



# CUSTOMER SATISFACTION NOTIFICATIONS: W20/W84/W80 TIGERSHARK OIL CONSUMPTION

## Campaign Information

DECEMBER 2020

### Introduction

FCA has launched three Customer Satisfaction Notifications to address possible oil consumption in some vehicles equipped with a 2.4L Tigershark engine. This document serves as a guide to help clarify the three campaigns should there be customer complaints or concerns. As a reminder, Customer Satisfaction Notifications are NOT a recall.

### General Overview

In some 2.4L Tigershark engines, where a combination of components with certain manufacturing variances are present, the Interactive Deceleration Fuel ShutOff (IDFSO) calibration results in a low pressure environment in the engine cylinders during certain deceleration events. The low pressure events are pulling engine oil into the engine cylinders due to piston ring sealability on the intake cycle during these events. It is important to note that the low pressure events do not cause engine damage. If an engine falls below 2.5 quarts of oil, the MultiAir variable valve timing system cannot maintain sufficient oil pressure for correct valve lift functionality which could result in an engine stall. Vehicles affected by this CSN have been placed into three different populations with three unique remedies. **These remedies are specific to each VIN population and under no circumstances can they be interchanged.**

### Customer Satisfaction Notification W20

Vehicles that fall into the W20 population will have the IDFSO eliminated via PCM software update. It has been determined that elimination of the IDFSO from these vehicles will not affect the vehicle's fuel economy as described on the Monroney label, nor will it affect the customer driving experience.

### Customer Satisfaction Notification W84

Vehicles that fall into the W84 population will also have the IDFSO eliminated however it requires both a PCM software update and a TCM software update. It has been determined that elimination of the IDFSO from these vehicles will not affect the vehicle's fuel economy as described on the Monroney label, nor will it affect the customer driving experience.

### Customer Satisfaction Notification W80

Vehicles that fall into the W80 population are unable to have the IDFSO eliminated via software update without affecting fuel economy as described on the Monroney label, and therefore the repair for these vehicles is different. Dealers will perform an oil consumption test per the dealer instructions. For vehicles that do not pass, a long block replacement will be required.

**Please note: Long blocks are not being replaced due to engine damage or failure. Additionally, long blocks manufactured after July 2018 are not affected by these conditions.**

### Customer Concerns

Due to the different populations related to this concern it is anticipated that some customers will question why their vehicle does not receive a new long block while others do. Please use the supplied information above to help have those conversations.

FCA appreciates your support!

