

January 2021

Dealer Service Instructions for:

Customer Satisfaction Notification W80 Oil Consumption Inspection

Remedy Available

**2015 - 2018 (BU) Jeep® Renegade (FWD)
2016 - 2018 (FB) Fiat 500X (FWD),(RWD)
2015 - 2018 (VM) Ram Promaster City**

NOTE: This campaign applies only to the above vehicle equipped with a 2.4L engine (sales code ED6 or ED8 or EDD or EDE)

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 engines in about 241,000 of the above vehicles may have an engine that consumes more oil than usual under certain operating conditions like continuous stop and go driving. The condition results when a combination of components with certain manufacturing variances are present and the current engine calibration strategy. While the condition is rare, the vehicles above fall within the population where such variances could cause an oil consumption issue. If the vehicle is subjected to a low oil condition, the oil indicator lamp on the instrument panel

Subject[Continued]

cluster may illuminate or the customer will notice an oil level below the dipstick crosshatch range markings when checking the vehicle's oil level as recommended in the Owner's Manual. If left unaddressed, a low oil condition can eventually result in a vehicle stall.

Repair

Initiate an oil consumption test, by following section **A. Oil Consumption Test.** procedure below.

Parts Information

<u>Part Number</u>	<u>Description</u>
68218950AB	1 Quart Bottle, MS-6395, Oil, Engine SAE 0W-20 (MSQ 12)

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

A. Oil Consumption Test.

1. Verify no external oil leaks are present.

NOTE: A few drops of external oil leakage per mile, can quickly account for the loss of one quart of oil in a few hundred miles. Ensure no external engine oil leaks are present.

Oil leakage is not the same as oil consumption and all external leakage must be eliminated before any action can be taken to verify and/or correct oil consumption complaints.

2. Ensure the test vehicle has a minimum of 2400 km (1500 miles) until the next oil change is required. If the vehicle does not have 1500 miles wait until the scheduled oil change to start the test.
3. Check the oil level at least 5 minutes after a hot shutdown with the vehicle on a level surface.
4. Ensure the oil level is at the “FULL” mark, if necessary top off the oil to the “FULL” mark on the dipstick (Figure 1).

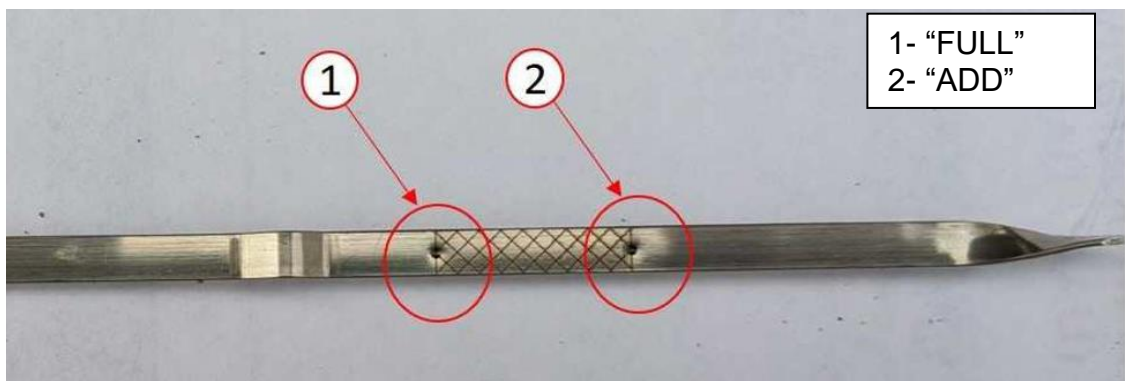


Figure 1 – Oil Dipstick Levels

Service Procedure [Continued]

5. Tamper proof the oil pan drain plug, oil filter, dipstick and oil fill cap with a black light marking device (pen), paint pen or touchup paint.

NOTE: The use of a black light marking device is recommended so the marks can only be seen with an ultraviolet light.

6. Record the vehicle mileage. Note the oil level is at the ‘full’ mark 5 minutes after hot shutdown and date (Figure 1).
7. Instruct the customer to drive the vehicle as usual.
8. Require the customer to return to the servicing dealer after accumulating between 2400 - 2700 km (1500 - 1700 miles).

CAUTION! Failure to confirm the oil level between 2400 - 2700 km (1500 - 1700 miles) voids the test and requires a new test to be performed.

9. Return the vehicle back to the customer to accumulate the 2400 - 2700 km (1500 - 1700 miles) Submit a claim using LOP (09-W8-0L-81) and no further action is needed at this time.
10. When the vehicle returns for the remaining steps, verify that no evidence of tampering has occurred.
11. Check the oil level at least 5 minutes after a hot shutdown on a level surface. If the oil level is at or above the “ADD” mark, the engine is in an acceptable condition and no further service action required (Figure 1). Use LOP 09-W8-01-81 to complete the oil consumption test.
12. If the oil level is below the “ADD” mark (Figure 1). The vehicle failed the oil consumption test. Add oil to ensure the oil level is at the “FULL” mark, on the dipstick. **Do not use LOP 09-W8-01-81 at this time. Advise the customer, the parts for this condition are not currently available. Dealers will be notified when the parts become available by way of established communication methods.**

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:

	Labor Operation Number	Time Allowance
Initiate an Oil Consumption Test	09-W8-0L-81	0.3 hours
Complete Oil Consumption Test (Only use after accumulating 2400-2700 km (1500-1700 miles))	09-W8-01-81	0.2 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 campaign 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

W80

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 W80.

CUSTOMER SATISFACTION NOTIFICATION

Oil Consumption Inspection

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 [2015 -2018 Model Year (BU) Jeep Renegade, (VM) Ram Promaster City and 2016 -2018 Fiat 500X] vehicles equipped with a 2.4L engine.

WHY DOES MY VEHICLE NEED REPAIRS?

FCA US has determined that some vehicles may have an engine that consumes more oil than usual under certain operating conditions like continuous stop and go driving. The condition results when a combination of components with certain manufacturing variances are present and the current engine calibration strategy. While the condition is rare, your vehicle ^[1] falls within the population where such variances could cause an oil consumption issue. If your vehicle is subjected to a low oil condition, the oil indicator lamp on your instrument panel cluster may illuminate or you will notice an oil level below the dipstick crosshatch range markings when checking your vehicle's oil level as recommended in your Owner's Manual. If left unaddressed, a low oil condition can eventually result in a vehicle stall.

HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION?

FCA US will repair your vehicle free of charge (parts and labor). In the rare event that a low oil indicator lamp illuminates on your vehicle, or you notice an oil level below the dipstick crosshatch range markings when checking your vehicle's oil level, you should take your vehicle to a dealership for an oil consumption test. FCA US will perform the oil consumption test free of charge to determine if your vehicle has normal engine oil usage. If your vehicle is found to have the manufacturing variances resulting in abnormal engine oil usage it will replace the components necessary to correct the condition, free of charge.

An oil consumption test will require two dealership visits, one to initiate the testing and one to confirm the results. 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.