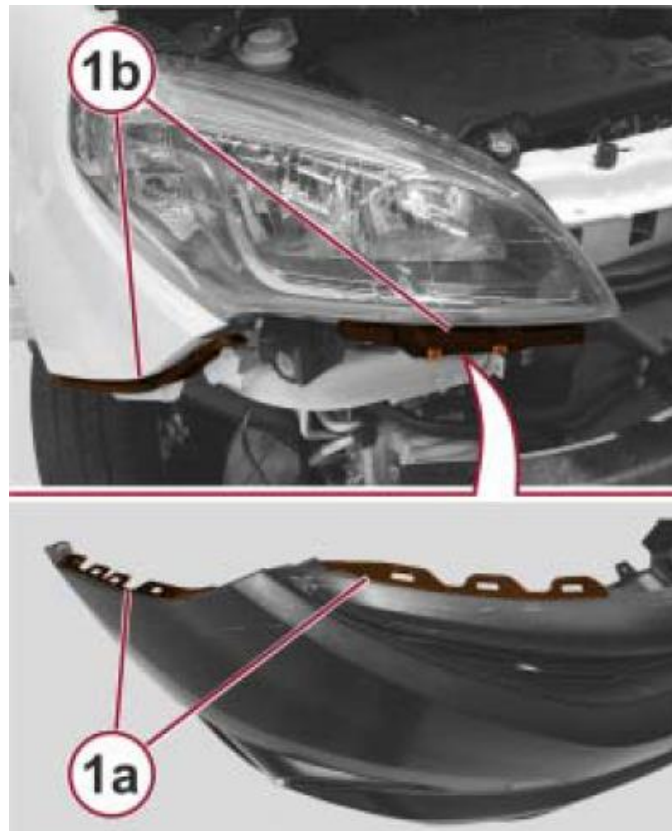
10. Remove the fascia upper screws at the top of the radiator core support (Figure 26).



**Figure 26 – Front Fascia Screws**

**NOTE: Right side shown, left side similar.**

11. Release the side of the front fascia (1a) from the fender bracket (1b). Repeat on the opposite side (Figure 27).



12. Remove the front fascia from the vehicle.

**Figure 27 – Fascia Fender Brackets  
Right Side Shown, Left Side Similar**

**Service Procedure [Continued]**

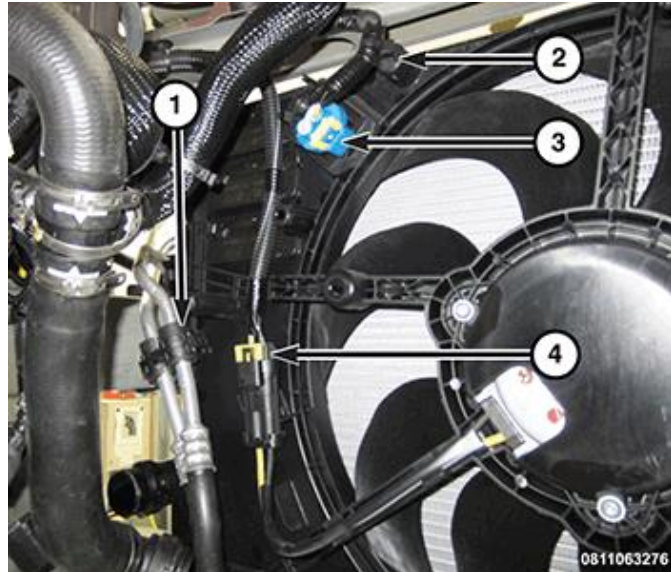
13. Disconnect the resistor wire harness connector (3) (Figure 28).

14. Disconnect the cooling fan wire harness connector (4) (Figure 28).

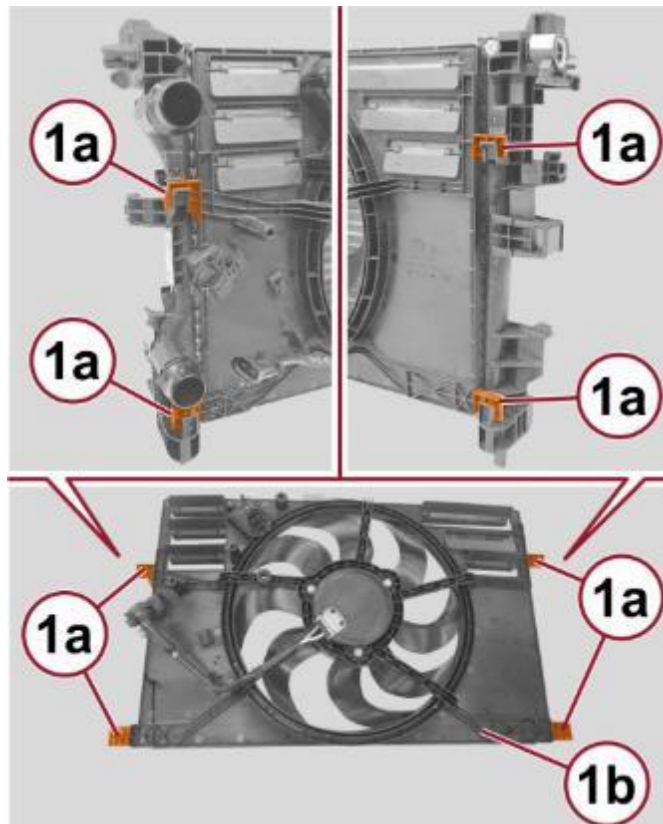
15. Detach the wire harness retainer (2) from fan shroud (Figure 28).

16. Detach the cooler lines retainer (1) from the fan shroud (Figure 28).

17. Release the retaining brackets (1a) while lifting up on the fan module (1b) to disengage the fan module from the radiator (Figure 29).



**Figure 28 – Transmission Cooler**

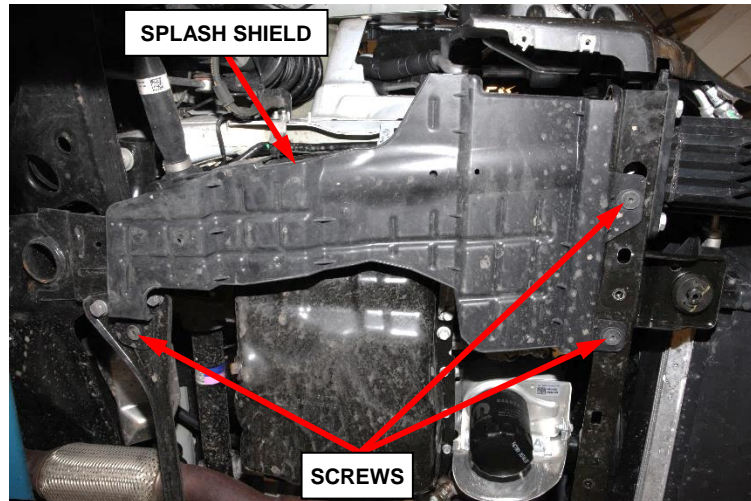


**Figure 29 – Transmission Cooler**

**Service Procedure [Continued]**

18. Raise the vehicle.

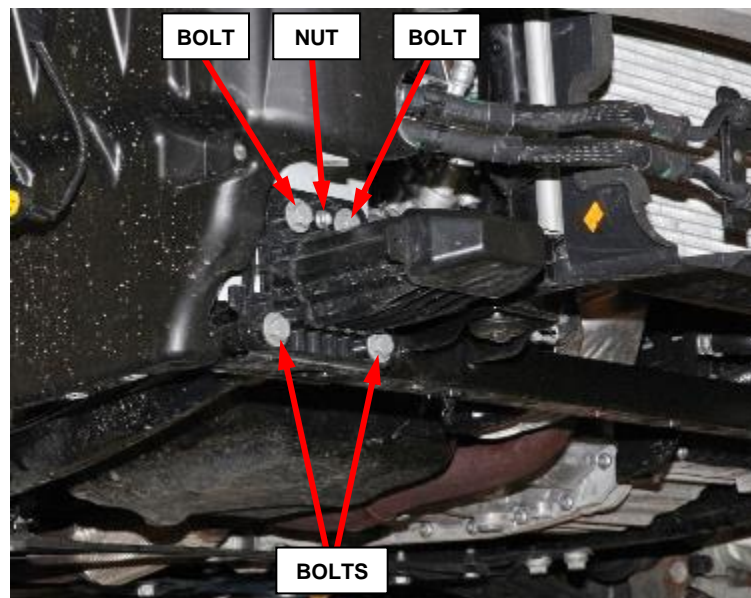
19. Remove the three screws and the right lower splash shield. (Figure 30).



**Figure 30 – Splash Shield**

**NOTE: Right side shown, left side similar.**

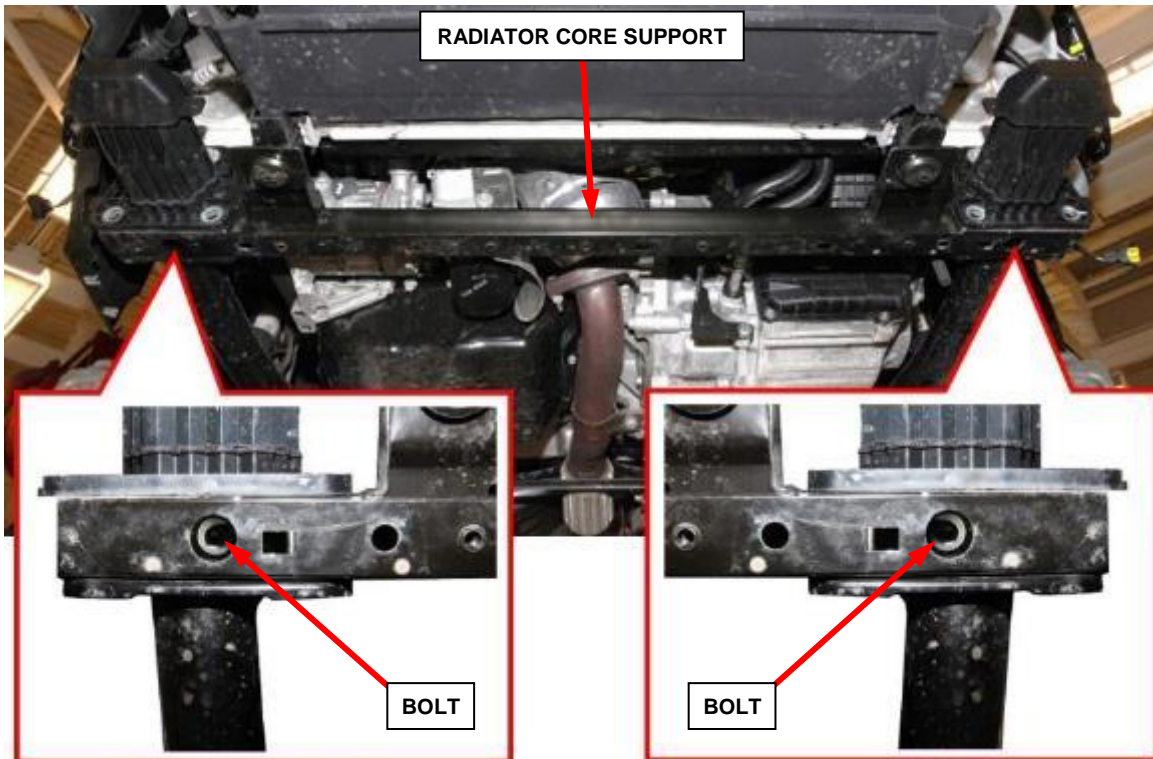
20. Remove the lower bolts and loosen the upper bolts and nut holding the right and left load beams to the radiator support. Do not remove the upper fasteners (Figure 31).



**Figure 31 – Load Beam  
Left Side Shown, Right Side Similar**

**Service Procedure [Continued]**

21. Remove the two lower bolts then remove the lower radiator core support (Figure 32).

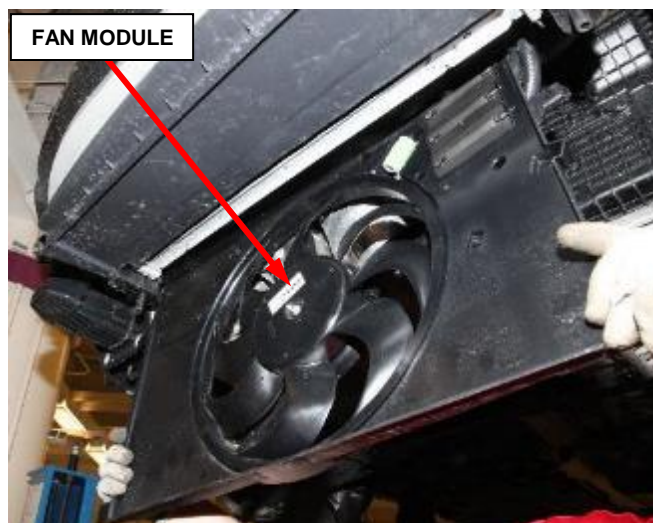


**Figure 32 – Lower Radiator Core Support**

22. Remove the cooling fan module out from the bottom of the vehicle (Figure 33). Render the old fan module unusable and discard.

**NOTE: Be careful to prevent damaging the radiator cooling fins during fan module removal and installation.**

23. Install the new fan module to the vehicle (Figure 33).



**Figure 33 – Cooling Fan Module**

**Service Procedure [Continued]**

24. Install the lower radiator core support and secure with the two lower bolts. Do not tighten the bolts at this time (Figure 32).
25. Install the lower bolts securing the right and left load beams to the radiator support. Tighten the upper and lower fasteners (Figure 31).  
Bolts – tighten to 50 N·m (37 ft. lbs.)  
Nuts – tighten to 8 N·m (71 in. lbs.)
26. Tighten the lower radiator core support bolts to 27 N·m (20 ft. lbs.) (Figure 32).
27. Install the right lower splash shield and the three screws. Tighten the screws securely (Figure 30).
28. Lower the vehicle.
29. Secure the cooling fan (1b) into the retaining brackets (1a) (Figure 29).
30. Attach the cooler lines retainer (1) to the fan shroud (Figure 28).
31. Attach the wire harness retainer (2) to fan shroud (Figure 28).
32. Connect the cooling fan wire harness connector (4) (Figure 28).
33. Connect the resistor wire harness connector (3) (Figure 28).
34. Position the front fascia back onto the vehicle.
35. Secure the side of the front fascia (1a) to the fender bracket (1b). Repeat on the opposite side (Figure 27).
36. Install the fascia upper screws at the top of the radiator core support Tighten the screws securely (Figure 26).
37. Raise the vehicle.
38. Connect the wire harness connectors to the fog lamps if equipped (Figure 25).



**Service Procedure [Continued]**

39. Install the front wheelhouse liners into their proper position on both sides of the vehicle.
40. Install the fasteners securing the front wheelhouse liners on both sides of the vehicle. Tighten the fasteners securely (**Figure 24**).
41. Install the screws on each side attaching the wheelhouse liner to the front fascia. Tighten the screws securely (**Figure 23**).
42. Install the four screws along the lower fascia edge. Tighten the screws securely (**Figure 23**).
43. If equipped: Install the under body protection belly pan.
44. Install the front tire and wheel assemblies. Tighten the lug nut/bolt to:  
Alloy wheels: 120 N·m (89 ft. lbs.)  
Steel wheels: 86 N·m (63 ft. lbs.)
45. Lower the vehicle.
46. Proceed to: **Battery Connection and Fan Function Verification Page 26.**

<b>Service Procedure [Continued]</b>
--------------------------------------

**Battery Connection and Fan Function Verification:**

1. Connect the battery:
  - **Pushbutton Connector:** Install the battery negative cable connector onto the battery negative terminal (Figure 2).
  - **Lever Connector:** Install the battery negative cable clamp to the battery negative terminal. Tighten the clamp by rotating the lever handle in a clockwise direction (Figure 3).
2. If the vehicle is equipped with an Intelligent Battery Sensor (IBS), connect the IBS connector (Figure 2).
3. 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 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. 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.**

4. Connect the wiTECH MicroPod II to the vehicle Data Link Connector (DLC).
5. Place the ignition in the “**RUN**” position.
6. Open the wiTECH 2.0 website.
7. Enter your “**User id**” and “**Password**” and your “**Dealer Code**”, then select “**Sign In**” at the bottom of the screen. Click “**Accept**”.
8. From the “**Vehicle Selection**” screen, select the appropriate vehicle.

**Service Procedure [Continued]**

9. From the vehicle “**Topology**” screen, select the “**PCM**” icon.
10. From the “**PCM**” screen select the “**Actuators**” tab.
11. From the “**Actuators**” tab select “**Radiator/Condenser Cooling Fan Relay #1 Control State**” routine and set to “**Selected On**”. Click “**Start**” and observe fan operation to confirm the fan is running then click “**Stop**” to stop the fan before exiting the routine. If fan does not operate, additional diagnosis may be necessary.
12. From the “**Actuators**” tab select “**Radiator/Condenser Cooling Fan Relay #2 Control State**” routine and set to “**Selected On**”. Click “**Start**” and observe fan operation to confirm the fan is running then click “**Stop**” to stop the fan before exiting the routine. If fan does not operate, additional diagnosis may be necessary.
13. Place the ignition in the “**OFF**” position then remove the wiTECH MicroPod II from the vehicle DLC.
14. Remove the battery charger.
15. Stow the hood prop-rod then close the hood.
16. **ProMaster City:** Set the clock within the Uconnect radio/information center:
  - a. Press the “**Settings**” button on the faceplate to display the menu.
  - b. Select “**Clock & Date**” from the settings menu.
  - c. Set the “**date**” and “**time**” or select “**Sync Time**” if available.
  - d. Exit the “**Settings**” menu.
17. Complete the Proof of Correction form for California residents.
18. Return the vehicle to customer or vehicle inventory.

**Complete Proof of Correction Form for California Residents**

This campaign is subject to the State of California Registration Renewal/Emissions Recall Enforcement Program. Complete a Vehicle Emission Recall Proof of Correction Form (Form No. 81-016-1053) and **supply it to vehicle owners residing in the state of California** for proof that this campaign has been performed when they renew the vehicle registration.

Process Steps to obtain the California Proof of Correction form:

- a. Access the “**DealerCONNECT**” website.
- b. Select the “**Service**” tab.
- c. Under the “**Publications**” heading, select the “**ePublishing**” link.
- d. Sign in using your **Dealer Code** and **Password**.
- e. Select the “**Proof of Correction form**”.

## 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 Customer Satisfaction Notification service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Inspect Fan Module	07-V5-41-81	0.2 hours
Inspect and Replace Fan Module (BU / FB Models Only)	07-V5-41-82	1.4 hours
Inspect and Replace Fan Module (VM Models Only)	07-V5-41-83	1.3 hours

### **Optional Equipment**

Tow Hook Equipped (sales code XEW) (BU Only)	07-V5-41-60	0.2 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 FCA 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.

## 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 campaign 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  
FCA US LLC

This notice applies to your vehicle.

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

V54

LOGO

VEHICLE PICTURE

#### YOUR SCHEDULING OPTIONS

##### 1. **RECOMMENDED OPTION**

Call your authorized Chrysler / Dodge / Jeep® / RAM BusinessLink / 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](http://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.

#### DEALERSHIP INSTRUCTIONS

Please reference CSN V54.

## CUSTOMER SATISFACTION NOTIFICATION

### Engine Cooling Fan

Dear [Name],

At FCA US LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle <sup>[1]</sup>. This will be done at no charge to you.

We are recommending the following improvements be performed on certain [2015 - 2017 model year (BU) Jeep Renegade and 2015 – 2017 model year (VM) ProMaster City] vehicles.

#### WHY DOES MY VEHICLE NEED REPAIRS?

The engine cooling fan on your vehicle may experience excessive friction and loads between motor bushing and shaft due to inadequate lubrication content in the bushing, out of specification cylindricity and sub-standard radial strength, leading to bushing wear. This can result in fan motor noise and eventual failure of the fan motor. Failure of the fan motor can cause the engine to overheat and possible engine damage/failure due to overheating.

#### HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION

FCA will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect and if necessary replace the engine cooling fan module. The estimated repair time is 1.5 hours. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**VISIT [recalls.mopar.com/help](http://recalls.mopar.com/help) FOR MORE INFORMATION AND ANSWERS TO FREQUENTLY ASKED QUESTIONS**

**TO SCHEDULE YOUR FREE REPAIR, CALL YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

#### CALIFORNIA RESIDENTS

The State of California requires the completion of this emission repair prior to vehicle registration renewal. Your dealer will provide you with a Vehicle Emission Proof of Correction Form after the CSN service is performed. Be sure to save this form since the California Department of Motor Vehicles may require that you supply it as proof that the CSN has been performed.

In order to ensure your full protection under the emissions warranty provisions, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your vehicle.

#### 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>[2]</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 repair performed.

We apologize for any inconvenience, but are sincerely concerned about your satisfaction. Thank you for your attention to this important matter.

Customer Assistance/Field Operations  
FCA 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] 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.



This notice applies to your vehicle.

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

V54

LOGO

VEHICLE PICTURE

#### YOUR SCHEDULING OPTIONS

##### 1. **RECOMMENDED OPTION**

Call your authorized FIAT Studio

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](https://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 FIAT Studio, 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.

#### DEALERSHIP INSTRUCTIONS

Please reference CSN V54.

## CUSTOMER SATISFACTION NOTIFICATION

### Engine Cooling Fan

Dear [Name],

At FCA US LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle <sup>[1]</sup>. This will be done at no charge to you.

We are recommending the following improvements be performed on certain [2016 and 2017 model year (FB) FIAT 500X] vehicles.

#### WHY DOES MY VEHICLE NEED REPAIRS?

The engine cooling fan on your vehicle may experience excessive friction and loads between motor bushing and shaft due to inadequate lubrication content in the bushing, out of specification cylindricity and sub-standard radial strength, leading to bushing wear. This can result in fan motor noise and eventual failure of the fan motor. Failure of the fan motor can cause the engine to overheat and possible engine damage/failure due to overheating.

#### HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION

FCA will repair your vehicle free of charge (parts and labor). To do this, your FIAT Studio will inspect and if necessary replace the engine cooling fan module. The estimated repair time is 1.5 hours. In addition, your FIAT Studio will require your vehicle for proper check-in, preparation, and check-out during your visit, which require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your FIAT Studio.

#### TO SCHEDULE YOUR **FREE REPAIR CALL** **YOUR FIAT STUDIO TODAY**

#### CALIFORNIA RESIDENTS

The State of California requires the completion of this emission repair prior to vehicle registration renewal. Your FIAT Studio will provide you with a Vehicle Emission Proof of Correction Form after the CSN service is performed. Be sure to save this form since the California Department of Motor Vehicles may require that you supply it as proof that the CSN has been performed.

In order to ensure your full protection under the emissions warranty provisions, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your vehicle.

#### 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>[2]</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 satisfaction. Thank you for your attention to this important matter.

Customer Assistance/Field Operations  
FCA 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] 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.