

August 2020

Dealer Service Instructions for:

Customer Satisfaction Notification W18 Front Tow Hooks

Remedy Available

2020 (DJ) Ram 2500 Pickup

2020 (D2) Ram 3500 Pickup

NOTE: This campaign applies only to the above Tradesman vehicles.

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 front tow hooks may not have been installed on about 3,830 of the above vehicles during the manufacturing process. This option is included in select packages offered on 2500 trucks and all 3500 Tradesman trucks. The front tow hooks were inadvertently eliminated when the chrome appearance package was also present.

Repair

Install the missing tow hooks and required hardware to the front of the vehicle.
Add tow hooks sales code XEA to the vehicle using wiTECH.

Parts Information

Part Number Description
CCALW181AA Tow Hook Kit without Parksense

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Lower Grille with Tow Hooks Openings <u>without</u> Parksense
2	Black Tow Hook
4	Bolt, M16x1.50-90
4	Nut, M16x1.50

Part Number Description
CCALW182AA Tow Hook Kit with Parksense sales code XAG

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Lower Grille with Tow Hooks Openings <u>with</u> Parksense
2	Black Tow Hook
4	Bolt, M16x1.50-90
4	Nut, M16x1.50

Parts Return

No parts return required for this campaign.

Service Procedure [Continued]

2. Loosen the ground terminal nut and remove the negative battery cable with IBS from the battery and isolate it.

3. If the vehicle is equipped with an auxiliary battery, loosen the clamp and remove it from the battery and isolate (Figure 2).

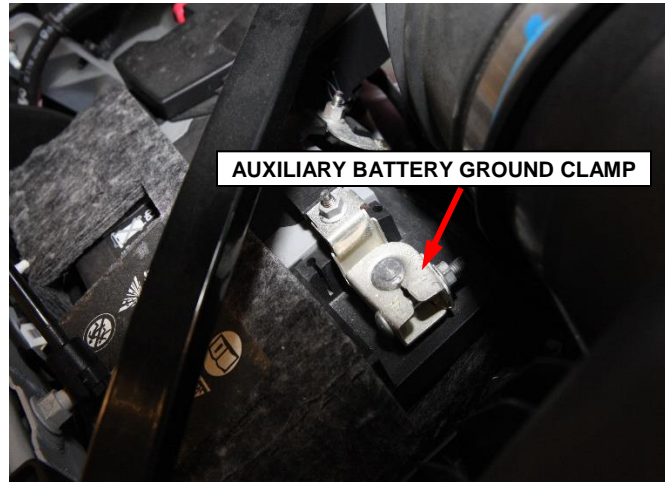


Figure 2 – Auxiliary Battery

4. Raise and support the vehicle for front wheel and wheelhouse splash shield removal.

5. Remove the four screws retaining each front mud flap (if equipped) on each side (Figure 3).



Figure 3 – Front Mud Flap

Service Procedure [Continued]

6. Remove the screws and the push pins from the wheel liners, then remove the liners. (Figure 4).



Figure 4 – Splash Shield

7. **If equipped** with an engine block heater, disconnect wire harness retainers.

Service Procedure [Continued]

8. Disconnect the front bumper wire harness connectors (Figure 5).



Figure 5 – Wire Harness Connectors

9. Remove the two bolts from each side of the front bumper (Figure 6).

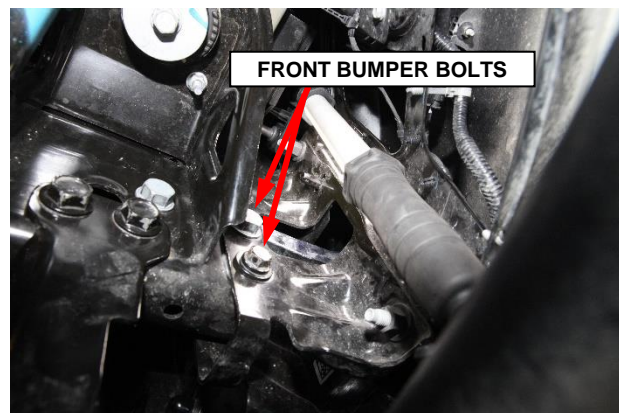


Figure 6 – Front Bumper Bolts

10. Remove the front bumper assembly and place it on a pad, face down on a workbench. (Figure 7).



Figure 7 – Front Bumper

Service Procedure [Continued]

11. Remove 7 bolts and one push pin retaining the mounting bracket with crush can to the bumper. Repeat for the other side (Figure 8).

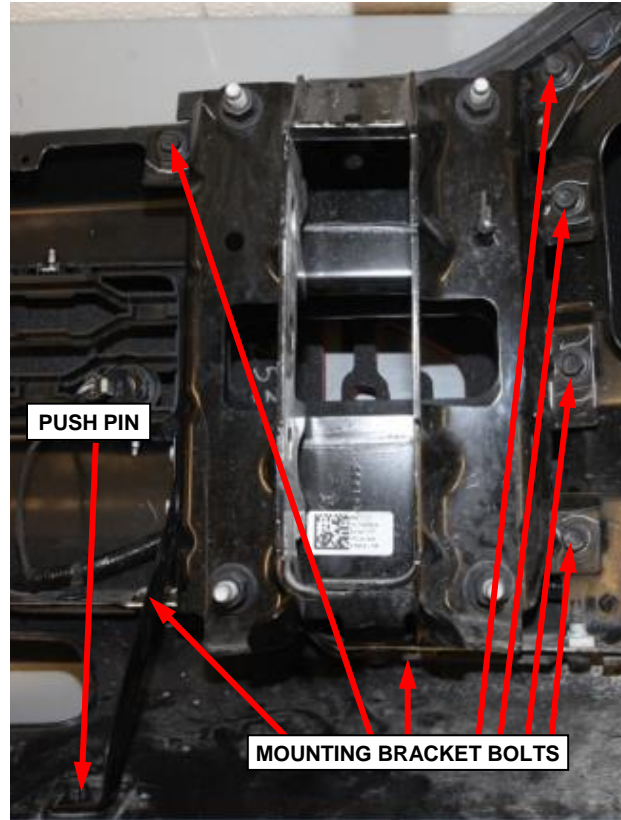


Figure 8 – Mounting Bracket with Crush Can Fasteners

12. Disconnect the electrical connectors from the Parksense sensors (Figure 9).

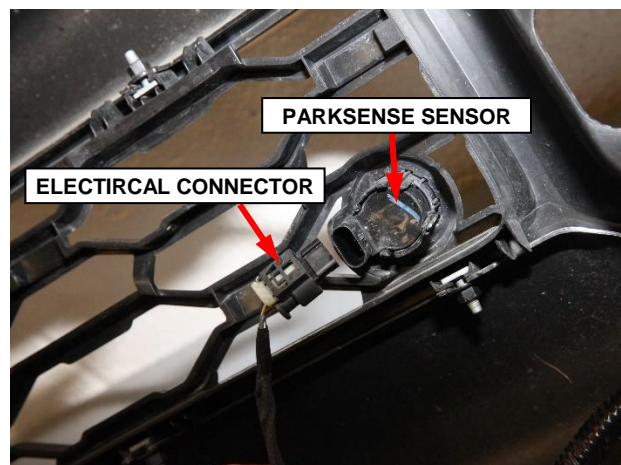


Figure 9 – Front Bumper Grille Insert

Service Procedure [Continued]

13. Loosen 18 nuts holding lower grill to bumper. Remove the studs and nuts (Figure 10).



Figure 10 – Lower Grill to Bumper Nuts

14. Remove the Parksense sensors.
 - a) Lift the locking tabs on the trim ring and push the sensor forward out of the grill (Figure 11).



Figure 11 – Parksense Sensor Trim Ring Lock Tab

- b) Push the trim ring forward through the grill (Figure 12).

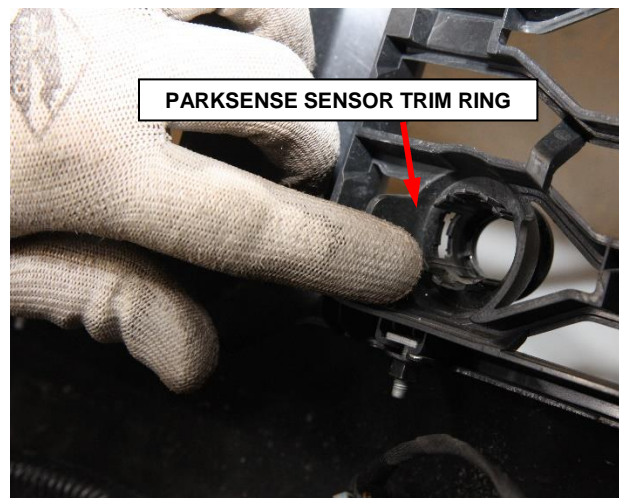


Figure 12 – Parksense Sensor Trim Ring

Service Procedure [Continued]

15. Remove the grill from the bumper.
16. Remove and discard the non-tow hook grille insert from the front bumper.
17. Snap the new grill into the bumper.
18. Install the 18 studs and nuts to the lower grill and bumper. Tighten securely.
19. Install the Parksense sensor trim rings by pressing them into place (Figure 12).
20. Install the Parksense sensors into their trim rings by pressing into place, Connect the Parksense electrical connector (Figure 9).
21. Install mounting brackets with crush cans to the bumper. Install 7 bolts and one push pin to each bracket. Tighten the bolts to 95 N·m (70 ft. lbs.) (Figure 8).
22. If equipped, remove two bolts from one side of the charge air cooler bracket. Slightly lower the charge air cooler (Figure 13).

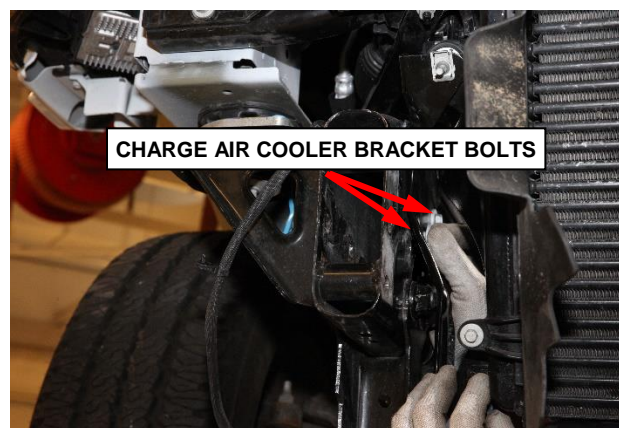


Figure 13 – Charge Air Cooler Bracket

Service Procedure [Continued]

23. Position the flag nuts in the frame (Figure 14).



Figure 14 – Position Flag Nut

24. Install the charge air cooler bracket bolts. Tighten the bolts to 28 N·m (21 ft. lbs.). Repeat this process for the opposite side of the vehicle. (Figure 15).

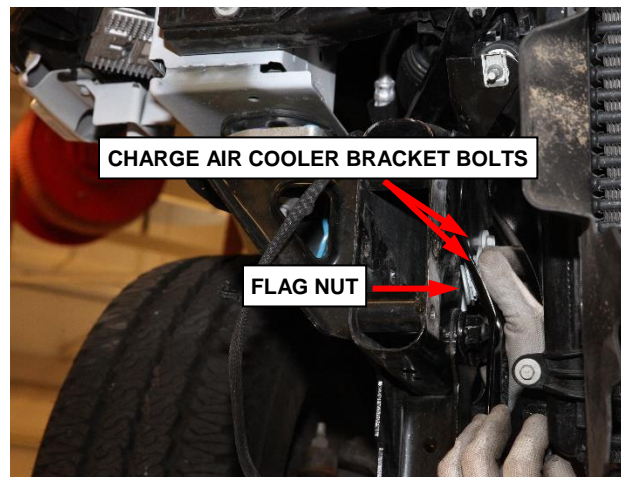


Figure 15 – Charge Air Cooler Bracket

Service Procedure [Continued]

25. Position the bumper assembly back onto the frame tips.
26. Install the two bolts onto each side. Tighten the bolts to 95 N·m (70 ft. lbs.) (Figure 6).
27. Install the tow hooks through the opening in the new lower grill.
28. Install the bolts and pull the hook forward fully (Figure 16). Tighten the fasteners to 295 N·m (218 ft. lbs.).

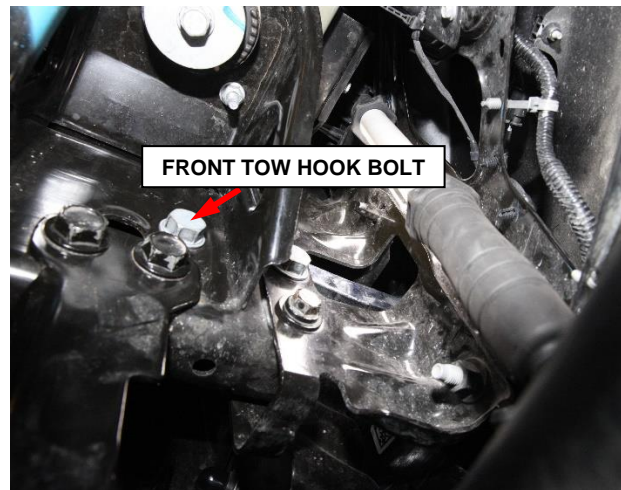


Figure 16 – Front Tow Hook Bolt

29. Connect the front bumper wire harness connectors (Figure 5).
30. **If equipped** with an engine block heater, connect wire harness retainers.

Service Procedure [Continued]

31. Install the wheelhouse splash shields on both sides (Figure 4).
32. Install the wheelhouse splash shield push pins and screws on both sides. Tighten screws securely.
33. **If equipped** with mud flaps, install the four screws retaining each front mud flap on each side of the vehicle (Figure 3).
34. **If equipped** with an auxiliary battery, install the negative clamp on the negative battery post and tighten to the proper 7 N·m (62 in. lbs.) prior to connecting the IBS (Figure 2).
35. Install the negative battery cable with IBS to the negative post and tighten the ground terminal nut to the proper 6 N·m (53 in. lbs.) (Figure 1).
36. Connect the IBS wire harness connector (Figure 1).
37. Add the tow hook sales code XEA to the vehicle. Proceed to **Section B**.

Service Procedure [Continued]

B. Add Tow Hook Sales Code XEA to Vehicle

1. Sign into DealerCONNECT.
2. Select "Service" tab.
3. Scroll down to the "Warranty Administration" section.
4. Select "Vehicle Option Updates".
5. Enter the VIN then select "View"
6. Select the following sales code **XAE** then add to the "Selected Vehicle Option".
7. Highlight the selected sales code then click "Save".

NOTE: The wiTECH scan tool must be used to perform this Customer Satisfaction Notice. The wiTECH software is required to be at the latest release level before performing this procedure.

8. Open the hood. Install a battery charger and verify that the charging rate provides 13.0 to 13.5 volts. Do not allow the charger to time out during the configuration 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.

9. Connect the wiTECH micro pod II to the vehicle data link connector located under the steering column.
10. Place the ignition in the "RUN" position.
11. Open the wiTECH 2.0 website.

Service Procedure [Continued]

12. Enter your “**User id**” and “**Password**” and your “**Dealer Code**”, then select “**Sign in**” at the bottom of the screen. Click “**Accept**”.
13. From the “**Vehicle Selection**” screen, select the vehicle to be updated.
14. From the Left Margin Drop Down Menu, under “**Activities**” select “**Guided Diagnostics**”.
15. Select “**Restore Vehicle Configuration**” then follow on-screen prompts to complete the vehicle configuration.
16. Cycle the ignition “**OFF**” then “**ON**” again.
17. From the “**Action Items**” screen, click “**All DTCs**”, select “**Clear All DTCs**”, click “**Continue**” and then click “**Close**”.
18. Turn the ignition to the “**OFF**” position and remove the wiTECH micro pod II from the vehicle data link connector.
19. Remove the battery charger from the vehicle and then close the hood.
20. Return the vehicle to inventory or 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 one of the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Front Tow Hooks Previously Installed	13-W1-81-81	0.0 hours
Install Lower Grill and Front Tow Hooks	13-W1-81-82	2.3 hours
Install Lower Grill and Front Tow Hooks (6.7L Diesel Only)	13-W1-81-83	2.4 hours

Related Operation

\$5.00 Handling Fee for Front Tow Hook Inspection	95-23-30-58	\$5.00
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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

W18

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 W18.

CUSTOMER SATISFACTION NOTIFICATION

Front Tow Hooks

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 ^[1]. This will be done at no charge to you.

We are recommending the following improvements be performed on certain [2020 Model Year (DJ) Ram 2500 Pickup and 2020 Model Year (D2) Ram 3500 Pickup] vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?

The front tow hooks may not have been installed on your vehicle during the manufacturing process. This option is included in select packages offered on 2500 trucks and all 3500 Tradesman trucks. The front tow hooks were inadvertently eliminated when the chrome appearance package was also present.

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 install the missing tow hooks and required hardware to the front of the vehicle. The dealer will also update the vehicle sales code information to add tow hooks. The estimated repair time is three 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 to submit your reimbursement request online. ^[2] 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.