

# CUSTOMER SATISFACTION NOTIFICATION

NORTH AMERICA

## Fuel Tank



FCA US LLC

Reference: 80A



2023 (JT) Jeep Gladiator

Template Version 1.8

Revision	Edition	Detail
0	August 2023	Initial Version.

### SYMPTOM DESCRIPTION

The fuel gauge on about 186 of the above vehicles may not display the correct amount of fuel in the tank when the fuel tank is full.

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.

### REPAIR TO BE PERFORMED

Replace the fuel tank on all involved vehicles.

### COMPLETION REPORTING / 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 recall service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

Labor Description	Number	Hrs
Replace Fuel Tank	14-80-A1-82	1.5hrs

**NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete claim processing instructions.**

### PARTS INFORMATION

Qty	Part Name	Part No.
1	Fuel Tank	68332305AC
1	O-Ring	55366298AA

### PARTS RETURN

No parts return required for this campaign.

### SPECIAL TOOLS

The following special tools is /are required to perform this repair:

Number	Description
NPN	wiTECH MicroPod II / MDP
NPN	Laptop Computer
NPN	wiTECH Software
8978A	Decay Tool, Fuel
320-FC-P30-A	JohnDow Gas Caddy or Equivalent
9430	Fuel Pump Lock Ring Wrench

### DEALER NOTIFICATION

To view this notification on DealerCONNECT, select "Global Recall System" on the Service tab, then click on the description of this notification.

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**Service Procedure**

1. Remove the fuel fill cap.

**NOTE: If equipped with a capless fuel system, insert funnel or equivalent into capless unit to release pressure**

2. Remove the fuel pump fuse from the Power Distribution Center (PDC). For location of the fuel pump fuse, refer to label on the underside of the PDC cover.

**NOTE: One or more Diagnostic Trouble Codes (DTC) may have been stored in the PCM memory due to fuel pump fuse removal. A diagnostic scan tool must be used to erase the DTC.**

3. Start and run the engine until it stalls.
4. Attempt restarting the engine until it will no longer run.
5. Turn the ignition key to the OFF position.
6. Place a rag or towel below the fuel supply line quick-connect fitting located near the cowl.
7. Disconnect the fuel supply line quick-connect fitting at the fuel supply line.
8. Install the appropriate fuel line adapter fitting from the Decay Tool, Fuel 8978A to the fuel supply line. Route the opposite end of this hose to an Occupational Safety and Health Administration (OSHA) approved fuel storage tank such as the JohnDow Gas Caddy 320-FC-P30-A or equivalent.
9. Using a diagnostic scan tool, activate the fuel pump module until the fuel tank has been evacuated.

**NOTE: Activation of the fuel pump module may time out and need to be restarted several times to completely drain the fuel tank.**

10. Disconnect and isolate the negative battery cable(s).
11. Raise and support the vehicle.
12. Remove the front fuel line deflector nut and bolt and remove the front fuel tank deflector (Figure 1).

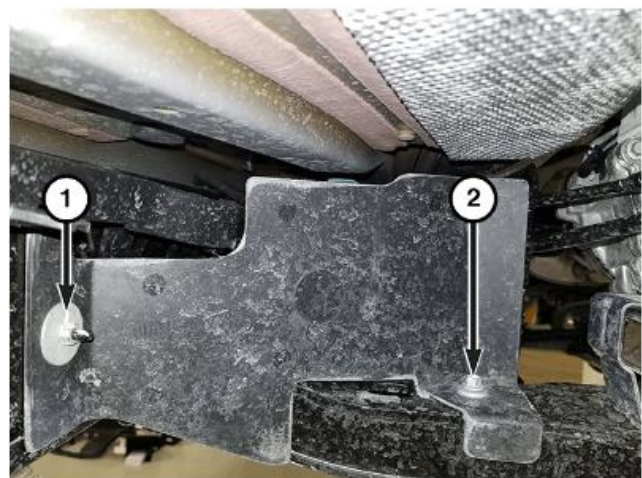


Figure 1 – Fuel Line Deflector

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**Service Procedure [Continued]**

13. Disconnect the quick-connect fittings at front of fuel tank and remove the lines from the retaining clip.
14. Loosen the fuel filler tube hose clamp and remove the fuel filler tube from the fuel tank.
15. Disconnect the recirculation line quick-connect fitting at fuel tank.
16. Disconnect the quick-connect for the vapor line from canister.
17. Remove the transfer case skid plate.

**NOTE: The fuel tank skid plate and the fuel tank assembly are removed at the same time. They share common fasteners.**

18. Position a support fixture under the fuel tank such as OTC® Fuel Tank Handler 1758 on the OTC® High-Lift Transmission Jack 1728.
19. Remove eight bolts and partially lower the fuel tank to gain access to the fuel pump module wire harness connector.
20. Disconnect the wire harness connector from the fuel pump module.
21. Continue lowering the fuel tank for removal.
22. Lift the fuel tank from the skid plate.

**NOTE: Prior to removing the fuel pump module, use compressed air to remove any accumulated dirt and debris from around fuel tank opening.**

**CAUTION: An indexing arrow is located on top of the main fuel pump module to clock it's position into the fuel tank, note it's location for reassembly.**

23. Position the SAE Fuel Pump Lock Ring Wrench 9340 into the notches on the outside edge of the lock ring.
24. Install a 1/2-inch drive breaker bar into the SAE Fuel Pump Lock Ring Wrench 9340.
25. Rotate the breaker bar counterclockwise and remove the lock ring.

**CAUTION: Whenever the fuel pump module is serviced, the rubber O-ring seal must be replaced.**

26. Disconnect the internal tank lines from the fuel pump module while removing from the tank.
27. Remove and **DISCARD** the rubber O-ring seal.

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**Service Procedure [Continued]**

28. Using a multi meter, perform an electrical resistance test of the fuel delivery module in 2 level sensor positions “Empty Stop” (510hms) and “Full Stop” (992 Ohms) fuel delivery module electrical connector pins “B” and “C” (Figure 2).

29. Did the fuel delivery module pass the electrical resistance test?

- **YES:** Reuse the existing fuel delivery module, proceed to step 30.
- **NO:** Install a new fuel delivery module, then proceed to step 30.

30. Place a **NEW** O-ring seal on the **NEW** fuel tank fuel pump opening.

31. Carefully insert the fuel pump module into the **NEW** fuel tank making sure to align the embossed alignment arrow points to the center alignment mark.

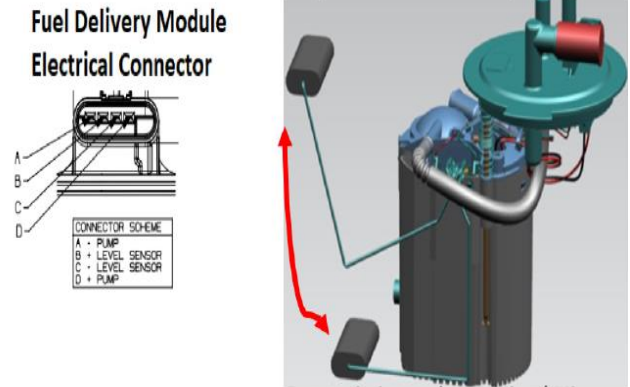


Figure 2 – Fuel Level Sensor Testing

**CAUTION:** An indexing arrow is located on top of the main fuel pump module to clock it's position into the fuel tank. The fuel pump module must be installed in the same position as removed.

32. Use the Fuel Pump Lock Ring Wrench 9340 and a 1/2-inch drive breaker bar to tighten the lock ring.

**NOTE:** Module must not rotate out of position while locking the ring.

33. Rotate the breaker bar clockwise until all seven notches of the lock ring have engaged.

32. Position a support fixture under the **NEW** fuel tank such as OTC® Fuel Tank Handler 1758 on the OTC® High-Lift Transmission Jack 1728.

34. Raise the fuel tank enough to connect the fuel filler tube to the fuel tank, connect the quick connect fittings and the electrical connectors.

35. Complete raising the fuel tank into position.

36. Install the eight bolts and tighten to 25 N·m (18ft. Lbs.).

37. Install the skid plate and tighten the bolts to 95 N·m (70ft. Lbs.).

38. Install the front fuel line deflector nut and bolt and remove the front fuel tank deflector (Figure 1).

39. Lower the vehicle.

40. Fill the fuel tank with the removed fuel.

41. Verify no fuel leaks.

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NORTH AMERICA  
**Fuel Tank**



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**Service Procedure [Continued]**

42. Install the removed fuel pump fuse.
43. Start the vehicle, verify no fuel leaks.
44. Connect the wiTECH diagnostic tool and clear any faults.
45. Return the vehicle to the customer.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

80A

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 80A.

# CUSTOMER SATISFACTION NOTIFICATION

## Fuel Tank

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 [2023 Model Year (JT) Jeep Gladiator] vehicles.

#### WHY DOES MY VEHICLE NEED REPAIRS?

The fuel gauge on your vehicle may not display the correct amount of fuel in the tank when the fuel tank is full.

#### 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 replace the fuel tank. The estimated repair time is about 1 hour and 30 minutes. 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.