



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

Campaign Information & Frequently Asked Questions

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 the Interactive Deceleration Fuel ShutOff (IDFSO) software that stops fueling during deceleration could create a vacuum that pulls oil into the cylinder, therefore consuming oil. This oil consumption condition is not caused or created by any abnormal engine wear and tear. If this happens it does NOT cause engine damage and the engine life is not negatively affected. If an engine falls below 2.5 quarts of oil, the vehicle could 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 Powertrain Control Module (PCM) software update. This update allows the vehicle to continue to supply a minimal amount of fuel to the engine during deceleration, therefore reducing the potential vacuum that leads to oil consumption. It has been determined that this minimal amount of fuel supplied during deceleration in 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. Due to variable software levels in the Transmission Control Modules (TCM) of this population, these vehicles require both a PCM and a TCM software update to ensure the software levels are compatible and to prevent transmission drivability concerns. These updates allow the vehicle to continue to supply a minimal amount of fuel to the engine during deceleration, therefore reducing the potential vacuum that leads to oil consumption. It has been determined that the minimal amount of fuel supplied during deceleration in 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: Due to model year software updates unrelated to this concern implemented previously, 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. Therefore the repair for these vehicles is different. Dealers will perform an oil consumption test per the dealer instructions set forth for Customer Satisfaction Notification W80. 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.

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FEBRUARY 2021

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Frequently Asked Questions

Q: If a customer returns after CSN W20 or W84 with an oil consumption concern how should that be handled?

A: Any oil consumption concerns post CSN W20 or W84 should be handled via TSB 09-006-20 REV. B, and STAR should be contacted if there are any issues with diagnosis. Vehicles outside of warranty will be handled on a case by case basis. Please contact your Business Center.

Q: If a customer is currently having an oil consumption test performed per TSB 09-006-20 REV. B but is now part of CSN W20 or W84, what do we do when the customer returns?

A: If a vehicle is part of the CSN W20 or W84 population, dealers should consult the applicable dealer instructions to remedy the vehicle.

Q: If a customer passes the oil consumption test per CSN W80 and returns with an oil consumption concern how should that be handled?

A: It is possible for a vehicle to pass the oil consumption test and then based on changes in how the vehicle is driven fail at a future date. If a vehicle in the CSN W80 population returns with an oil consumption concern the dealer instructions for CSN W80 should be performed again.

Q: What if a customer asks how a software flash will help with oil consumption concerns?

A: This oil consumption condition is not caused by any abnormal engine wear and tear. The Interactive Deceleration Fuel ShutOff (IDFSO) software that stops fueling during deceleration could create a vacuum that pulls oil into the cylinder, therefore consuming oil. This update allows the vehicle to continue to supply a minimal amount of fuel to the engine during deceleration, therefore reducing the potential vacuum that leads to oil consumption. Vehicles that fall into the W20 or W84 population will be updated with software that prevents this condition.

Q: Why did development of the flash take so long?

A: Due to the large scope of affected vehicles and the many different configurations, each configuration required unique testing and validation, which delayed the ability to launch into the field.

Q: If this can be fixed via software, why were previous concerns handled with a long block?

A: The less intrusive remedy of a software calibration was not available at that time.

Q: Will these repairs affect fuel economy?

A: These repairs will not affect the vehicles' EPA fuel economy ratings as described on the Monroney labels (window stickers). As with all vehicles, actual fuel economy depends on a wide range of factors including driving habits, vehicle maintenance, and fuel variations. More information about these factors can be found at https://www.fueleconomy.gov/feg/why_differ.shtml.

Q: I own a vehicle with a 2.4L Tigershark engine and I'm not included in any of the three campaigns; why not?

A: As with any CSN, the population is VIN-specific, based on each individual vehicle's configuration/history. If a vehicle was not included in one of the three campaigns no action is required.

Q: If my long block is replaced, what is the warranty coverage?

A: The replacement long block is covered for the remainder of the factory warranty or it is covered under the Mopar 2 year/unlimited mileage coverage, whichever is more favorable to the customer.

