

CUSTOMER SATISFACTION NOTIFICATION

NORTH AMERICA

Thermostat



FCA US LLC

Reference: 26B



2022 – 2023 (WS) Wagoneer/Grand Wagoneer

Template Version 1.8

Revision	Edition	Detail
0	June 2024	Initial Version.

SYMPTOM DESCRIPTION

The Thermostat Ball Valve Drive Pin on about 5,100 of the above vehicles may fail due to contamination. **This condition can cause the thermostat to fail in a closed position which will prevent coolant flow to the radiator and may cause the engine to overheat.**

SCOPE

This campaign applies only to the above vehicles equipped with a 3.0L GMET6 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.

REPAIR TO BE PERFORMED

Replace the Thermostat by following the directions outlined in the Service Procedure below.

Use the following labor operation numbers and time allowances:

Labor Description	Number	Hrs
Replace Thermostat	07-26-B1-82	3.1hrs
Related Operations		
Skid Plate Equipped	13-30-04-62	0.1hrs
Air Suspension Equipped	02-55-02-63	0.2hrs

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

PARTS INFORMATION

Part No.	Qty.	Part Name
CCAP26B1AA	1	Kit
Each package contains the following components:		
	1	Thermostat
	1	O-Ring - Turbo Oil Drain Line
	1	Gasket - Front Turbo Oil Drain Line

Qty	Part Name	Part No.
1	O-Ring	68503555AB
1	Gasket, Water Pump Outlet	68361712AB
2	Coolant 50/50 Mix- 1 Gal	68163849AB
1	Authorized Modification Label	04275086AE

Ordering Additional Authorized Modification labels:

The labels may be ordered using the Marketing Materials link within DealerCONNECT.

Process Steps to Order Additional labels and extended warranty information kits:

1. Access the "DealerCONNECT" website.
2. Select the "Marketing" link in the header of DealerCONNECT.
3. Locate the "Product Information" section heading on the Marketing page.
4. Select the "Literature and Merchandising Materials" link in the product information section.

Strictly respect STELLANTIS Group safety, cleanliness, and environmental instructions for any intervention.
Document exclusively reserved for dealer information. Internal distribution to be ensured by dealer.
Reproduction forbidden without the written agreement of STELLANTIS Group. (C) 2024 STELLANTIS Group. All Rights Reserved

CUSTOMER SATISFACTION NOTIFICATION

NORTH AMERICA

Thermostat



FCA US LLC

Reference: 26B

5. Locate the “MOPAR” section heading on the Literature and Merchandising Materials page.
6. Select the “Recall Labels / Cards” link listed in the MOPAR section.
7. Select Item > Update Cart > Submit Order.

PARTS RETURN

No parts return required for this campaign.

SPECIAL TOOLS

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

Number	Description
399-550000	Tool, UView Airlift Cooling System Refill

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

Reference: 26B

Service Procedure

1. Disconnect the negative battery cables from the 12volt battery and the auxiliary battery and disconnect the ISD electrical connector.
2. Remove the engine cover.
3. Disengage the wire harness retainers.
4. Disconnect the Mass Airflow (MAF) sensor/Intake Air Temp (IAT) sensor wire harness connector.
5. Loosen the clamps and remove the air cleaner resonator (Figure 1).
6. Release the clean air tube retaining lock on the rear turbocharger.
7. Release the intake air tube retaining lock on the front turbocharger.
8. Remove the clean air hose tube bolts and the clean air hose (Figure 1).
9. Remove the front turbocharger wastegate solenoid.
10. Disconnect the PCM electrical connectors.
11. Remove the module assembly fasteners.
12. Remove the coolant bottle cap.
13. Raise and support the vehicle.
14. Remove the left front wheel and wheelhouse splash shield.
15. **If equipped**, remove the front skid plate.
16. **If equipped**, remove the front air dam.
17. **If equipped**, reposition the air reservoir to provide clearance for the water pump removal.
18. Connect a suitable hose to the radiator drain and position a drain pan at the lower passenger side of the radiator.
19. Turn the radiator draincock counterclockwise until it stops and allow the radiator to drain.
20. Turn the radiator draincock clockwise until closed.
21. Remove the serpentine belt from the water pump.
22. Remove the A/C line retainer securing the A/C lines to the front of the engine.



Figure 1 - Resonator

Reference: 26B

Service Procedure [Continued]

23. Disconnect the A/C compressor wire harness connector and detach the wire harness retainers.
24. Remove the A/C compressor nuts, bolt, mounting studs and position the A/C compressor aside.
25. Disconnect the heater supply and return hoses and position aside.
26. Disconnect the water pump to transmission heater hose and lower radiator hose and position aside.
27. Detach the three wiring harness retainers from the water pump.
28. Disconnect the high temp auxiliary coolant pump inlet hose from the water pump housing.
29. Working thru the wheelhouse, remove the water pump bolts (Figure 2).
30. Lower the vehicle and remove the water pump assembly.

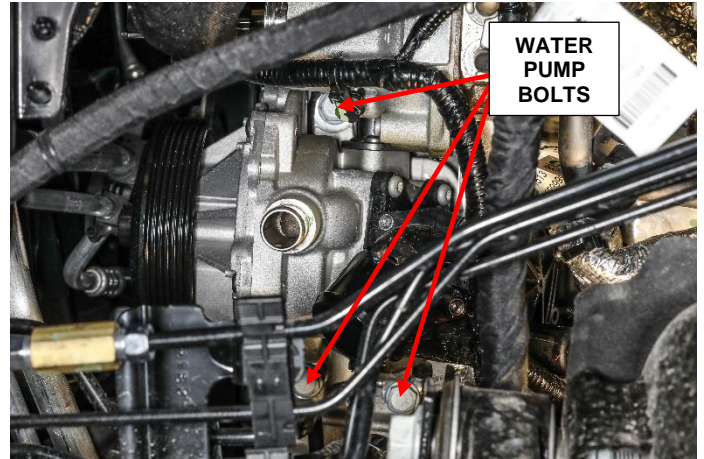


Figure 2 – Water Pump Assembly

NOTE: Flush the radiator and engine block with clean water.

31. Set the water pump assembly on a clean surface.
32. Remove the thermostat fasteners and separate the thermostat from the water pump housing and **DISCARD** (Figure 3).
33. Remove the water pump housing to block seal and **DISCARD** (Figure 4).
34. Install the **NEW** water pump to block seal.
35. Insert the **NEW** Thermostat into the water pump assembly and tighten the fasteners to 9N·m (80In. Lbs.).
36. Install the water pump to engine block bolts and tighten to 73N·m 54ft. Lbs.).

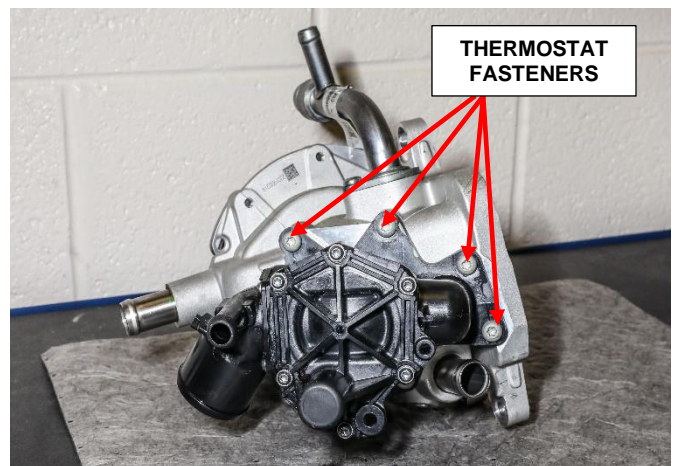


Figure 3 – Water Pump Assembly

Reference: 26B

Service Procedure [Continued]

37. Reconnect the high temp auxiliary coolant pump inlet hose from the water pump housing.
38. Attach the three wiring harness retainers from the water pump.
39. Connect the water pump to transmission heater hose and lower radiator hose.
40. Connect the heater supply and return hoses.
41. Position the A/C compressor into place and install the nuts, bolt, mounting studs and tighten the bolts 28N·m (21ft. lbs.).
42. Connect the A/C compressor wire harness connector and attach the wire harness retainers.
43. Install the A/C line retainer securing the A/C lines to the front of the engine.
44. Install the serpentine belt on the water pump.
45. **If equipped**, reposition the air reservoir into place and tighten bolts to 20N·m (15ft. lbs.).
46. **If equipped**, install the front air dam.
47. **If equipped**, install the front skid plate.
48. Lower the vehicle.
49. Install the left front wheel and wheelhouse splash shield.
50. Install the left front wheel and tire assembly and tighten lug nuts to 176N·m (130ft. Lbs.).
51. Connect the negative battery cables from the 12volt battery and the auxiliary battery and disconnect the ISD electrical connector (Figure 1).
52. Install the module assembly fasteners.
53. Connect the PCM electrical connectors.
54. Install the front turbocharger wastegate solenoid.
55. Install the clean air hose tube bolts and the clean air hose.
56. Install the air cleaner resonator and tighten the clamps.
57. Engage the wire harness retainers

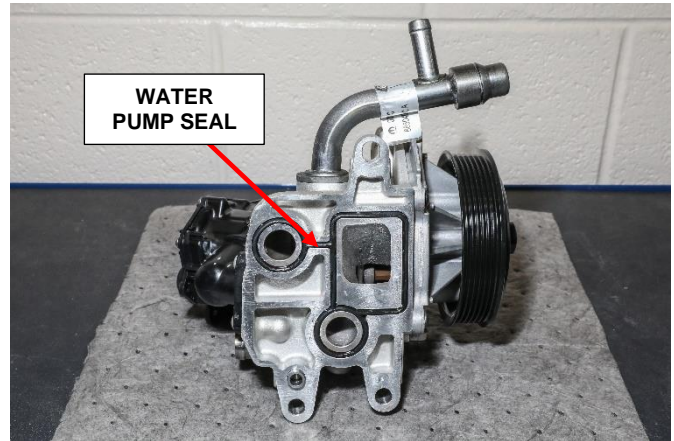


Figure 4 – Water Pump Seal

Reference: 26B

Service Procedure [Continued]

58. Connect the Mass Airflow (MAF) sensor/Intake Air Temp (IAT) sensor wire harness connector.
59. Install the engine cover.
60. 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.
61. Choose an appropriate adapter cone that will fit the vehicle's radiator filler neck or reservoir tank.
62. Attach the adapter cone to the vacuum gauge.
63. Make sure the vacuum generator/venturi ball valve is closed and attach an airline hose (minimum shop air requirement of 80 psi (5.5 bar) to the vacuum generator/venturi.
64. Position the adaptor cone/vacuum gauge assembly into the radiator filler neck or reservoir tank. Ensure that the adapter cone is sealed properly.
65. Connect the vacuum generator/venturi to the positioned adaptor cone/vacuum gauge assembly.
66. 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.

67. 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.

68. Close the vacuum generator/venturi ball valve.
69. Disconnect the vacuum generator/venturi and airline from the adaptor cone/vacuum gauge assembly.
70. 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.
71. 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. For best results and to assist the refilling procedure, place the coolant container at the same height as the radiator filler neck. Always draw more coolant than required. If the coolant level is too low, it will pull air into the cooling system which could result in airlocks in the system.

72. Connect the tool's suction hose to the adaptor cone/vacuum gauge assembly.

Reference: 26B

Service Procedure [Continued]

- 73. Open the suction hose's ball valve to begin refilling the cooling system.
- 74. When the vacuum gauge reads zero, the system is filled.
- 75. Close the suction hose's ball valve and remove the suction hose from the adaptor cone/vacuum gauge assembly.
- 76. Remove the adaptor cone/vacuum gauge assembly from the radiator filler neck or reservoir tank.
- 77. With heater control unit in the HEAT position, operate engine with container cap in place.
- 78. 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.
- 79. 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.
- 80. Once the appropriate coolant level is achieved, attach the radiator cap or reservoir tank cap.
- 81. Start and warm the engine. Check for coolant leaks.
- 82. Install the coolant bottle cap.
- 83. Install the modification label.

Install the Authorized Modifications Label:

Type or print (with a ballpoint pen) the necessary information shown in Figure 5 onto the Authorized Modifications Label. Then attach the label near the VECI label.

Chrysler Group LLC	AUTHORIZED MODIFICATIONS	THESE MODIFICATIONS HAVE BEEN APPROVED AS APPROPRIATE BY EPA AND CARB.
THE FOLLOWING MODIFICATIONS HAVE BEEN MADE:		
CHANGE AUTHORITY	DEALER CODE	DATE
RECALL	XXXXX	XX / XX / XXXX
04275086AD		

Figure 5 – Authorized Modifications Label

Reference: 26B

Service Procedure [Continued]

84. **Complete Proof of Correction Form for California Residents:**

This recall is subject to the **State of California Registration Renewal/Emissions Recall Enforcement Program**. Complete a Vehicle Emission Recall Proof of Correction Form (**Form No. 81-016-1053**) and **supply it to vehicle owners residing in the state of California** for proof that this recall has been performed when they renew the vehicle registration.

Process Steps to obtain the California Proof of Correction form:

- a. Access the “**DealerCONNECT**” website.
- b. Select the “**Service**” tab.
- c. Under the “**Publications**” heading, select the “**ePublishing**” link.
- d. Sign in using your **Dealer Code** and **Password**.
- e. Select the “**Proof of Correction form**”.

85. Return the vehicle to the customer.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

26B

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 26B.

CUSTOMER SATISFACTION NOTIFICATION

Thermostat

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 – 2023 Model Year (WS) Wagoneer/Grand Wagoneer] vehicles equipped with a 3.0L GMET6 engine.

WHY DOES MY VEHICLE NEED REPAIRS?

The thermostat ball valve drive pin on your vehicle's engine may fail due to contamination. **This condition can cause the thermostat to fail in a closed position which will prevent coolant flow to the radiator and may cause the engine to overheat.**

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 thermostat. The estimated repair time is about 4 hours. 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**

CALIFORNIA RESIDENTS

The State of California requires the completion of this emission recall repair prior to vehicle registration renewal. Your dealer will provide you with a Vehicle Emission Recall Proof of Correction Form after the Customer Satisfaction Notification service is performed. Be sure to save this form since the California Department of Motor Vehicles may require that you supply it as proof that the Customer Satisfaction Notification has been performed.

In order to ensure your full protection under the emissions warranty provisions, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your vehicle.

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.