

May 2020

Dealer Service Instructions for:

## **Customer Satisfaction Notification W23 Fuel Pump Module**

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### **Remedy Available**

**2020 (DD) Ram 3500 Cab Chassis**  
**(DP) Ram 4500/5500 Cab Chassis**

*NOTE: This campaign applies only to the above vehicles equipped with a 6.7L Cummins engine (sales code ETN).*

*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 new vehicle inventory.** Dealers should also consider this requirement to apply to used vehicle inventory and should perform this campaign on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

### **Subject**

The fuel pump module on about 27 of the above vehicles may have been manufactured with an incorrect molding insert during the manufacturing process that may allow the module to crack and become inoperative.



<b>Service Procedure</b>
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**A. Fuel Pump Module Removal Procedure**

**WARNING: The fuel system may be under a constant pressure (even with the engine off). Before servicing the fuel pump module, the fuel system pressure must be released.**

1. Drain the fuel tank.

**NOTE: Two different procedures may be used to drain fuel tank: using a diagnostic scan tool to activate the fuel pump relay and drain the fuel tank, or remove the fuel pump. Due to a one-way check valve installed into the fuel fill opening fitting at the tank, the tank cannot be drained conventionally at the fill cap.**

**Conventional Procedure**

- a) Disconnect the fuel supply line quick-connect fitting at the fuel filter.
  - b) Install the appropriate Fuel Line Adapters/Fitting from the Decay Tool, Fuel 8978A, Route the opposite end of this hose to a diesel fuel draining station. Using a scan tool, activate the fuel pump and drain the tank until empty.
2. Disconnect the Intelligent Battery Sensor (IBS) wire harness connector
  3. Disconnect and isolate the negative battery cable(s).

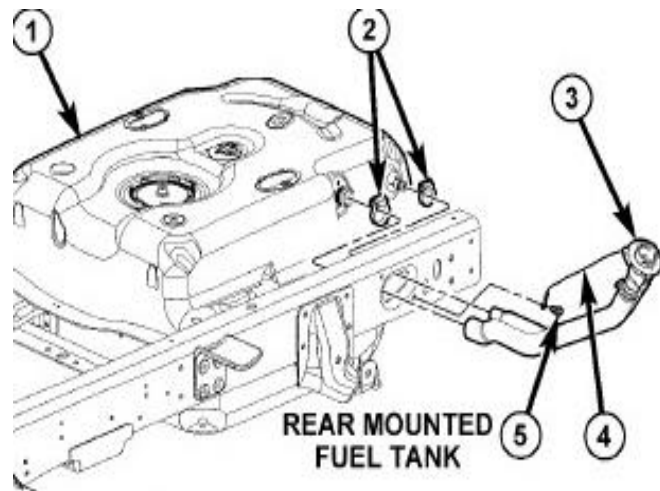
**NOTE: Failure to disconnect the IBS wire harness connector can lead to damage of the IBS wire harness connector.**

4. Raise and support vehicle

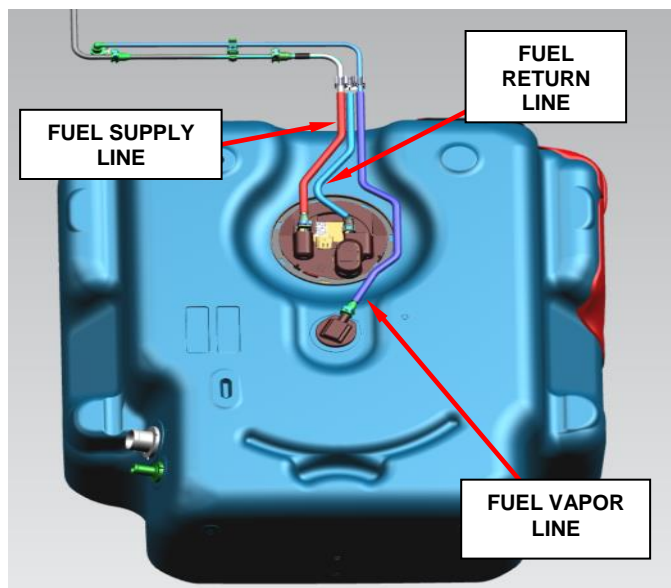
**Service Procedure [Continued]**

5. Remove both the fuel filler hose clamps (2) (Figure 1).
6. Remove the screw (5) and the ground wire (Figure 1).
7. Remove the fuel fill hose assembly (3) (Figure 1).
8. Disconnect the fuel return and supply line and vapor line quick-connect fittings (Figure 2).
9. Disconnect the fuel pump module (3) wire harness connector (1) (Figure 3).
10. Support the fuel tank with a transmission jack.

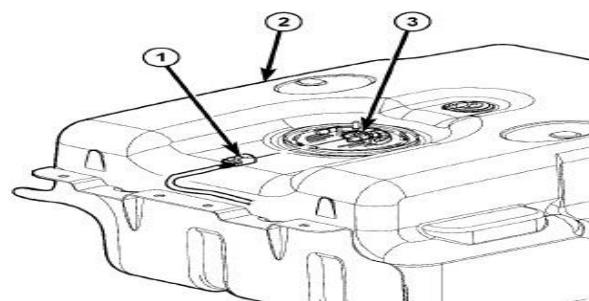
**NOTE:** Certain models may have an optional fuel tank skid plate. The same mounting bolts are used to retain both the skid plate and fuel tank.



**Figure 1 – Rear Mounted Fuel Tank**



**Figure 2 – Fuel Lines**

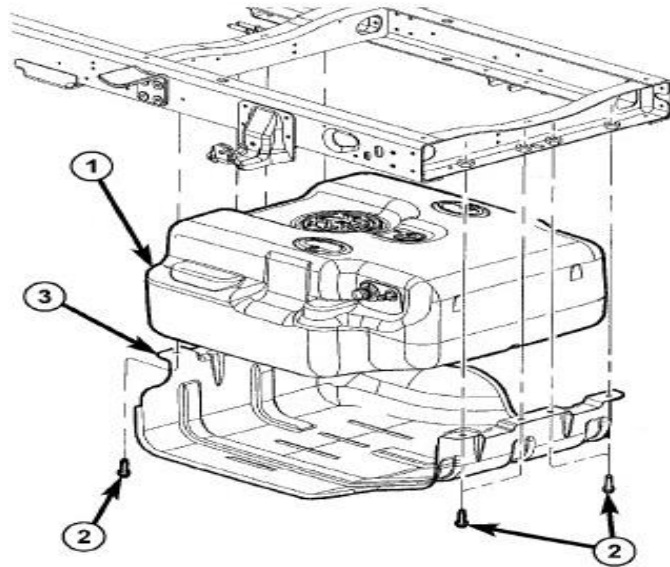


**Figure 3 – Fuel Pump Module Harness**

**Service Procedure [Continued]**

11. Remove the fuel tank bolts (2) (Figure 4).
12. Lower the tank assembly from vehicle and lift the tank from the skid plate.

**CAUTION:** An indexing arrow is located on top of the main fuel pump module to clock its position into the fuel tank, note its location for reassembly.



**Figure 4 – Fuel Tank Mounting**

**NOTE:** Prior to removing the fuel pump module, use compressed air to remove any accumulated dirt and debris from around fuel tank opening.

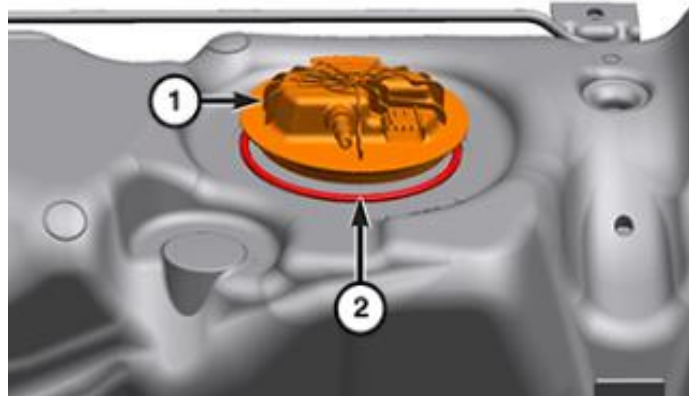
13. Position the lock ring remover/installer (1) **SAE Fuel Pump Lock Ring Wrench 9340** in the notches on the outside edge of the lock ring (3) (Figure 5).
14. Install a 1/2-inch drive breaker bar in the top (2) of the lock ring remover/installer (1) (Figure 5).
15. Rotate the breaker bar counterclockwise and remove the lock ring (3) (Figure 5).



**Figure 5 – Fuel Pump Lock Ring Wrench 9340**

**Service Procedure [Continued]**

16. Remove the fuel pump module (1) from the fuel tank and **DISCARD**.  
(Figure 6).
17. Remove and **DISCARD** the rubber O-ring seal (2) (Figure 6).



**Figure 6 – Fuel Pump Module**

**Service Procedure [Continued]****B. Fuel Pump Module Installation Procedure**

**CAUTION:** An indexing arrow is located on top of the main fuel pump module to clock its position into the fuel tank. The fuel pump module must be installed in the same position as removed.

1. Using a **NEW** rubber O-ring seal, position the **NEW** fuel pump module in the fuel tank opening (Figure 6).
2. Position the lock ring (3) over top of the fuel pump module (4) (Figure 5).
3. Rotate the fuel pump module until the embossed alignment arrow points to the center alignment mark or the same position as noted during removal. This step must be performed to prevent the float from contacting the side of the fuel tank.
4. Install the lock ring remover/installer (1) in the notches on the outside edge of the lock ring (3) (Figure 5).
5. Install a 1/2-inch drive breaker bar in the top (2) of the lock ring remover/installer (1) (Figure 5).
6. Rotate the breaker bar clockwise until all seven notches of the lock ring have engaged.
7. Position the fuel tank (1) into fuel tank skid plate (3) (Figure 4).
8. Place the assembly onto a transmission jack.
9. Raise the fuel tank assembly up to frame and tighten the bolts (2) to 61 N·m (45ft. lbs.) (Figure 4).
10. Connect the fuel return and supply line and vapor line quick-connect fittings (Figure 2).
11. Connect the fuel pump module (3) wire harness connector (1) (Figure 3).

**Service Procedure [Continued]**

12. Install the fuel fill hose (3) to tank and tighten the clamps (2) to 5 N·m (44 In. lbs.) (Figure 1).
13. Install the ground wire (4) and the screw (5) (Figure 11).
14. Lower the vehicle.
15. Fill the tank and check for leaks.
16. Connect the negative battery cable(s) with IBS to the negative post and tighten to 7 N·m (62In. lbs.).
17. Connect the IBS wire harness connector.
18. 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 paid will be used by FCA to record Customer Satisfaction Notification service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Remove and Replace Fuel Pump Module Rear mounted Fuel Tank	14-W2-31-82	1.5 hours

**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.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

W23

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.

**DEALERSHIP INSTRUCTIONS**

Please reference CSN W23.

# CUSTOMER SATISFACTION NOTIFICATION

## Fuel Pump Module

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 [2020 Model Year (DD) Ram 3500 Cab Chassis, and (DP) Ram 4500/5500 Cab Chassis] vehicles equipped with a 6.7L Cummins engine.

### WHY DOES MY VEHICLE NEED REPAIRS?

The fuel pump module on your vehicle may have been manufactured with an incorrect molding insert during the manufacturing process that may allow the module to crack and become inoperative.

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

FCA US will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the fuel pump module. The estimated repair time is about two 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.

**TO SCHEDULE YOUR FREE REPAIR,  
CALL 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>[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.