



February 2021

Dealer Service Instructions for:

Customer Satisfaction Notification W82 Front Brake Caliper Piston

Remedy Available

2021 (DT) Ram 1500 Pickup

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 brake caliper piston on about 290 of the above vehicles may have a crack caused during the manufacturing process. A cracked piston could allow brake fluid to escape which may cause the brake pedal to feel soft or spongy and/or activate the “Service Brakes” message to display on the instrument panel cluster.

Repair

Remove both front wheels then inspect the Part Number and Julian date on both front brake calipers. If suspect Julian date is found, replace the brake caliper(s).

Parts Information

Perform the Julian date inspection procedure BEFORE ordering any parts.

| <u>Part Number</u> | <u>Description</u> |
|---------------------------|-------------------------------------|
| CCAMW821AA | Brake Caliper Kit Right Side |

Each package contains the following components:

| <u>Quantity</u> | <u>Description</u> |
|------------------------|---------------------------------------|
| 1 | Brake Caliper, Right |
| 2 | Copper Washers, Brake Hose Connection |

| <u>Part Number</u> | <u>Description</u> |
|---------------------------|------------------------------------|
| CCAMW822AA | Brake Caliper Kit Left Side |

Each package contains the following components:

| <u>Quantity</u> | <u>Description</u> |
|------------------------|---------------------------------------|
| 1 | Brake Caliper, Left |
| 2 | Copper Washers, Brake Hose Connection |

Parts Return

Return the Brake Caliper to the Core Center for core credit.

Special Tools

The following special tools are required to perform this repair:

- NPN Brake Bleeding Equipment
- NPN Brake Holding Tool

Service Procedure

A. Inspect Julian Date Code

1. Raise and support the vehicle.
2. Remove both front wheels.
3. Inspect the **Part Number** and the **Julian date** on the front brake calipers (Figure 1).
 - **Right Side:** If Part Number is **68237060AE** and Julian date is **3234**, **3235**, or **323A**, replace the brake caliper. Proceed to **Section B. Caliper Replacement**.
 - **Left Side:** If Part Number is **68237061AE** and Julian date is **412J**, **412K**, or **412Q**, replace the brake caliper. Proceed to **Section B. Caliper Replacement**.
 - **Part Number and Julian date do not match those listed above** for **right** or **left** side, **OR** if **Julian date sticker looks completely different** than shown in (Figure 1), do **NOT** replace that front brake caliper. Proceed to **Section B. Step 20** to reinstall the front wheel for any brake caliper not being replaced.
 - **Julian date sticker missing:** If there is no sticker at all or is unreadable, replace that brake caliper. Proceed to **Section B. Caliper Replacement**



Figure 1 – Front Brake Caliper Part Number and Julian Date Code

Service Procedure [Continued]

B. Caliper Replacement.

NOTE: Front brake caliper replacement is required **ONLY** if the brake caliper part number and Julian date match those listed in the Julian date inspection procedure in Section A, or the Julian date sticker is missing from the brake caliper. *Very few vehicles are expected to require this repair.*

1. Using a brake pedal holding tool, depress brake pedal past its first inch of travel and hold it in this position. Holding pedal in this position will isolate master cylinder from hydraulic brake system and will not allow brake fluid to drain out of brake fluid reservoir while brake hoses/tubes are being serviced (Figure 2).



Figure 2 – Brake Pedal Holding Tool

Service Procedure [Continued]

2. Place a suitable drain pan under the brake hose/tube connection to capture any lost fluid while disconnecting the brake hose.

3. Remove the banjo bolt and brake hose connection from the front brake caliper (Figure 3).

4. Remove the two front brake caliper bolts (Figure 3).

5. Remove the front brake caliper from the brake caliper adaptor and return the caliper for core credit (Figure 3).

6. Remove and **DISCARD** the two copper washers on either side of the brake hose connection (Figure 4).

7. Position the **NEW** front brake caliper on the brake caliper adaptor (Figure 3).

8. Install the two front brake caliper bolts and tighten to 75 N·m (55 Ft. Lbs.) (Figure 3).

9. Install the banjo bolt and brake hose connection with two **NEW** copper washers and tighten to 35 N·m (26 Ft. Lbs.) (Figures 3 and 4).

10. Remove the brake pedal holding tool (Figure 2).

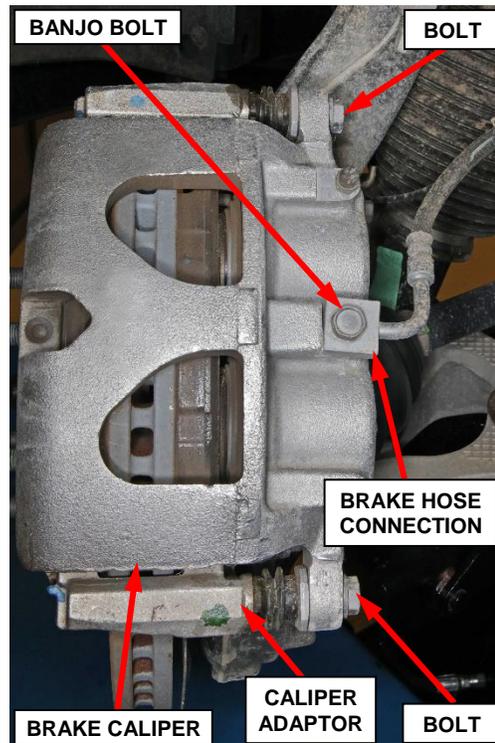


Figure 3 – Front Brake Caliper

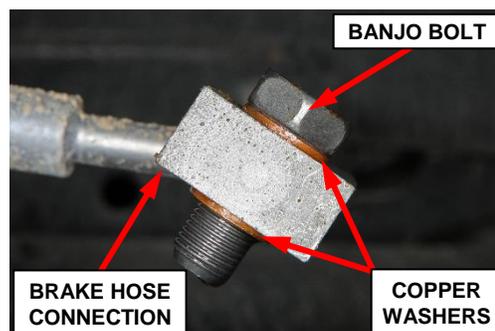


Figure 4 - Brake Hose Connection Washers

Service Procedure [Continued]

11. Partly lower the vehicle and open the hood.

NOTE: Use Mopar® brake fluid, or an equivalent quality fluid meeting SAE J1703-F and DOT 3 standards only. Use ONLY fresh, clean fluid from a sealed container.

12. Remove reservoir filler cap and fill reservoir.
13. Top off the brake fluid if necessary.
14. Attach one end of the bleed hose (1) to the bleed screw and insert the opposite end into a glass container (2) partially filled with brake fluid. Be sure the end of the bleed hose is immersed in fluid (Figure 5).

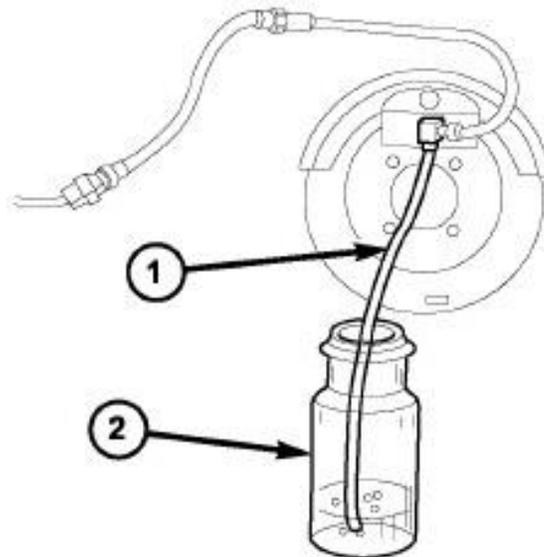


Figure 5 – Bleed Hose Immersed in Container of Brake Fluid

Service Procedure [Continued]

NOTE: Bleed procedure should be in this order (1) right front (2) left front. Bleeding of the rear calipers will not be necessary.

15. MANUAL BLEEDING

- a. Open the bleeder, then have a helper press down the brake pedal. Once the pedal is down, hold the pedal down while closing the bleeder. Repeat bleeding until fluid stream is clear and free of bubbles. Then move to the next wheel.
- b. Apply brake pressure several times to seat the brake pads and obtain a firm brake pedal.
- c. Tighten the caliper bleed screws to 19 N·m (14 Ft. Lbs.).

16. PRESSURE BLEEDING

NOTE: Follow the manufacturer's instructions carefully when using pressure equipment. Do not exceed the tank manufacturers pressure recommendations. Generally, a tank pressure of 15-20 psi is adequate for bleeding. Do not pressure bleed without a proper master cylinder adapter. The wrong adapter can lead to leakage, or drawing air back into the system.

- a. Fill the bleeder tank with recommended fluid and purge air from the tank lines before bleeding.
- b. Open the bleeder until fluid stream is clear and free of bubbles. Then move to the next wheel.
- c. Tighten the caliper bleed screws to 19 N·m (14 Ft. Lbs.).

Service Procedure [Continued]

17. Top off the brake fluid and install the reservoir cap.
18. Clean any excess brake fluid from vehicle.
19. Close the hood.
20. Clean wheel mounting surfaces of any corrosion or dirt.
21. Position the front wheel against the hub and install the lug nuts. Tighten the lug nuts in a star pattern to 176 N·m (130 Ft. Lbs.).
22. Lower the vehicle.
23. Return the vehicle to the customer or inventory

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 |
|--|-----------------------------------|---------------------------|
| Inspect part number and Julian date both front brake calipers | 05-W8-21-81 | 0.3 hours |
| Inspect both front brake calipers and replace one front brake caliper right or left | 05-W8-21-82 | 0.7 hours |
| Inspect and replace both front brake calipers | 05-W8-21-83 | 0.9 hours |

Add the cost of the parts 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 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

W82

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 W82.

CUSTOMER SATISFACTION NOTIFICATION

Front Brake Caliper Piston

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 [2021 Model Year (DT) Ram 1500 Pickup] vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?

The front brake caliper piston on your vehicle may have a crack caused during the manufacturing process. A cracked piston could allow brake fluid to escape which may cause the brake pedal to feel soft or spongy and/or activate the "Service Brakes" message to display on the instrument panel cluster.

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 inspect the date code on the front brake calipers and replace any front brake caliper with the applicable date code. The estimated repair time is one hour. 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.