



Revision 3 May 2024

Dealer Service Instructions for:

Customer Satisfaction Notification ZD8 Coolant Leak

NOTE: Revised LOP time allowance.

Remedy Available

2021-2022 (JL) Jeep® Wrangler

NOTE: This campaign applies only to the above vehicles equipped with a 2.0L engine (sales code EC1, EC3 & ECX).

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 inlet tube fasteners on about 90,811 of the above vehicles may become loose and allow a coolant weep that may propagate into a drip. Loss of coolant can cause the engine to overheat and, if not addressed, can lead to engine failure.

Repair

Remove the coolant inlet tube fasteners each separately. Clean the threads and add Thread Loc to the threads and reinstall, tighten to 11N·m (8ft. lbs.).

Parts Information

<u>Part Number</u>	<u>Description</u>
04318031	Lock & Seal Adhesive (MS-90061) MSQ of 12

NOTE: One tube will cover many vehicles.

Dealers are not to charge for the entire tube of Lock & Seal Adhesive on each claim.

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

WARNING: Do not remove or loosen the coolant pressure cap, cylinder block drain plugs, or the draincock when the system is hot and under pressure because serious burns from the coolant can occur.

1. **PHEV equipped:** Using the scan tool, verify there are no stuck contactors DTCs active or stored. If DTCs are present, the high voltage system may not power down properly. Address the DTCs before continuing power down procedure.
2. **PHEV equipped:** Disconnect any charging equipment. **Do not** plug in the EVSE Recharge Coupler when working on the vehicle.
3. **PHEV equipped:** Turn the ignition to Off by pressing the stop button and move keys at least 20 feet away from the vehicle. **Wait five minutes** to allow the high voltage system to shut down without setting a fault code.
4. Disconnect and isolate the negative battery cable from the 12-volt battery negative post.
5. **PHEV equipped:** Access the high voltage test points access cover and remove the M6 Torx screws.
6. **PHEV equipped:** Remove the cover to open the internal High Voltage Interlock (HVIL) loop (Figure 1).

NOTE: The high voltage test points access cover is located on the battery pack, behind driver side seat.

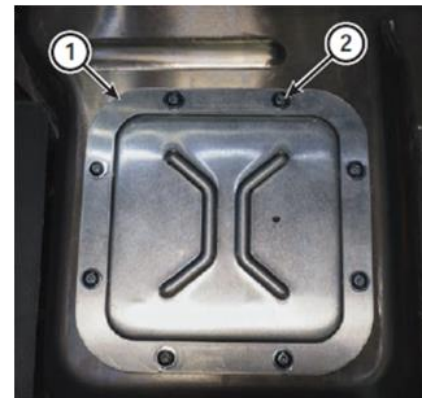
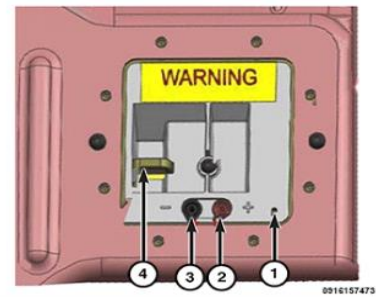


Figure 1 – Access Cover

Service Procedure [Continued]

7. **PHEV equipped:** Use of an insulation tester such as the Fluke Meter, Multi 126-1587 is recommended for PHEV circuit testing. Perform the multi-meter functionality tests per the manufactures directions. Verify the multi-meter is operating correctly by measuring voltage from a known good power source, such as the vehicle's 12-volt battery. If at any point during the procedure, the multi-meter settings are changed, or the probes are repositioned in the meter, verification with a known good power source must be repeated.
8. **PHEV equipped:** Using the Fluke multi-meter, measure the voltage at the high voltage positive and high voltage negative test points (Figure 2).
- Measure for voltage between the positive and negative high voltage test points.
 - Measure for voltage between positive test point and chassis ground.
 - Measure for voltage between negative test point and chassis ground.
 - The voltage reading should be 0 volts. (Some residual voltage may be present, up to 2.0 volts may be normal.)
9. **PHEV equipped:** Measure the voltage between the Power Distribution Center (PDC) positive battery cable connection and chassis ground with a multi-meter to verify the vehicle electrical system is powered down (Figure 2).

NOTE: On some vehicles a small amount of voltage may be present (typically less than approximately 0.5 volts) due to capacitors in some modules still having voltage stored. Anything less than 1.0 volts should be safe to work on.



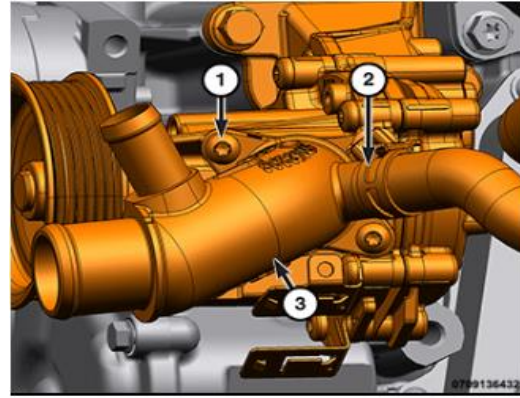
- 1 - Switch
- 2 - High Voltage (+) Test Port
- 3 - High Voltage (-) Test Port
- 4 - Service Lockout Loop

Figure 2 – Test Points

10. Raise and support the vehicle.

Service Procedure [Continued]

11. Remove one of the coolant inlet tube fasteners (1), clean threads and add thread Loctite (Figure 3).
12. Install the fastener and tighten the fastener to 11N·m (8ft. lbs.).
13. Repeat with the other fastener.
14. **PHEV equipped:** Install the high voltage test points access cover to close the internal High Voltage Interlock (HVIL) loop (Figure 1).
15. **PHEV equipped:** Install the M6 Torx screws securing the cover.
16. Reconnect the 12-volt negative battery cable.
17. **PHEV equipped:** Clear any DTCs that may have set due to the power down.
18. Check coolant level, add as necessary.
19. Check for coolant leak.
20. Return the vehicle to the customer.



1 - Water Pump Inlet Tube Screws
2 - Coolant Hose
3 - Water Pump Inlet Tube

Figure 3 – Fasteners

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 number and time allowance:

	Labor Operation Number	Time Allowance
Add Thread Loc to Inlet tube fasteners	07-ZD-81-82	0.5 hours
Related LOP PHEV vehicles ONLY	08-00-01-51	0.4 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

ZD8

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 ZD8.

CUSTOMER SATISFACTION NOTIFICATION

Coolant Leak

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 – 2022 Model Year (JL) Jeep Wrangler] vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?

The coolant inlet tube fasteners on your vehicle may become loose and allow a coolant weep to propagate into a drip. **Loss of coolant can cause the engine to overheat and, if not addressed, can lead to 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 remove the fasteners and add thread sealant. The estimated repair time is about 1 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.