



June 2020

Dealer Service Instructions for:

Emissions Recall W38 Catalyst Y-Pipe

Remedy Available

2020 (DJ) Ram 2500 Pickup

NOTE: This recall applies only to the above vehicles equipped with a 6.4L engine.

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 vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The internal components of the Catalyst Y-Pipe assembly on about 30 of the above vehicles may be incorrect for the specific vehicle application. This issue was caused by a vehicle assembly plant error resulting in the incorrect component being installed during vehicle assembly.

Repair

Replace the Catalyst Y-Pipe assembly on all involved vehicles.

Parts Information

<u>Part Number</u>	<u>Qty.</u>	<u>Description</u>
68357624AA	1	Catalyst Y-Pipe Assembly
06036734AA	4	Bolt - Exhaust Header to Y-Pipe
06036684AA	4	Nut - Exhaust Header to Y-Pipe
52103592AA	1	Clamp - Y-Pipe to Exhaust Pipe

Parts Return

Return the Y-Pipe Catalyst to the Mopar Core Return Center for core credit.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

A. Catalyst Y-Pipe Replacement

1. Disconnect the Intelligent Battery Sensor (IBS) wire harness connector (Figure 1).

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

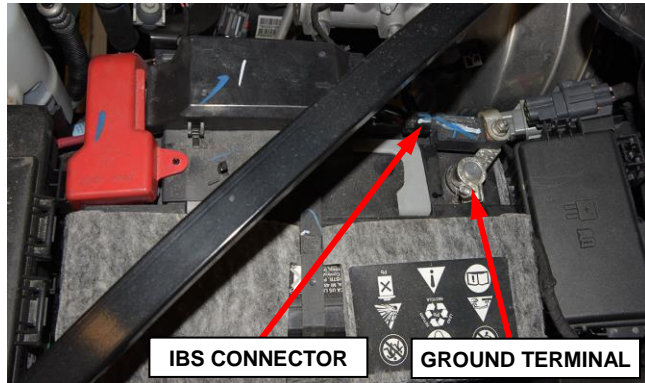


Figure 1 – Battery Negative Connection

2. Loosen the ground terminal nut and remove the battery negative cable with IBS from the battery and isolate it (Figure 1).

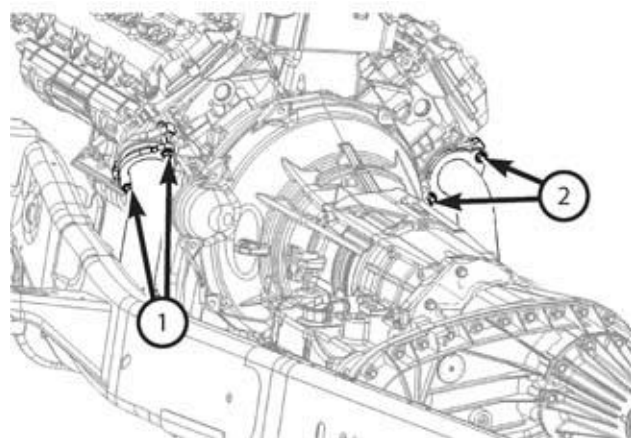


Figure 2 – Exhaust to Manifold Bolts

3. Raise and support vehicle.
4. Saturate the bolts and nuts (1, 2) with Mopar® Rust Inhibitor. Allow for penetration while removing skid plates and oxygen sensors (Figure 2).

5. Saturate the exhaust clamp for Y-pipe to muffler extension pipe with Mopar® Rust Inhibitor. Allow for penetration while removing skid plates and oxygen sensors (Figure 3).

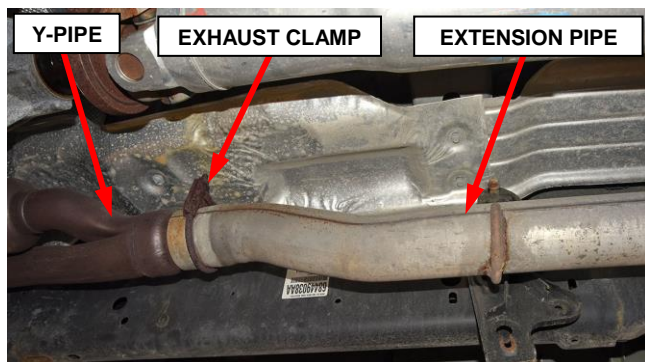


Figure 3 – Exhaust Clamp

Service Procedure [Continued]

6. If equipped, remove and **SAVE** the skid plate bolts (2) (Figure 4).

7. If equipped, remove and **SAVE** the skid plate bolts (3) then remove and **SAVE** the skid plate (1) (Figure 4).

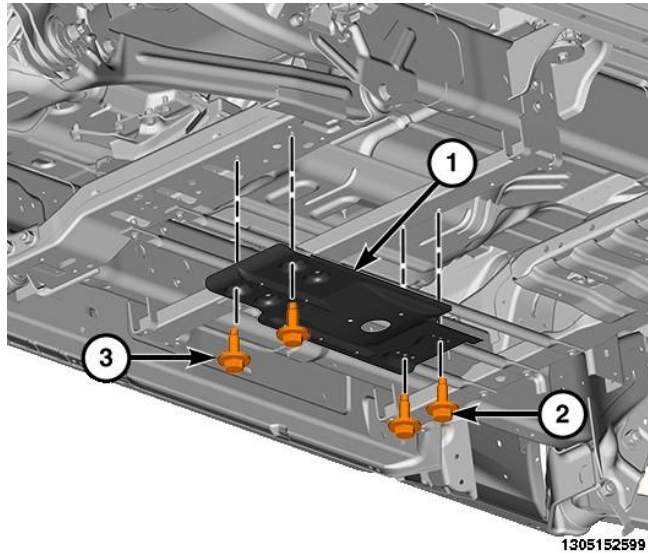


Figure 4 – Skid Plate

8. Disconnect the upstream Oxygen (O₂) sensor electrical connectors (1) (Figure 5).

9. Remove and **SAVE** the upstream O₂ sensors (4) from the pipes (Figure 5).

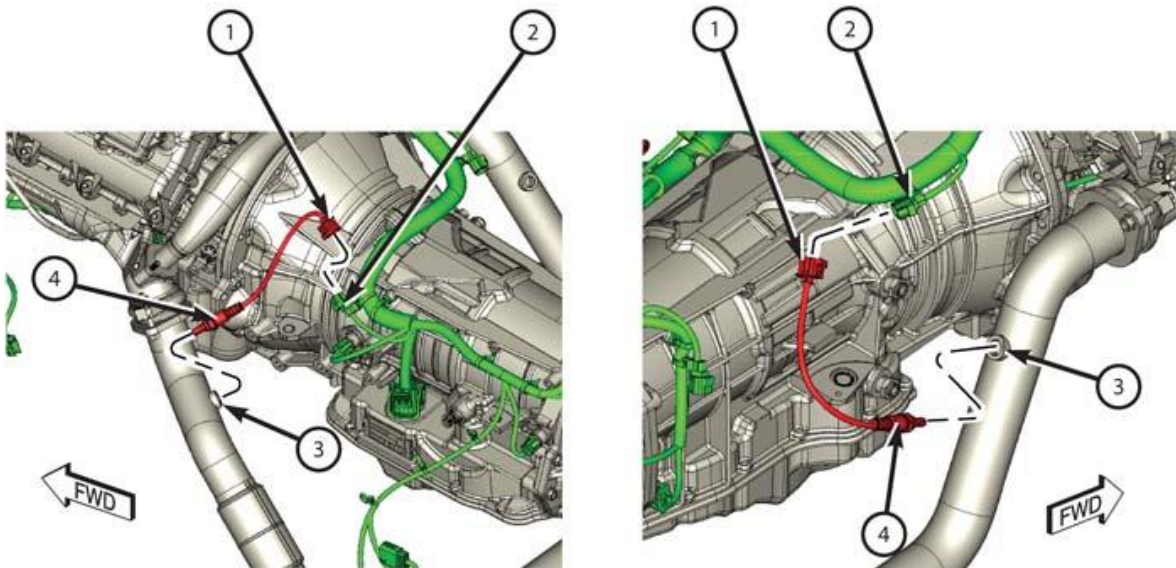
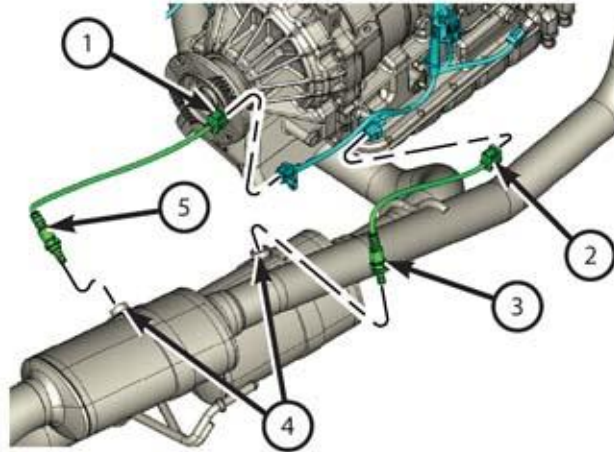


Figure 5 – Upstream O₂ Sensors

Service Procedure [Continued]

- 10. Disconnect the downstream O2 sensors electrical connectors (1, 2) (Figure 6).
- 11. Remove and **SAVE** the downstream O2 sensors (3, 5) (Figure 6).
- 12. Remove and **DISCARD** the exhaust clamp for Y-pipe to muffler extension pipe (Figure 7).
- 13. Release the hangers and ground strap from the tail pipe and muffler and assembly.
- 14. Separate the catalyst Y-pipe outlet from the muffler extension pipe (Figure 7).



2506020285

Figure 6 – Downstream O2 Sensors

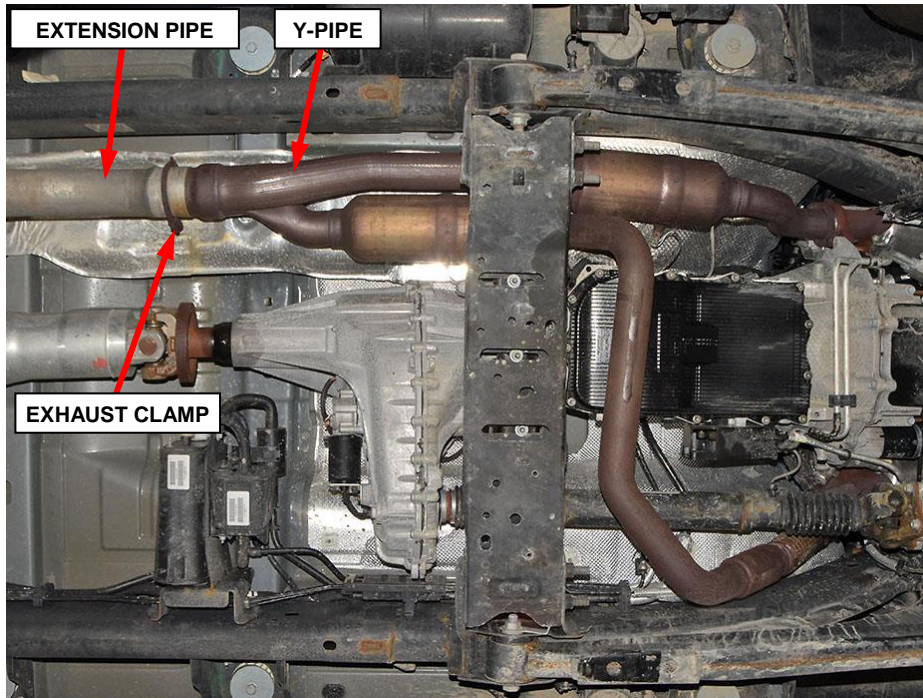


Figure 7 – Catalyst Y-Pipe to Muffler Extension Pipe

Service Procedure [Continued]

15. Remove and **SAVE** the three nuts securing the transmission mount to the crossmember (Figure 8).
16. Using a suitable lifting device, raise and support the transmission.
17. Remove and **SAVE** the nuts and bolts from the crossmember then remove and **SAVE** the crossmember (Figure 8).

NOTE: Position the front suspension control arm fastener flags out of the way of the crossmember if necessary.

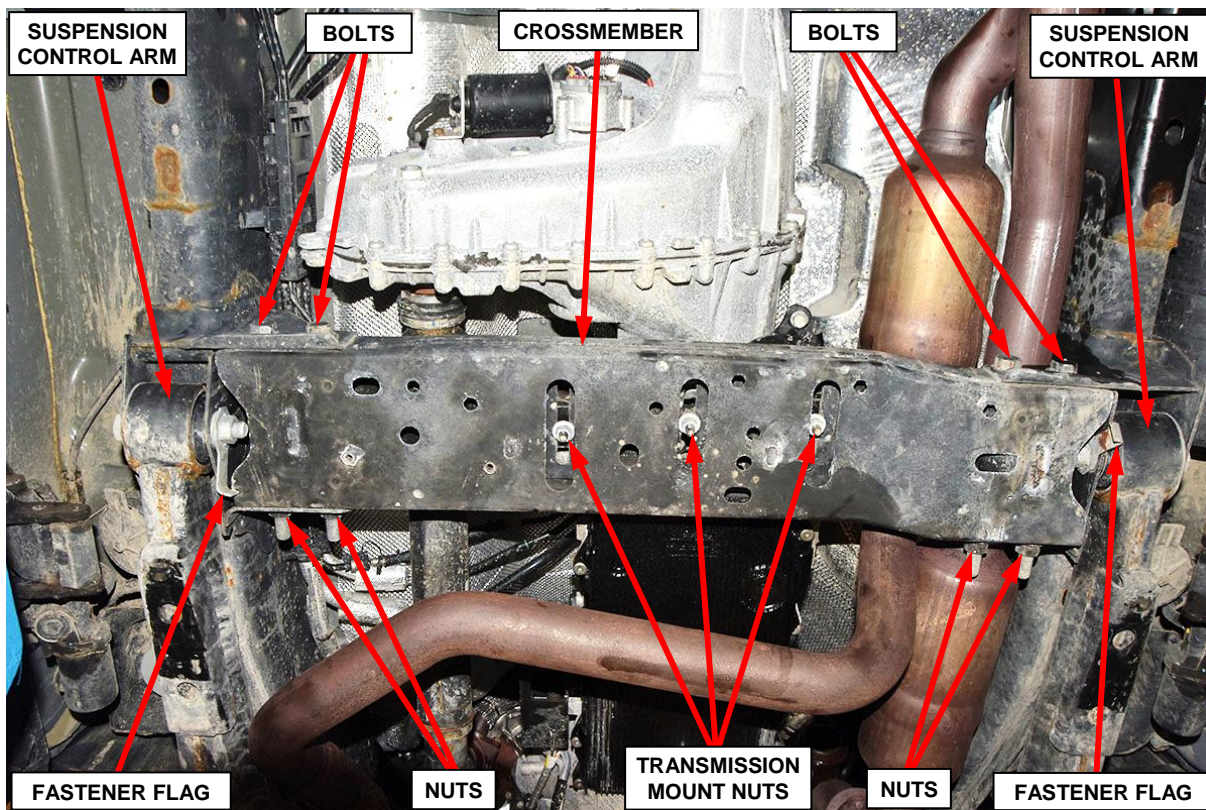


Figure 8 – Crossmember

18. Remove and **DISCARD** the catalyst Y-pipe to manifold bolts and nuts (1, 2) (Figure 2).
19. Remove the catalyst Y-pipe assembly. The catalyst must be prepared for core return per **Section B** of the Service Procedure.

Service Procedure [Continued]

20. Position the **NEW** catalyst Y-pipe assembly to the vehicle.
21. Install and hand tighten the **NEW** flange bolts and nuts (1, 2) attaching the catalyst Y-pipe to the exhaust manifold (Figure 2).
22. Install the exhaust extension pipe, muffler and tail pipe assembly to the catalyst Y-pipe outlet (Figure 7).
23. Attach the exhaust system hangers and ground strap.
24. Tighten the exhaust flange bolts (1, 2) to 30 N·m (22 ft. lbs.) (Figure 2).
25. Install a **NEW** exhaust clamp and tighten to 57 N·m (42 ft. lbs.) (Figure 7).
26. Check the exhaust system for contact with the body panels. A minimum of 25 mm (1.0 in.) is required between the exhaust system components and body/frame parts. Make the necessary adjustments, if needed.
27. Install the upstream O2 sensors (4) to the pipes. Tighten to 50 N·m (37 ft. lbs.) (Figure 5).
28. Connect the upstream O2 sensor electrical connectors (1) (Figure 5).
29. Install the downstream O2 sensors (3, 5) to the pipes. Tighten to 50 N·m (37 ft. lbs.) (Figure 6).
30. Connect the downstream O2 sensor electrical connectors (1, 2) (Figure 6).

Service Procedure [Continued]

31. Position the crossmember to the vehicle (Figure 8).
32. Install the crossmember bolts and nuts. Tighten to 240 N·m (177 ft. lbs.) (Figure 8).
33. Lower the transmission and install the three nuts securing the transmission mount to the crossmember. Tighten the nuts to 61 N·m (45 ft. lbs) (Figure 8).
34. If equipped, position the skid plate (1) to the vehicle then install the skid plate bolts (2, 3). Tighten the transmission crossmember bolts (3) to 37 N·m (27 ft. lbs.) and the skid plate crossmember bolts (2) to 16 N·m (12 ft. lbs.) (Figure 4).
35. lower the vehicle.
36. Install the battery negative cable with IBS to the battery negative post then tighten the ground terminal nut to 6 N·m (53 in. lbs.) (Figure 1).
37. Connect the IBS wire harness connector.
38. Start the engine and inspect for exhaust leaks. Correct any exhaust leaks as necessary.
39. Return the vehicle to the customer.
40. Prepare the old catalyst for core return **Section B**.

Service Procedure [Continued]

B. Prepare Catalyst for Core Return:

NOTE: Catalytic converter catalyst must be intact and all pipes must be completely removed prior to core return. Mopar® will reimburse only 50% of the core deposit on returns that do not comply with this requirement.

1. Cut the inlet and outlet pipes off of the catalyst as close to the pipe weld as possible (Figure 9).
2. Return only the catalyst section for core deposit credit. Discard / recycle the pipes cut off of the catalyst section (Figure 9).

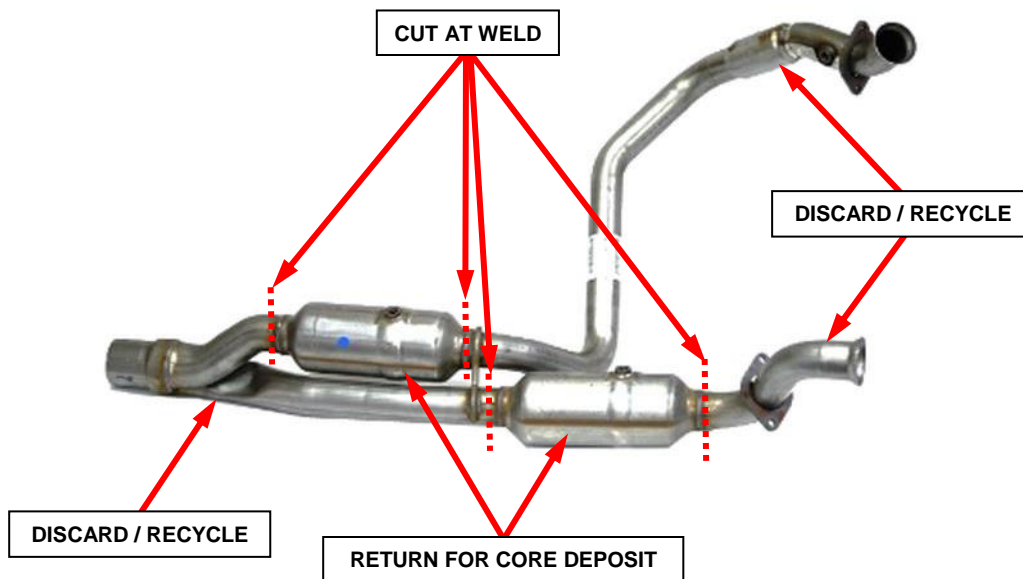


Figure 9 – Remove Pipes from Catalyst for Core Return

For any questions relating to Core Returns

Please call GCRS Customer Service Toll-Free at 866-254-2940

or

Submit your inquiry on Dealer Connect under Parts>Contact Global Core Returns

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 recall service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Replace the Catalyst Y-Pipe assembly	11-W3-81-82	1.9 hours
<u>Optional Equipment</u>		
Skid Plate	11-W3-81-60	0.3 hours
<u>Related:</u>		
Remove pipe from catalyst for core return up to \$3 reimbursement per vehicle for cutting supplies, bill as NPN	11-W3-81-50	0.3 hours

Add the cost of the recall parts plus applicable dealer allowance to your claim.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall 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 first class 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 recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers must 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.

Recall 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 recall 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 Services / Field Operations
FCA US LLC

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

W38

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. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Emissions Recall

W38

IMPORTANT EMISSIONS RECALL

Catalyst Y-Pipe

Dear [Name],

FCA US LLC, has determined that certain [2020 (DJ) Ram 2500 Pickup] vehicles may not comply with Federal and California emission regulations.

WHY DOES MY VEHICLE NEED REPAIRS?

The internal components of the Catalyst Y-Pipe assembly on your vehicle ^[1] may be incorrect for your specific vehicle application. This issue was caused by a vehicle assembly plant error resulting in the incorrect component being installed during vehicle assembly.

HOW DO I RESOLVE THIS IMPORTANT EMISSIONS ISSUE?

FCA will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the Catalyst Y-Pipe assembly. The estimated repair time is 2 ½ hours. In addition, your dealer 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 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 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.