



NUMBER: 14-004-21

GROUP: 14 - Fuel System

DATE: June 30, 2021

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This Technical Service Bulletin has also been released as a Rapid Response Transmittal (RRT) 21-082, date of issue June 30, 2021. All applicable Sold and Un-Sold RRT VINs have been loaded. To verify this RRT service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty. This RRT will expire 18 months after the date of issue.

SUBJECT:

Missing Upper Fuel Tank Heat Shield

OVERVIEW:

This bulletin involves installing the upper heat shield on the top of the fuel tank.

MODELS:

2021 (WD) Dodge Durango

NOTE: This bulletin applies to vehicles within the following markets/countries: North America, EMEA and LATAM.

NOTE: This bulletin applies to vehicles built on or before March 06, 2021 (MDH 0306XX) equipped with a 5.7L V8 Hemi MDS VVT Engine (Sales Codes EZH) with Tow n Go Package (Sales Code AAN).

SYMPTOM/CONDITION:

Customers or technicians may notice that a vehicle that is equipped with a tow n go package that the upper fuel tank shield is missing.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, verify all related systems are functioning as designed. If Diagnostic Trouble Codes (DTCs) or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If a customer's VIN is listed in VIP or your RRT VIN list, perform the Repair. **This RRT only applies to vehicles on the RRT VIN list.**

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	68140486AA	Shield, Upper Heat Fuel Tank

REPAIR PROCEDURE:

1. Raise and support vehicle. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>04 - Vehicle Quick Reference / Hoisting / Standard Procedure.

NOTE: Refer to (Fig. 1) for reference on the missing and a correctly installed upper fuel tank shield.

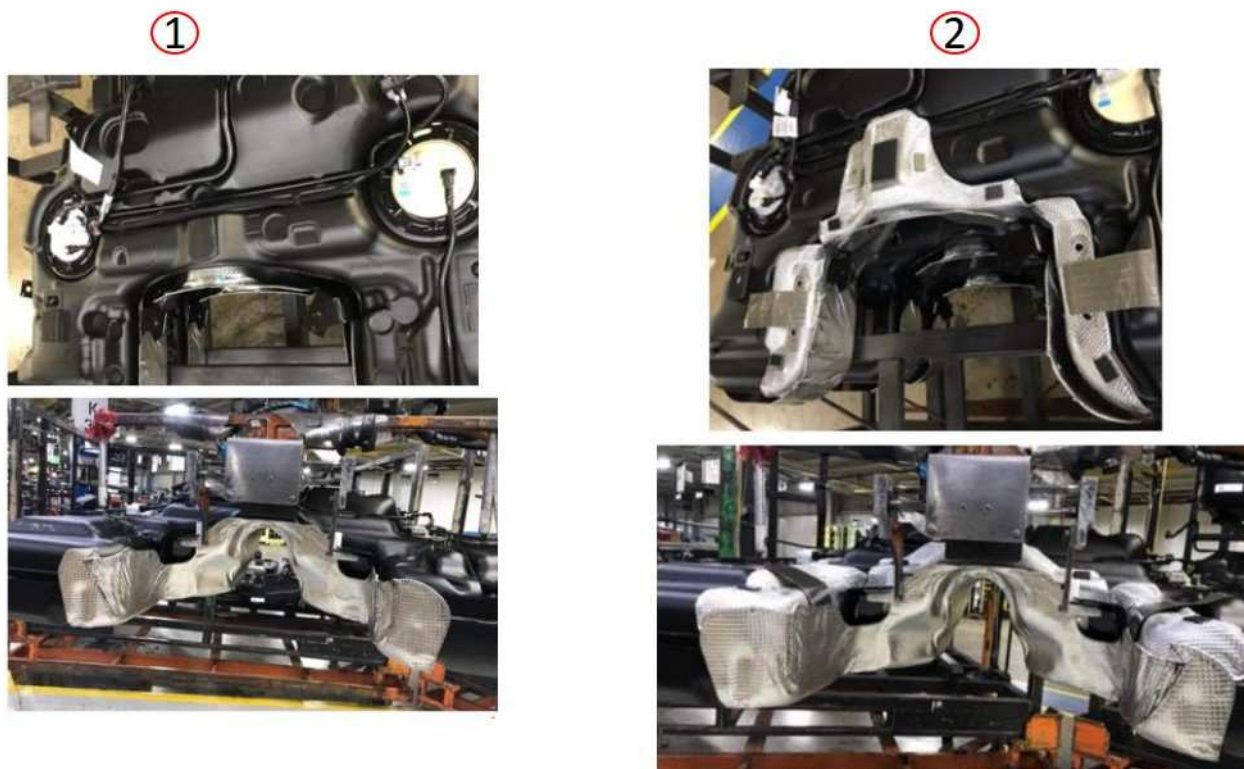


Fig. 1

Missing and Correctly Installed Upper Heat Shield

- 1 - Missing Upper Fuel Tank Heat Shield
2 - Correctly Installed Upper Fuel Tank Heat Shield
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2. Remove the fuel tank. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>14 - Fuel System / Fuel Delivery, Gas / Tank, Fuel / Removal.
3. Install the upper fuel tank heat shield with the new part and secure to the top of the fuel tank (Fig. 2) .



Fig. 2
Correct Heat shield Installed

4. Install the fuel tank. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info>14 - Fuel System / Fuel Delivery, Gas / Tank, Fuel / Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
14-60-01-9F	Upper Heat Shield, Fuel Tank - Install (1 - Semi-Skilled)	1 - Engine Repair and Performance	2.2 Hrs.

FAILURE CODE:

ZZ	Service Action
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