

August 2022

Dealer Service Instructions for:

Customer Satisfaction Notification Z63 Oil Starvation

Remedy Available

2022 (DT) Ram 1500 Pickup

NOTE: This campaign applies only to the above vehicles equipped with a 3.0L diesel engine (sales code EXH).

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 complete this campaign service on these vehicles before retail delivery. Dealers should also perform this repair on vehicles in used vehicle inventory and those vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The engine oil anti-drain valve O-ring in the engine oil filter adapter on about 33 of the above vehicles may be the incorrect size, potentially limiting or preventing internal engine oil flow. Restricted internal engine oil flow can cause a knocking noise or a Malfunction Indicator Lamp (MIL) and fault code. If this condition is not addressed, it can eventually lead to premature engine failure.

Repair

Using the wiTECH tool, complete a scan report. If P0524 is present, check the oil filter and cylinder bores for damage. If cylinder bore damage is found, the engine must be replaced.

If no code is present, remove the engine oil filter and check for debris.

If no debris is found in the filter, and no code P0524 was set, replace the engine oil filter adapter assembly.

If debris is found in the filter, cylinder bore inspection is required. If cylinder bore damage is found, the engine must be replaced.

Alternate Transportation

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if inspection determines that engine replacement is required, and the vehicle must be held overnight.

| |
|--------------------------|
| Parts Information |
|--------------------------|

For Engine Oil Filter Adapter Replacement

| <u>Part Number</u> | <u>Qty.</u> | <u>Description</u> |
|---------------------------|--------------------|---|
| 68511102AA | 1 | Engine Oil Filter Adapter (with Cooler) |
| 68231020AA | 1 | Engine Oil (case of 12) |
| 68163848AB | 1 | Coolant (case of 4 gallons) |
| 05072722AA | 6 | Seal (Washer), Fuel Injector |
| 68148333AA | 6 | O-ring, Fuel Injector |
| 68211320AA | 1 | EGR Gasket (used with bore inspection) |

For Engine Replacement

| <u>Part Number</u> | <u>Qty.</u> | <u>Description</u> |
|---------------------------|--------------------|-----------------------------|
| 05162111CB | 1 | Engine Assembly |
| 68163848AB | 1 | Coolant (case of 4 gallons) |
| 68211320AA | 1 | EGR Gasket |
| 06512984AA | 2 | Bolt, Cab to Frame |
| 06512988AA | 2 | Bolt, Cab to Frame |
| 06512962AA | 2 | Bolt, Cab to Frame |
| 06511825AA | 2 | Bolt, Cab to Frame |

| |
|---------------------|
| Parts Return |
|---------------------|

No parts return required for this campaign.

Engine replacement will follow standard powertrain return process.

Special Tools

The following special tools are required to perform this repair:

- NPN wiTECH MicroPod II
- NPN Laptop Computer
- NPN wiTECH Software
- VM.10358A Remover, Fuel Injector
- 9717 - Brush, Injector Bore (Originally Shipped In Kit Number(s) 9910)

Service Procedure

A. Scan Report

1. Using the wiTECH tool, complete a scan report.

B. Inspect Oil Filter

1. Remove the oil filter and disassemble it (Figure 1). Use a flat bladed tool to lift up on one side of the element, and while holding the filter element up, move the tool 90 degrees to lift it further and free the filter media.



Figure 1 – Oil Filter Disassembly

Service Procedure [Continued]

2. Check that the oil filter has not imploded and that there are no metal particles related to a potential bearing seizure. Is the filter imploded, or does it contain metal particles? (Figure 2)

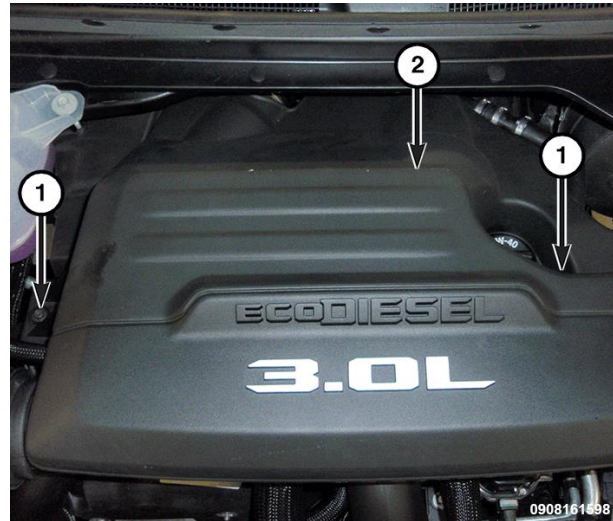
- YES. Proceed to D. Cylinder Bore Inspection.
- NO. No further inspection is needed. Perform C. Engine Oil Filter Adapter Replacement.



Figure 2 – Oil Filter Inspection

Service Procedure [Continued]**C. Engine Oil Filter Adapter Replacement**

1. Disconnect and isolate the negative battery cable. If equipped with an Intelligent Battery Sensor (IBS), disconnect the IBS connector first before disconnecting the negative battery cable.
2. Remove the two bolts (1) securing the engine cover (2) (Figure 3).
3. Lift up and pull forward and remove the engine cover (2) (Figure 3).
4. Raise and support the vehicle.

**Figure 3 – Engine Cover**

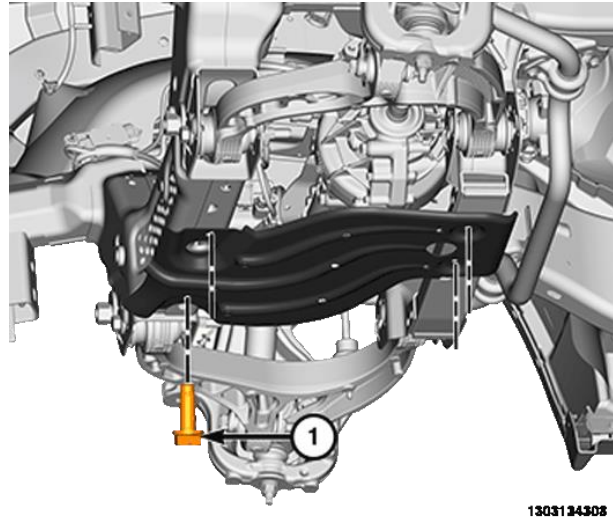
WARNING: Make sure engine cooling system is cool before servicing. Do not remove any clamps or hoses, pressure cap, or open the radiator draincock. When the system is hot and under pressure serious burns from coolant can occur.

NOTE: When servicing the cooling system, it is essential that coolant does not drip onto the accessory drive belts and/or pulleys. Shield the belts with shop towels before working on the cooling system. If coolant contacts the belts or pulleys, flush both with clean water.

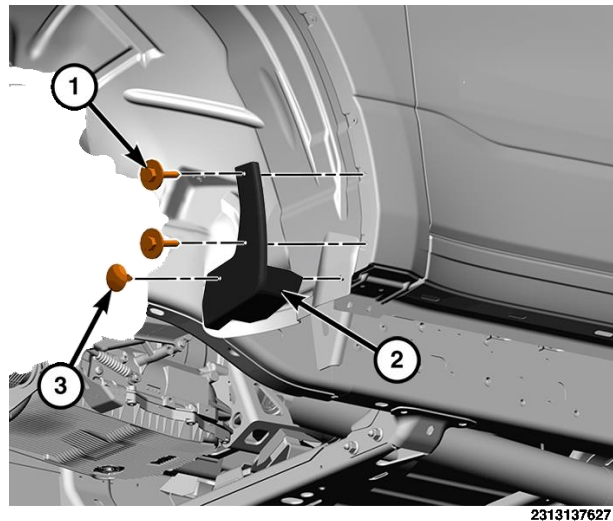
NOTE: DO NOT WASTE reusable coolant. If the solution is clean, drain the coolant into a clean retainer for reuse.

Service Procedure [Continued]

5. Remove the four bolts (1) and remove the front suspension skid plate (Figure 4).
6. Drain the engine oil. Install and tighten the drain plug to 40N·m (30 ft. lbs.).
7. Remove the left front tire and wheel assembly.

**Figure 4 – Front Suspension Skid Plate**

8. Remove the front wheelhouse splash shield spat screws (1), if equipped (Figure 5).

**Figure 5 – Splash Shield Spat**

Service Procedure [Continued]

9. Remove the 10 screws (2) and the push pins (1) (Figure 6).

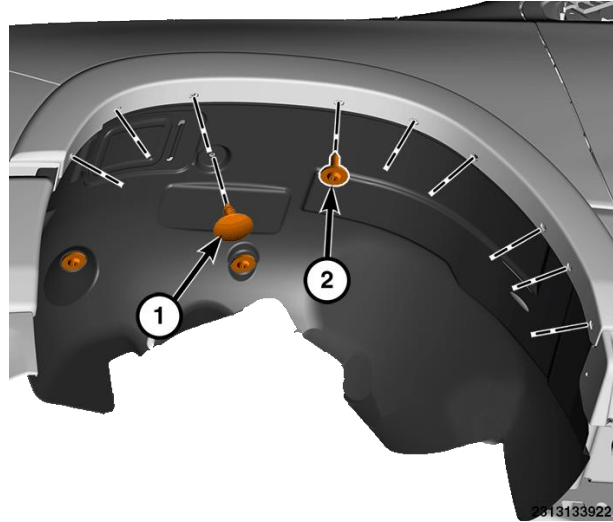


Figure 6 – Splash Shield

10. Remove the push pin (1) and remove the screws (2) (Figure 7).
11. Remove the wheelhouse splash shield.

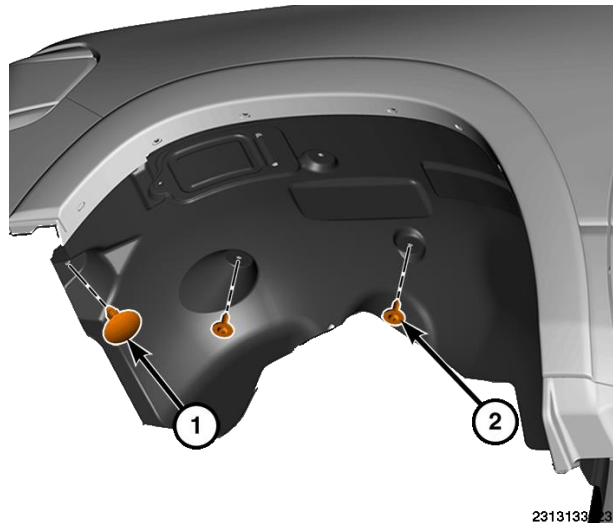
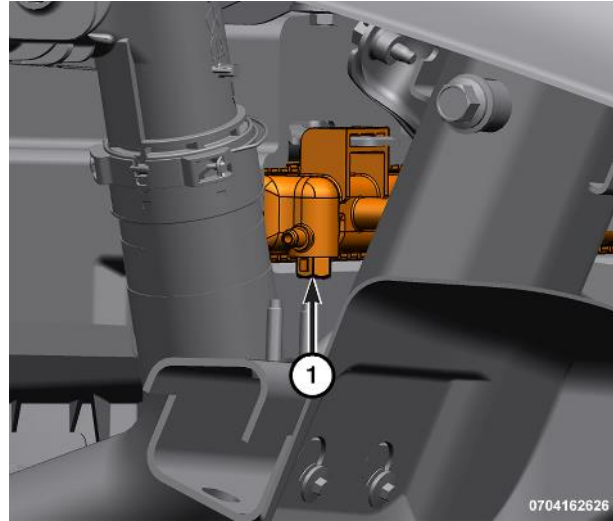


Figure 7 – Splash Shield

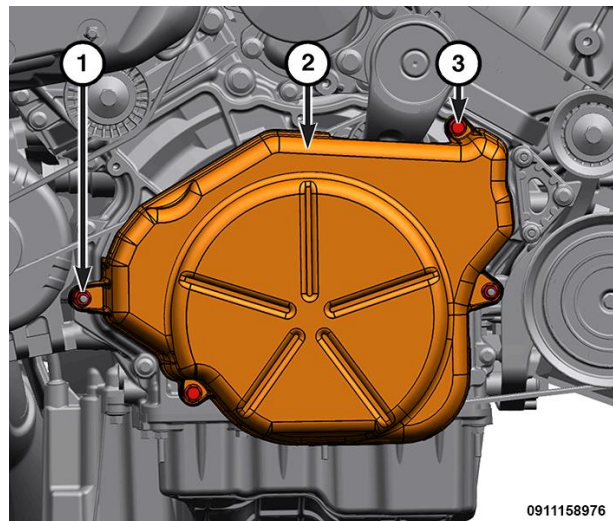
Service Procedure [Continued]

12. Position a clean drain pan under draincock location.
13. Open radiator draincock (1) located at the lower left side of radiator. Turn draincock counterclockwise until it stops and allow to drain (Figure 8).
14. Remove coolant pressure cap.

**Figure 8 – Radiator Draincock**

NOTE: Removal of the A/C compressor does not require the refrigerant to be evacuated.

15. Remove the nuts (1), bolts (3) and the vibration damper cover (2) (Figure 9).

**Figure 9 – Vibration Damper Cover**

Service Procedure [Continued]

CAUTION: Do not let the tensioner arm snap back to the free position, severe damage may occur to the tensioner.

16. Rotate belt tensioner (2) until it contacts its stop. Partially remove the serpentine belt (1), then slowly rotate the tensioner (2) into the free position (Figure 10).

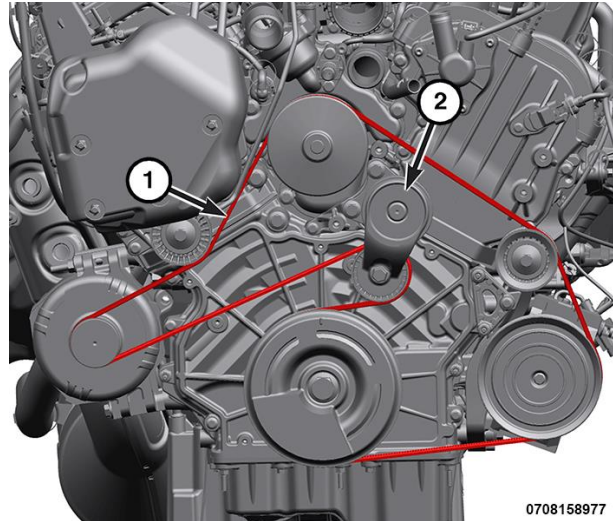


Figure 10 – Serpentine Belt and Tensioner

17. Disconnect the wire harness connector (1) from the A/C compressor (2) (Figure 11).

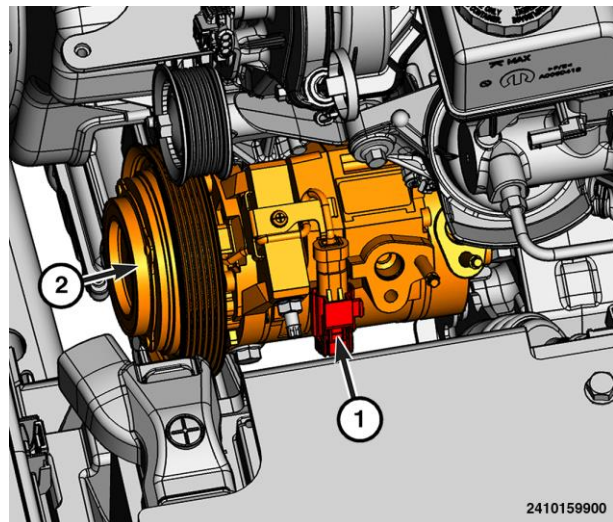


Figure 11 – A/C Compressor Connector

Service Procedure [Continued]

18. Remove the A/C pipe retainer to air pump bracket (Figure 12).

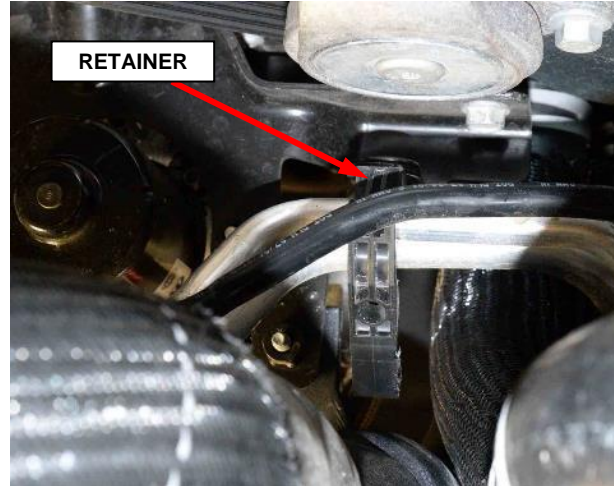


Figure 12 – A/C Compressor Pipe Retainer

19. Disconnect the clip holding the harness to the A/C pipe (Figure 13).

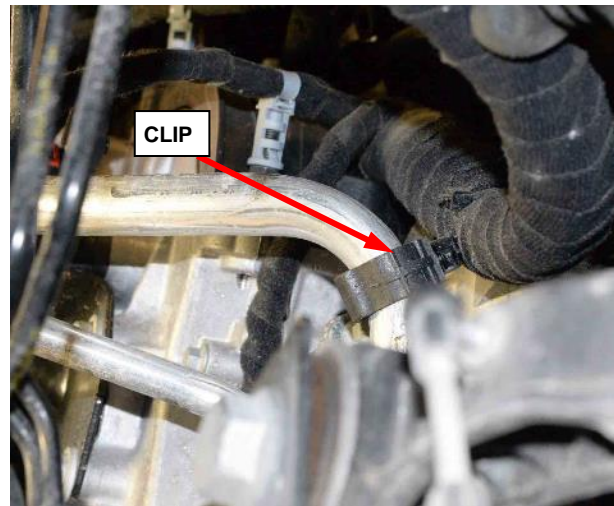


Figure 13 – A/C Pipe to Harness Clip

Service Procedure [Continued]

20. Remove the fasteners (1) securing the A/C compressor (2) to the engine (Figure 14).

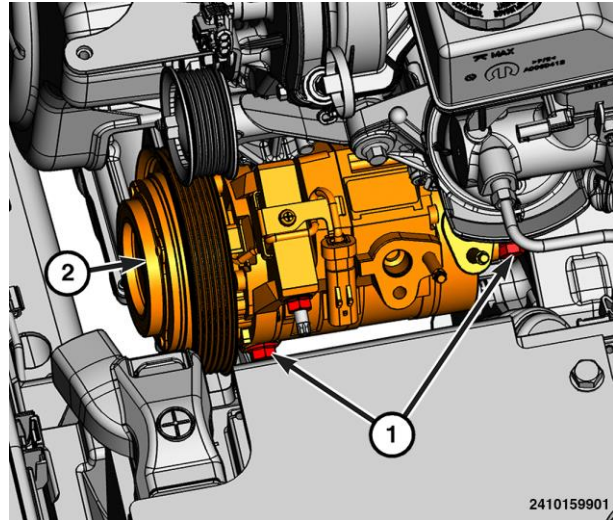


Figure 14 – A/C Compressor Fasteners

21. Remove the stud from the A/C bracket (Figure 15).
22. Remove the A/C compressor and position aside.

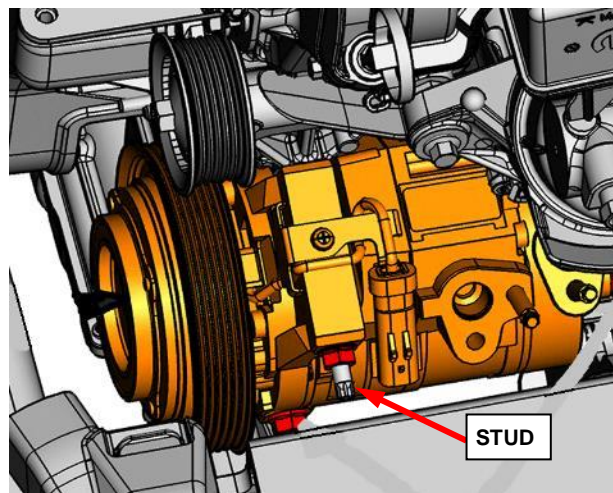


Figure 15 – A/C Compressor Fasteners

Service Procedure [Continued]

23. Remove the two nuts (1) and bolt (2) from the small bracket (3) and remove the bracket (Figure 16).

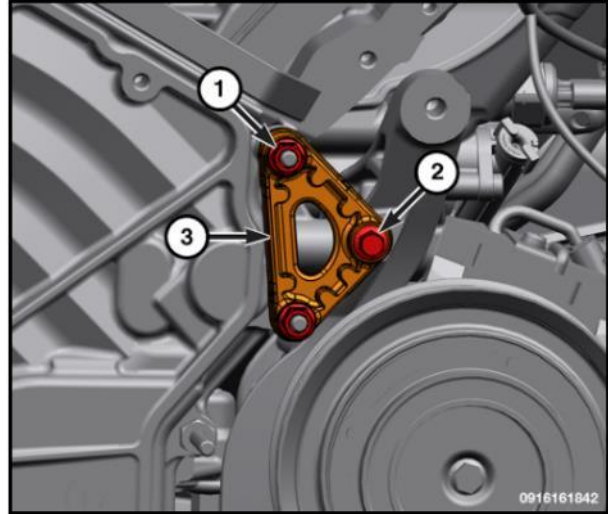


Figure 16 – A/C Compressor Bracket

24. Remove the bolts (1), and the A/C compressor bracket (2) (Figure 17).

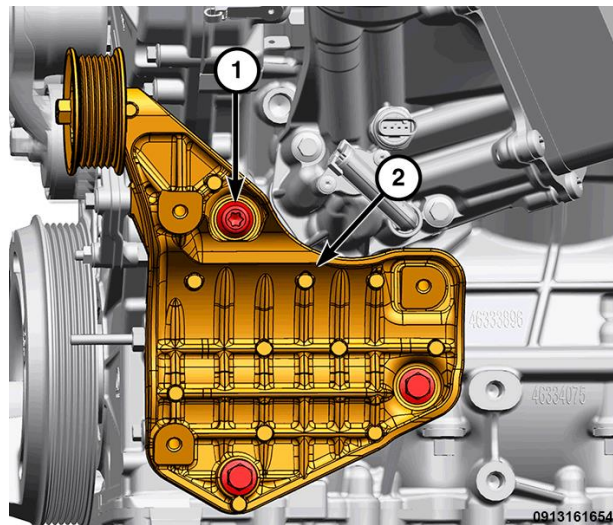


Figure 17 – A/C Compressor Bracket

Service Procedure [Continued]

25. Disconnect the oil pressure sensor wire harness connector (2) (Figure 18).

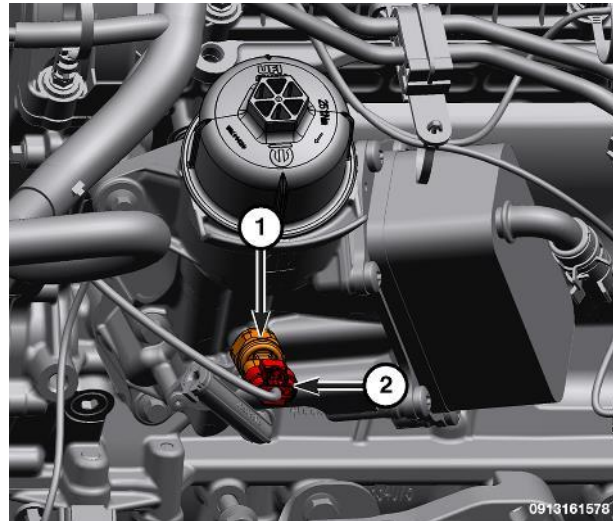


Figure 18 – Oil Pressure Sensor Connector

26. Detach the wire harness retainer (2) from coolant hose (Figure 19).
27. Position a large pan under the engine oil filter adapter.

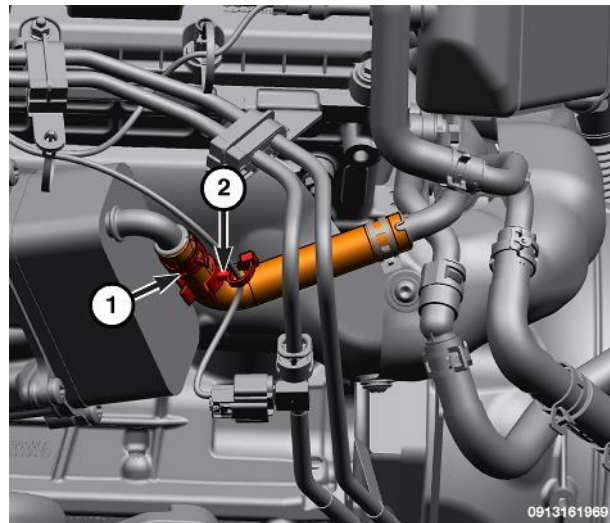


Figure 19 – Wire Harness Retainer

Service Procedure [Continued]

28. Disconnect the coolant hose (1) from the oil cooler (Figure 19).
29. Remove the bolts (1) and the engine oil filter adapter (2). Discard the old adapter (Figure 20).

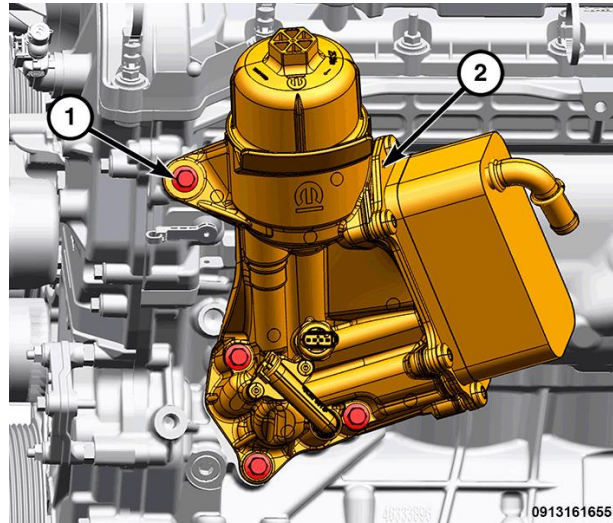


Figure 20 – Oil Cooler Bolts

30. Clean the engine oil filter adapter engine mounting surface.
31. Install the new engine oil filter adapter and tighten the fasteners (Figure 20):
 - Fasteners to block 30 N·m (22 ft. lbs.)
 - Fasteners to cylinder head 24 N·m (18 ft. lbs.)
32. Connect the coolant hose (1) to the oil cooler (Figure 19).
33. Attach the wire harness retainer (2) to the coolant hose (Figure 19).
34. Connect the oil pressure sensor wire harness connector (2) (Figure 18).
35. Install the A/C compressor bracket (2) and the bolts (1) (Figure 17). Tighten to 45 N·m (33 ft. lbs.).
36. Install the small bracket, nuts and bolt (Figure 16). Tighten to 11 N·m (8 ft. lbs.).

Service Procedure [Continued]

37. Install the stud to the A/C bracket (Figure 15). Tighten to 11 N·m (8 ft. lbs.).
38. Move the A/C compressor into position on the bracket.
39. Install and hand tighten the fasteners (1) securing the A/C compressor (2) (Figure 14). In this order, tighten the nut to 28 N·m (21 ft. lbs.), the rear bolt to 28 N·m (21 ft. lbs.) and the lower bolt to 28 N·m (21 ft. lbs.).
40. Connect the clip holding the harness to the A/C pipe (Figure 13).
41. Install the A/C pipe retainer to air pump bracket (Figure 12).
42. Connect the wire harness connector (1) to the A/C compressor (2) (Figure 11).
43. Rotate belt tensioner (2) until it contacts its stop. Install the serpentine belt (1), then slowly release the tensioner (2) (Figure 10).
44. Install the vibration damper cover (2), the nuts (1) and bolts (3) (Figure 9). Tighten the fasteners to 10 N·m (89 in. lbs.).
45. Refill cooling system. See Service Library at 07 - Cooling, Standard Procedure, Coolant System Air Evacuation.
46. Install the wheelhouse splash shield.
47. Install the push pin (1) and install the screws (2). Tighten the screws securely (Figure 7).
48. Install the 10 screws (2) and the push pins (1). Tighten the screws securely (Figure 6).

Service Procedure [Continued]

49. Install the front wheelhouse splash shield spat screws (1), if equipped. Tighten the screws securely (Figure 5).
50. Install the left front tire and wheel assembly. In a star pattern, tighten the lug nuts to 176 N·m (130 ft. lbs.).
51. Install the front suspension skid plate (Figure 4). Tighten the bolts to 55 N·m (41 ft. lbs.).
52. Refill the engine with oil.
53. Install the engine cover (2) (Figure 3).
54. Install the two bolts (1) securing the engine cover (2) and tighten securely (Figure 3).
55. Connect the negative battery cable. If equipped with an Intelligent Battery Sensor (IBS), connect the IBS connector first before connecting the negative battery cable.
56. Check and clear fault codes.

Service Procedure [Continued]**D. Cylinder Bore Inspection**

WARNING: Observe the following precautions when working on fuel systems: No sparks, open flames or smoking. Avoid inhaling and swallowing fuel. Avoid eye and skin contact with fuel. Pour fuels only into suitable and appropriately marked containers. Wear protective clothing. Failure to observe these precautions may result in fire, explosion, property damage, and serious or fatal injury.

WARNING: High-pressure lines deliver diesel fuel under extreme pressure from the injection pump to the fuel injectors. This may be as high as 2000 bar (29,008 psi). Use extreme caution when inspecting for high-pressure fuel leaks. Fuel under this amount of pressure can penetrate skin causing personal injury or death. Inspect for high-pressure fuel leaks with a sheet of cardboard. Wear safety goggles and adequate protective clothing when servicing fuel system.

NOTE: When key is cycled to the off position, fuel system pressure automatically bleeds down.

1. Loosen the clamp (1) and disconnect the clean air hose (Figure 21).
2. Detach the coolant hose retainer (2) from the clean air hose (Figure 21).
3. Remove the bolt (3) securing the clean air hose (Figure 21).

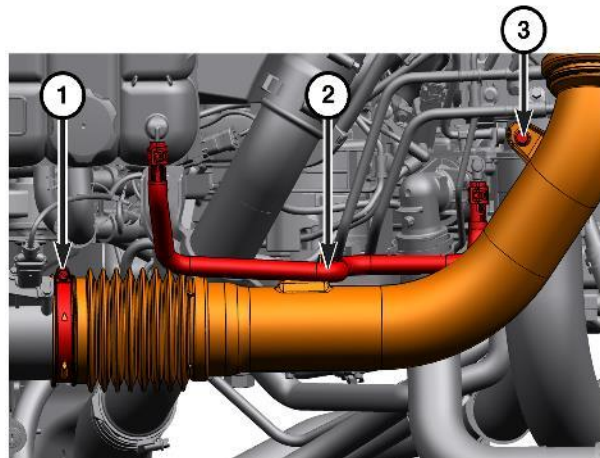


Figure 21 – Clean Air Hose

Service Procedure [Continued]

4. Disconnect the Closed Crankcase Heater Ventilation (CCV) heater wire harness connector (1) (Figure 22).
5. Detach the CCV heater wire harness retainer (2) (Figure 22).
6. Disconnect the crankcase breather hose.

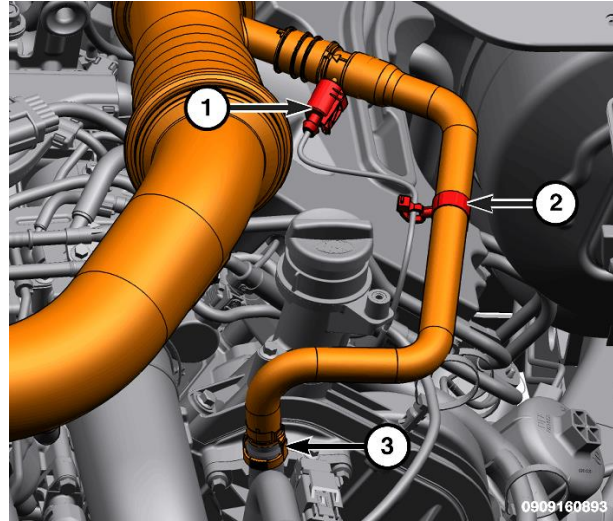


Figure 22 – Closed Crankcase Ventilation Connector

7. Loosen clamp (1) and remove the clean air hose (2) (Figure 23).

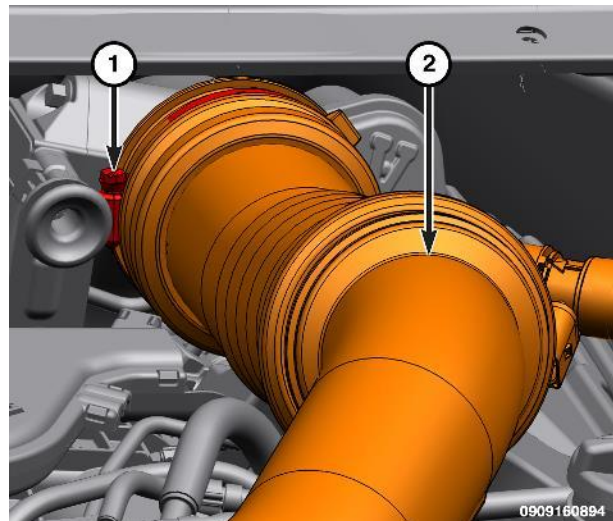


Figure 23 – Clean Air Hose

Service Procedure [Continued]

8. Remove the vent hose (1) (Figure 24).

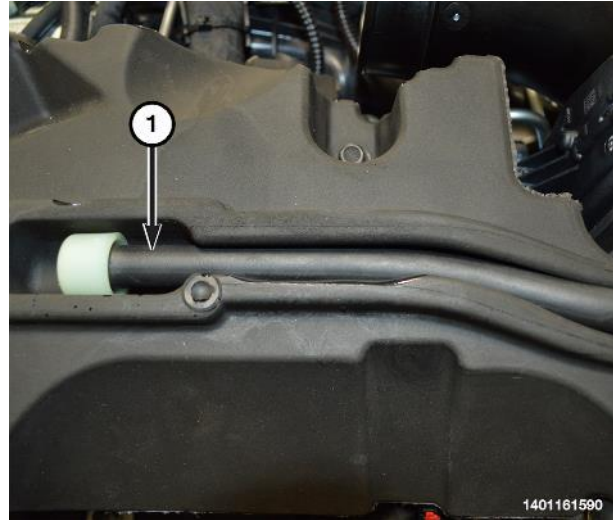


Figure 24 – Vent Hose

9. Remove the bolts (2) and the left fuel rail cover (1) (Figure 25).

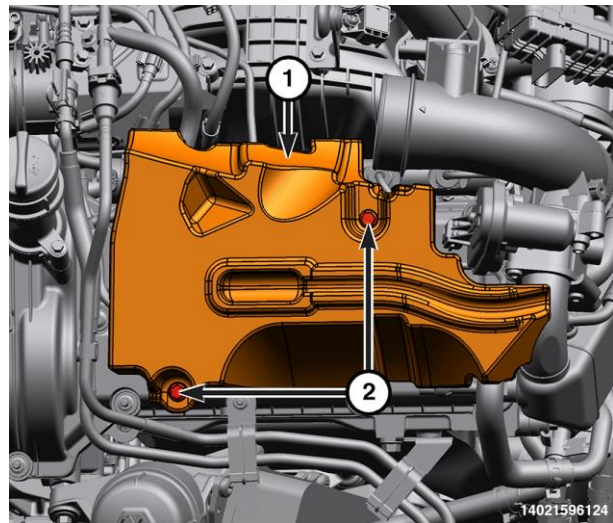


Figure 25 – Left Fuel Rail Cover

Service Procedure [Continued]

10. Disconnect the fuel injector wire harness connectors (1) (Figure 26).

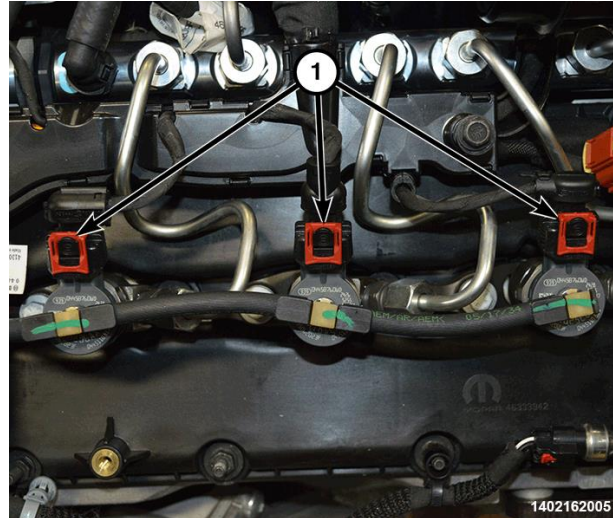


Figure 26 – Fuel Injector Connectors

11. Lift up the locking tab (1) to unlock it (Figure 27).
12. Disconnect the fuel return line (2) by wiggling the hose free from the fuel injector (Figure 27).

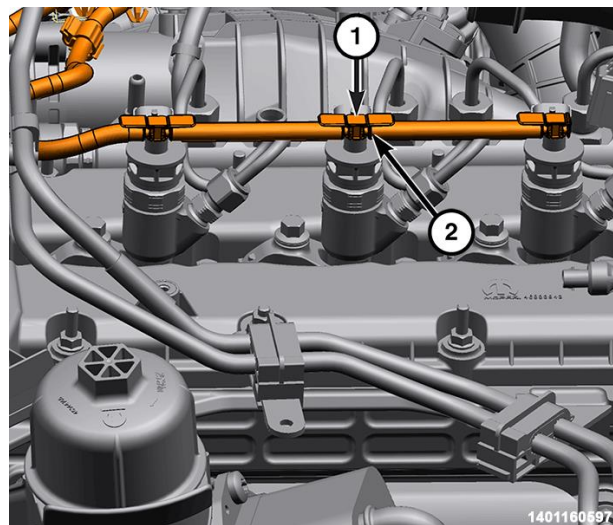


Figure 27 – Locking Tabs

Service Procedure [Continued]

NOTE: Use a backing wrench on the fuel injector when unscrewing the union nut.

13. Unscrew the union nuts (1 and 3) and remove cylinder No. 4 fuel tubes (2) (Figure 28).

14. Install protective caps onto the fuel injectors and fuel rail.

15. Unscrew the union nuts (4, 6) and remove cylinder No. 5 fuel tube (5) (Figure 28).

16. Install protective caps onto the fuel injectors and fuel rail.

17. Unscrew the union nuts (7, 9) and remove cylinder No. 6 fuel tube (8) (Figure 28).

18. Install protective caps onto the fuel injectors and fuel rail.

19. Remove the bolt (1) securing the Charge Air Cooling (CAC) hose (Figure 29).

20. Release the retaining clip and disconnect the CAC hose (2) from the turbocharger elbow and remove the hose (Figure 29).

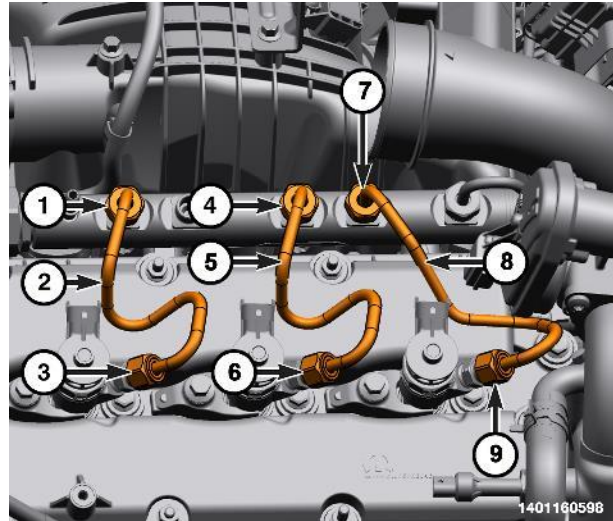


Figure 28 – Fuel Lines

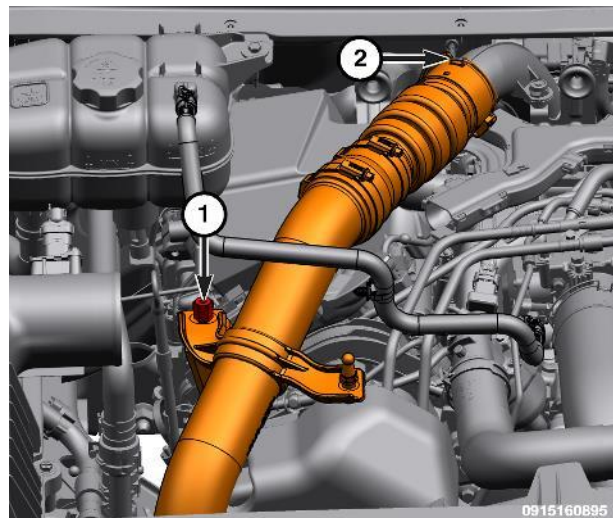


Figure 29 – CAC Hose

Service Procedure [Continued]

21. Remove the nut (1) and the right fuel rail cover (2) (Figure 30).

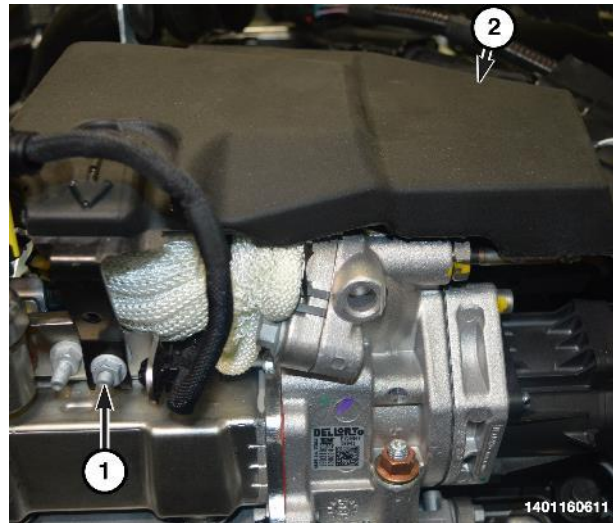


Figure 30 – Right Fuel Rail Cover

22. Remove the left side bolts (1) from the upper High Pressure (HP) Exhaust Gas Recirculation (EGR) tube (2) (Figure 31).
23. Remove the right side bolts (3) and the upper HP EGR tube (2). (Figure 31).

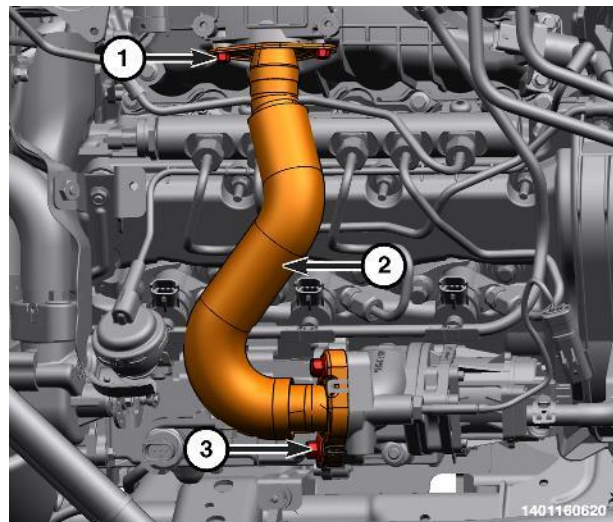


Figure 31 – HP EGR Tube

Service Procedure [Continued]

24. Lift up the locking tab (1) to unlock it (Figure 32).
25. Disconnect the fuel return line (2) by wiggling the hose free from the fuel injector (Figure 32).

NOTE: Use a backing wrench on the fuel injector when unscrewing the union nut.

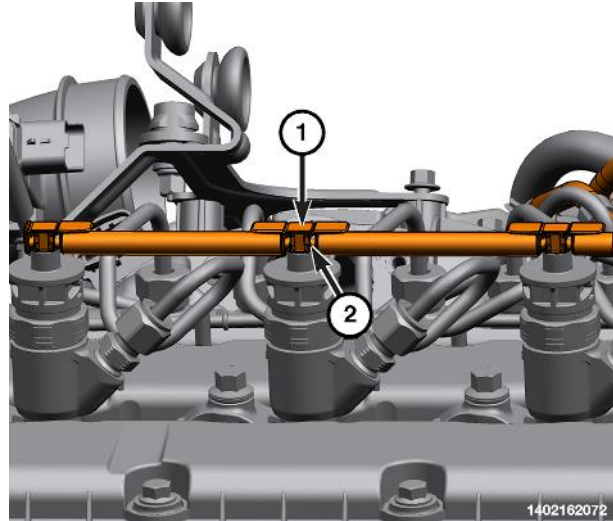
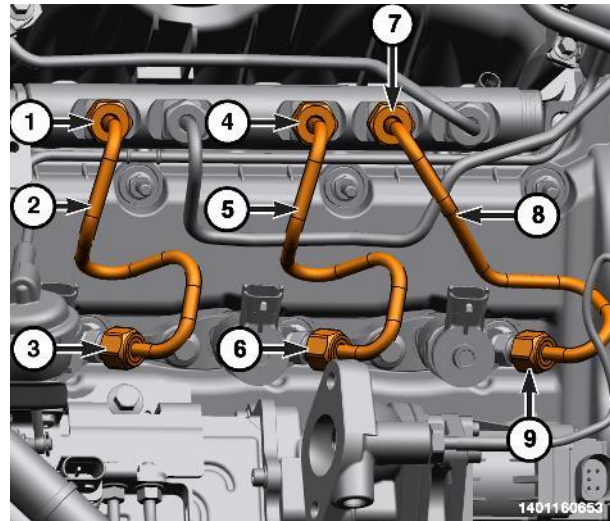
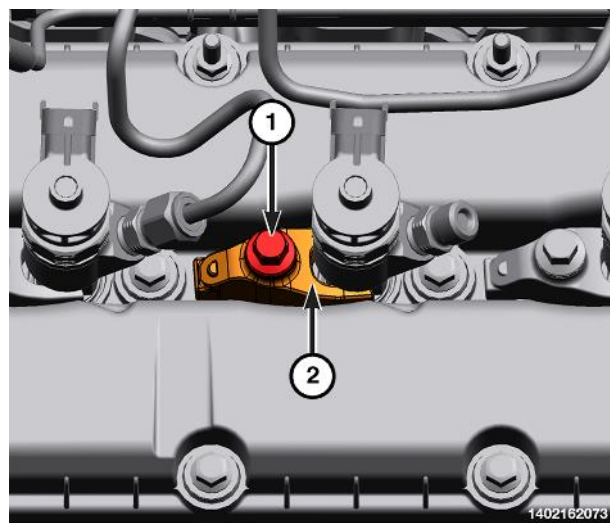


Figure 32 – Injector Locking Tabs

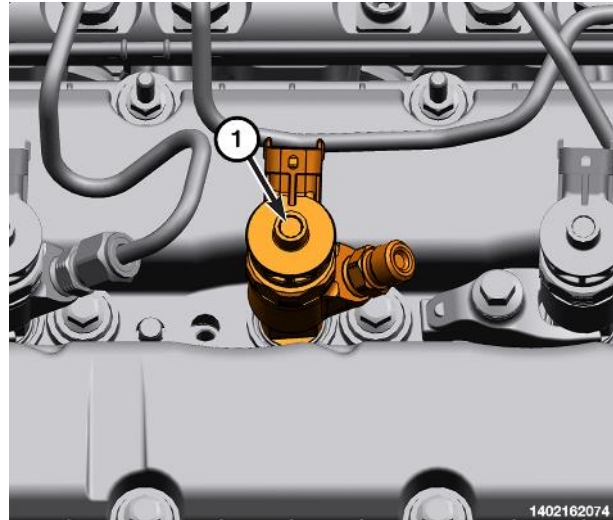
Service Procedure [Continued]

26. Unscrew the union nuts (7 and 9) and remove cylinder No. 1 fuel tube (8) (Figure 33).
27. Install protective caps onto the fuel injectors and fuel rail.
28. Unscrew the union nuts (4, 6) and remove cylinder No. 2 fuel tube (5) (Figure 33).
29. Install protective caps onto the fuel injectors and fuel rail.
30. Unscrew the union nuts (1, 3) and remove cylinder No. 3 fuel tube (2) (Figure 33).
31. Install protective caps onto the fuel injectors and fuel rail.
32. Clean the area around the fuel injector to be removed, so no debris falls into the injector bore.
33. Remove the bolt (1) and the fuel injector clamp (2) (Figure 34).

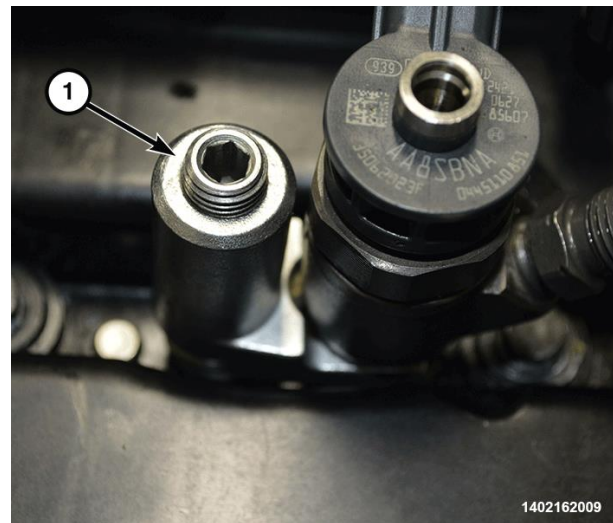
**Figure 33 – Injector Tubes****Figure 34 – Fuel Injector Clamp**

Service Procedure [Continued]

34. Using your hand, pull fuel injector (1) straight up from cylinder head for removal. Discard the lower sealing washer and place a protective cap over the nozzle and injector bore (Figure 35).

**Figure 35 – Fuel Injector**

35. If injector can't be removed by hand, install the Remover, Fuel Injector VM.10358A (1) to remove the fuel injector (2). Discard the lower sealing washer and place a protective cap over the nozzle and injector bore (Figure 36).

**Figure 36 – VM.10358A**

Service Procedure [Continued]

36. To remove the rear injector on the right side of the engine, remove the EGR Cooler Vacuum Bypass. Remove the E-clip from shaft on the cooler, and two T25 Torx screws. Set the bypass aside with heat shield and bracket (Figure 37).

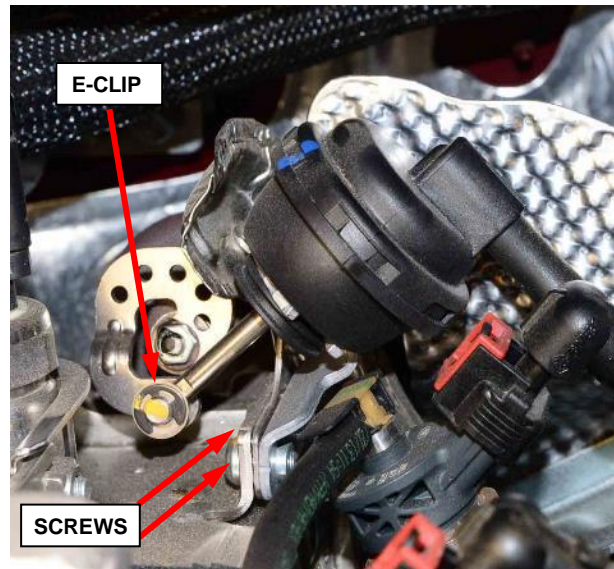
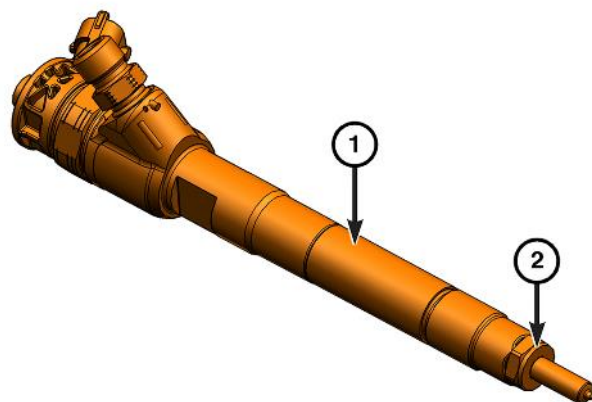


Figure 37 – EGR Cooler Bypass

NOTE: Check and MAKE SURE that the copper sealing washer did not remain in the cylinder head.

37. Remove and discard lower sealing washer (2) and place a protective cap over the nozzle and injector bore (Figure 38).



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Figure 38 – Injector

Service Procedure [Continued]

38. With the injectors removed, inspect each cylinder with a borescope. Rotate the engine so that the whole bore top to bottom can be viewed. Are there any signs of scoring (Figure 39)?
- YES. Engine replacement is required. See Engine Removal and Installation in Service Library at 09 - Engine, 3.0L Turbo Diesel / Removal and Installation.
 - NO. Perform C. Engine Oil Filter Adapter Replacement.

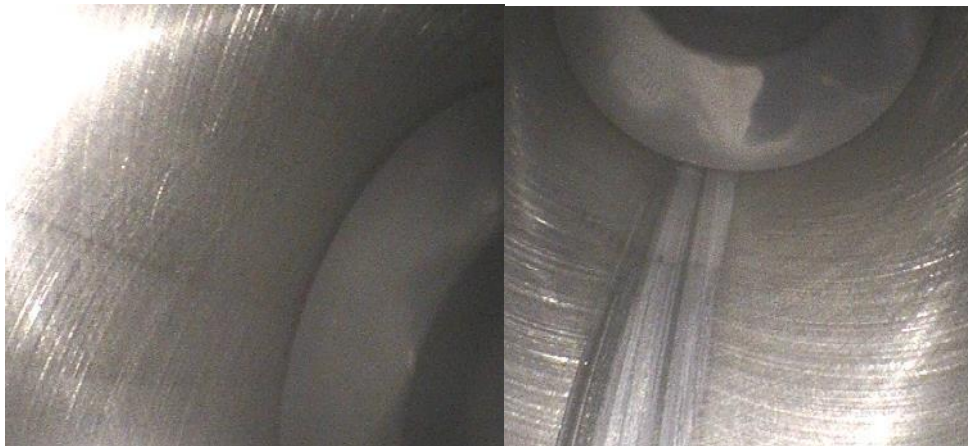


Figure 39 – Cylinder Bore Inspection

39. If the bores show no sign of scoring, clean the injector bores and injector as described in the following steps.

NOTE: Before cleaning the injector bore, seal the injector holes in the injector bore with the appropriate cap to prevent debris from falling into the cylinder.

40. Remove and discard the fuel injector O-ring seal.
41. Using a lint-free rag, wipe the cylinder head around the fuel injector.
42. Wipe out the injector bore with a lint-free cloth.

Service Procedure [Continued]

CAUTION: Make sure the injector bore bottom is clean of debris otherwise a leak could occur.

43. Clean the bottom of the fuel injector bore with Brush, Injector Bore 9717 and **make sure the old copper sealing washer (2) is not stuck in the bore (Figure 38).**
44. Blow out the recess with shop air and clean again with a lint-free cloth and cover.
45. Perform these steps for each injector recess.

NOTE: DO NOT clean the tip of the fuel injector with a wire brush.

46. Clean the fuel injector body (1) with a wire brush (Figure 38).
47. Remove the copper sealing washer (2) and clean the sealing surface (Figure 38).
48. Check the tip of the fuel injector. If the tip is found to be loose, replace the fuel injector.
49. Clean the fuel injector tips with a lint-free cloth.

NOTE: DO NOT apply anti-seize lubricant to the fuel injector nozzle, only apply anti-seize lubricant to the fuel injector body.

50. Lubricate the fuel injector body with Nickel Anti-Seize Lubricant (Figure 41).

NOTE: Always replace the seals in the cylinder head cover and replace the copper sealing washer on the bottom of injector.



Figure 41 – Lubricate the Fuel Injector

Service Procedure [Continued]

WARNING: No sparks, open flames or smoking. Risk of poisoning from inhaling and swallowing fuel. Risk of injury to eyes and skin from contact with fuel. Pour fuels only into suitable and appropriately marked containers. Wear protective clothing.

NOTE: When a NEW fuel injector is being installed, or if an existing injector is installed in any location other than its original location, the injector quantity adjustment procedure must be performed (Refer to 14 - Fuel System/Fuel Injection - Standard Procedure).

51. Remove the protective cap from the appropriate injector bore.

NOTE: Make sure the old copper sealing washer is not stuck in bore.

52. Install a NEW fuel injector seal (1) in the cylinder head cover (Figure 42).
53. Install a NEW sealing washer (2) onto the fuel injector (1) (Figure 38).

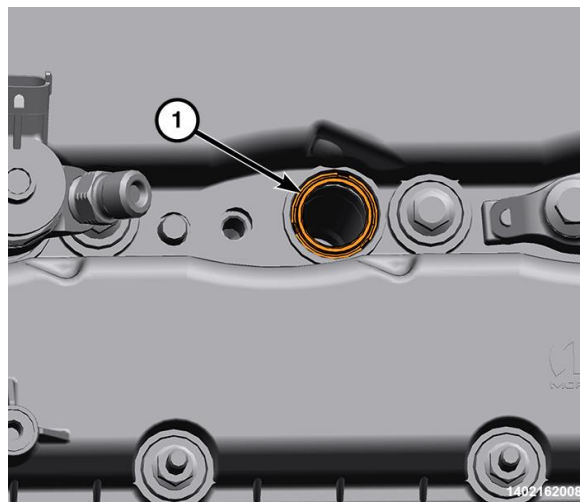


Figure 42 – Fuel Injector Seal

NOTE: Do Not apply any lubricant to the fuel injector nozzle. Care must be taken not to restrict the discharge orifices in the nozzle.

Service Procedure [Continued]

54. Install the fuel injector (1) in the cylinder head (Figure 43).

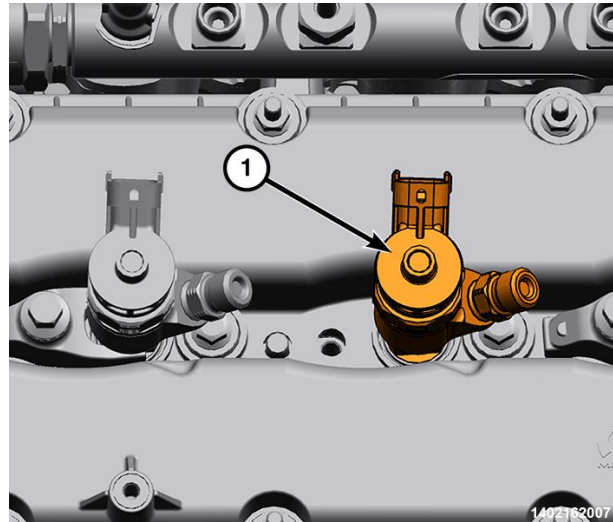


Figure 43 – Fuel Injector Install

55. Install the fuel injector clamp (2) and tighten the bolt (1) to 33 N·m (24 ft. lbs.) (Figure 34).
56. Install the fuel supply tubes and tighten the fuel tube union nuts to:
- At fuel injector, tighten to 11 N·m + 75° (8 ft. lbs. + 75°).
 - At fuel rail, tighten to 5 N·m + 75° (44 in. lbs. + 75°).

NOTE: Do not use any type of lubrication when installing the fuel injector return line.

57. Install the fuel injector return line and be sure it is fully seated.
58. Push down on the lock tab (1) to lock in place (Figure 32).
59. Connect the fuel injector wire harness connector(s) (1) (Figure 25).
60. Install the EGR Cooler Vacuum Bypass and heat shield. Install and securely tighten the two T25 Torx screws. Install the E-clip to the shaft on the cooler (Figure 37).

Service Procedure [Continued]

61. Install the upper HP EGR tube (2), a new gasket, and reuse the O-ring. (Figure 31). Tighten fasteners to:
 - M6 fasteners to 11 N·m (8 ft. lbs.).
 - M8 fasteners to 25 N·m (18 ft. lbs.).

NOTE: Before injector silencer pad install, briefly run the engine and check carefully for fuel leaks.

62. Install the right fuel rail cover (2) and securely tighten the nut (1) (Figure 30).
63. Connect the CAC hose (2) to the turbocharger elbow and install the hose (Figure 29).
64. Install the bolt (1) securing the Charge Air Cooling (CAC) hose. Tighten to 7 N·m (63 in. lbs.) (Figure 29).
65. Install the left fuel rail cover (1) and securely tighten the bolts (2) (Figure 24).
66. Install the vent hose (1) (Figure 23).
67. Install the clean air hose (2) and tighten the clamp (1) (Figure 22).
68. Connect the crankcase breather hose.
69. Attach the CCV heater wire harness retainer (2) (Figure 21).
70. Connect the Closed Crankcase Heater Ventilation (CCV) heater wire harness connector (1) (Figure 21).
71. Install the bolt (3) securing the clean air hose (Figure 20).
72. Attach the coolant hose retainer (2) to the clean air hose (Figure 20).

Service Procedure [Continued]

73. Connect the clean air hose and tighten the clamp (1) Figure 20).
74. Check and clear codes.
75. Check and add oil as needed.

| |
|---|
| 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 numbers and time allowances:

| | Labor Operation Number | Time Allowance |
|---|-----------------------------------|---------------------------|
| Perform Vehicle Scan Report, Inspect Oil Filter and Replace Oil Filter Adapter/Cooler Assembly | 09-Z6-31-82 | 2.1 Hrs. |
| Perform Vehicle Scan Report, Inspect Oil Filter and Cylinder Bores and Replace Oil Filter Adapter/Cooler Assembly | 09-Z6-31-83 | 4.6 Hrs. |
| Perform Vehicle Scan Report, Inspect Oil Filter and Cylinder Bores and Replace Engine | 09-Z6-31-84 | 10.2 Hrs. |
| <u>Optional Equipment:</u> (Engine Replacement Only) | | |
| 4X4 Equipped | 09-Z6-31-60 | 0.2 Hrs. |
| Running Boards/Side Steps | 09-Z6-31-61 | 0.4 Hrs. |

In addition, enter “MATL” in the Part Number section of your claim with the applicable Material Allowance where appropriate.

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

Z63

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 Z63.

CUSTOMER SATISFACTION NOTIFICATION

Oil Starvation

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 [2022 (DT) Ram 1500 Pickup] vehicles equipped with the 3.0L diesel engine.

WHY DOES MY VEHICLE NEED REPAIRS?

The engine oil anti-drain valve O-ring in the engine oil filter adapter on your vehicle ^[1] may be the incorrect size, potentially limiting or preventing internal engine oil flow. Restricted internal engine oil flow can cause a knocking noise or a Malfunction Indicator Lamp (MIL) and fault code. If this condition is not addressed, it can eventually lead to premature engine failure.

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 engine for signs of damage. If no signs of damage are found the engine oil filter adapter will be replaced. If the engine is damaged, it will be replaced. The estimated repair time for the engine oil filter adapter is 2.5 hours. If engine replacement is needed more extensive time will be required. 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.