



November 2022

Dealer Service Instructions for:

## Customer Satisfaction Notification ZB0 Coolant Hose

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### Remedy Available

**2022 (WD) Dodge Durango**

*NOTE: This campaign applies only to the above vehicles equipped with a 6.4L engine.*

*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 coolant hose on about 261 of the above vehicles may have not been installed correctly and may get in direct contact with the serpentine belt causing a rub thru condition and a coolant leak.

### Repair

Inspect the coolant hose for proper routing and signs of abrasion and reroute or replace as necessary.

### **Alternate Transportation**

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

### **Parts Information**

<u>Part Number</u>	<u>Description</u>
68602449AA	Hose

### **Parts Return**

No parts return required for this campaign.

Render the coolant hose unusable and discard.

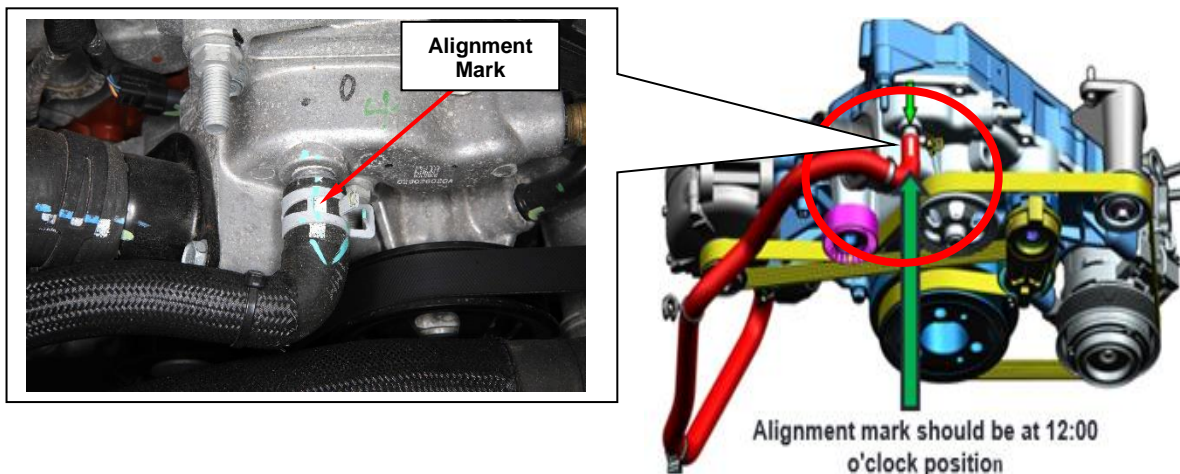
### **Special Tools**

**The following special tool is required to perform this repair:**

- 399-550000 UVView Airlift™ Cooling System Refill or equivalent

**Service Procedure****A. Coolant Hose Inspection and Replacement Procedure**

1. Open the hood.
2. Visually inspect the coolant hose alignment location (Figure 1).
3. Visually inspect the coolant hose for serpentine belt contact and hose mark position (Figure 1).
4. Is the coolant hose alignment mark at the 12:00 o'clock position and has no visible serpentine belt contact or sign of abrasion?

**Figure 1 – Coolant Hose Alignment**

**YES:** No further service required, return the vehicle to the customer, claim **LOP 09-ZB-01-81**.

**NO:** Proceed to step 5.

**Service Procedure [Continued]**

**WARNING:** Do not remove the cylinder block drain plugs or loosen the radiator draincock with system hot and under pressure. Serious burns from coolant can occur.

5. **DO NOT remove radiator cap first.** With engine cold, raise vehicle on a hoist and locate radiator draincock.

**NOTE:** Radiator draincock is located in the radiator tank at the bottom left corner (Figure 2).



**Figure 2- Draincock**

6. Attach one end of a hose to the draincock. Put the other end into a clean container. Open draincock and drain coolant from radiator. This will empty the coolant reserve/overflow tank. The coolant does not have to be removed from the tank unless the system is being refilled with a fresh mixture. When tank is empty, remove radiator cap and continue draining cooling system.

7. Remove the clamp from the cooling hose at the oil cooler and remove hose (Figure 3).

8. Lower the vehicle.

9. Remove the clamp from the cooling hose at the water pump and remove hose and **DISCARD**.



**Figure 3 – Oil Cooler Hose Clamp**

10. Align and position the **NEW** coolant hose and connect to the water pump and install the clamp and remove the yellow clamp retainer (Figure 1).

**Service Procedure [Continued]**

11. Raise vehicle and attach the **NEW** coolant hose onto the oil cooler fitting and install the clamp, remove the yellow clamp retainer and reattach all 3 retainers.
12. Refer to the Mopar Essential Tools and Service Equipment Tool, UView Airlift™ Cooling System Refill 399-550000 or equivalent and follow tool's operating manual for specific assembly steps.
13. Choose an appropriate adapter cone that will fit the vehicle's radiator filler neck or reservoir tank.
14. Attach the adapter cone to the vacuum gauge.
15. Make sure the vacuum generator/venturi ball valve is closed and attach an airline hose with a minimum shop air requirement of 80 psi (5.5 bar) to the vacuum generator/venturi.
16. Position the adapter cone/vacuum gauge assembly into the radiator filler neck or reservoir tank. Ensure that the adapter cone is sealed properly.
17. Connect the vacuum generator/venturi to the positioned adapter cone/vacuum gauge assembly.
18. Open the vacuum generator/venturi ball valve.

**NOTE: Do not bump or move the assembly as it may result in loss of vacuum. Some radiator overflow hoses may need to be clamped off to obtain vacuum.**

19. Let the system run until the vacuum gauge shows a good vacuum through the cooling system. Refer to the tool's operating manual for appropriate pressure readings.

**NOTE: If a strong vacuum is being created in the system, it is normal to see the radiator hoses collapse.**

20. Close the vacuum generator/venturi ball valve.
21. Disconnect the vacuum generator/venturi and airline from the adapter cone/vacuum gauge assembly.

**Service Procedure [Continued]**

22. Wait approximately 20 seconds, if the pressure readings do not move, the system has no leaks. If the pressure readings move, a leak could be present in the system and the cooling system should be checked for leaks and the procedure should be repeated.
23. Place the tool's suction hose into the coolant's container.

**NOTE: Ensure there is a sufficient amount of coolant, mixed to the required strength/protection level available for use. Always fill more coolant in the container than required to fill the system. For best results and to assist the refilling procedure, place the coolant container at the**

**same height as the radiator filler neck. If the coolant level is too low, it will pull air into the cooling system which could result in airlocks in the system.**

24. Connect the tool's suction hose to the adapter cone/vacuum gauge assembly.
25. Open the suction hose's ball valve to begin refilling the cooling system.
26. When the vacuum gauge reads zero, the system is filled.

**NOTE: On some remote pressurized tanks, it is recommended to stop filling when the proper level is reached.**

27. Close the suction hose's ball valve and remove the suction hose from the adapter cone/vacuum gauge assembly.
28. Remove the adapter cone/vacuum gauge assembly from the radiator filler neck or reservoir tank.
29. With heater control unit in the HEAT position, operate engine with container cap in place.
30. After engine has reached normal operating temperature, shut engine off and allow it to cool. When engine is cooling down, coolant will be drawn into the radiator from the pressure container.

**Service Procedure [Continued]**

- 31. Add coolant to the recovery bottle/container as necessary. Only add coolant to the container when the engine is cold. Coolant level in a warm engine will be higher due to thermal expansion. Add necessary coolant to raise container level to the COLD MINIMUM mark after each cool down period.
- 32. Once the appropriate coolant level is achieved, attach the radiator cap or reservoir tank cap.
- 33. Start the engine and check for leaks.
- 34. Return the vehicle to the customer.

**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:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Inspect coolant hose routing	09-ZB-01-81	0.2 hours
Inspect and replace coolant hose	09-ZB-01-82	0.7 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

ZB0

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 ZB0.

# CUSTOMER SATISFACTION NOTIFICATION

## Coolant Hose

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 <sup>[1]</sup>. This will be done at no charge to you.

We are recommending the following improvements be performed on certain [2022 Model Year (WD) Dodge Durango] vehicles equipped with a 6.4L engine.

#### WHY DOES MY VEHICLE NEED REPAIRS?

The coolant hose in your vehicle may have not been installed correctly and may get in direct contact with the serpentine belt causing a rub thru condition and a coolant leak.

#### 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 coolant hose for proper routing and signs of abrasion and reroute or replace as necessary. The estimated repair time is about 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](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[2]</sup> 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.