

CUSTOMER SATISFACTION NOTIFICATION

NORTH AMERICA

Diesel Exhaust Fluid



FCA US LLC

Reference: 90A



RAM

2019 – 2022 (DJ) Ram 2500 Pickup
2019 – 2022 (D2) Ram 3500 Pickup
2019 – 2022 (DD) Ram 3500 Cab Chassis
2019 – 2022 (DP) Ram 4500/5500 Cab Chassis

NOTE: This Customer Satisfaction Notification is no longer active. Please ensure ZD4 CSN has been completed.

Template Version 1.8

| Revision | Edition | Detail |
|----------|---------------|------------------|
| 0 | December 2023 | Initial Version. |
| 1 | June 2024 | Added Note |

SYMPTOM DESCRIPTION

The Malfunction Indicator Lamp (MIL) on about 37,270 of the above vehicles may illuminate and a message may indicate to “Service DEF (Diesel Exhaust Fluid) system see the dealer” on the instrument panel cluster.

SCOPE

This campaign applies only to the above vehicles equipped with a 6.7L Diesel engine (sales code ETL, ETM, ETN) and Emissions (sales code XAL).

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 DEF Delivery Module.

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 DEF Delivery Module | 25-90-A1-82 | 1.0hrs |

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

PARTS INFORMATION

| Qty | Part Name | Part No. |
|-----|--------------------|------------|
| 1 | DEF Pump | CCGN90A1AA |
| *1 | DEF Fluid (Gallon) | 68035704AC |

***D2, DJ 4 Gallons (50% capacity required for test)**
***DD, DP 6 Gallons (50% capacity required for test)**
Dealers are encouraged to use bulk DEF fluid.

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 |
| 9340 | SAE 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.

Reference: 90A

Service Procedure

1. Disconnect the negative battery cable(s).
2. Raise and support the vehicle.
3. Disconnect the Diesel Exhaust Fluid (DEF) fill tube from the tank (Figure 1).
4. Using a commercially available hand vacuum pump, drain the DEF tank into a proper storage tank.

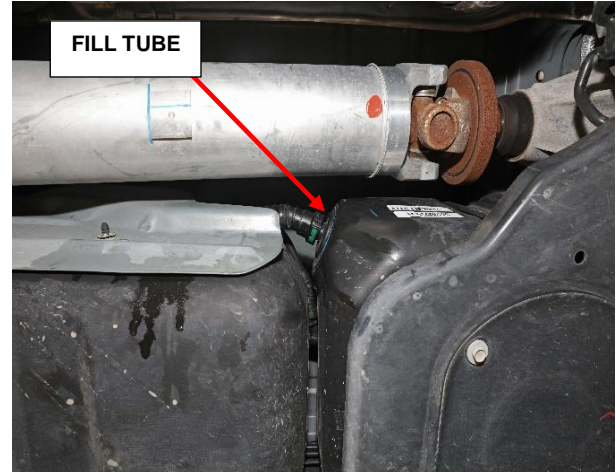


Figure 1 – Fill Tube

5. Remove the bolts and the DEF pump cover (Figure 2).

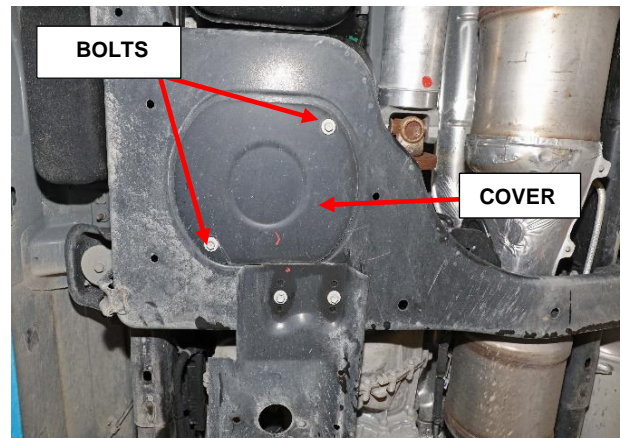


Figure 2 – DEF Pump Cover

6. Disconnect the DEF supply line from the DEF injector (Figure 3).
7. Disconnect the DEF supply line from the DEF injector (Figure 3).

NOTE: Press on the release tab to disconnect supply line.

8. Disconnect DEF pump wire harness connector and tie the wire harness connector away to prevent exposure to the DEF fluid (Figure 3).

CAUTION: DEF is highly corrosive. If the wire harness connector is exposed to DEF fluid during service replace the DEF tank wire harness.

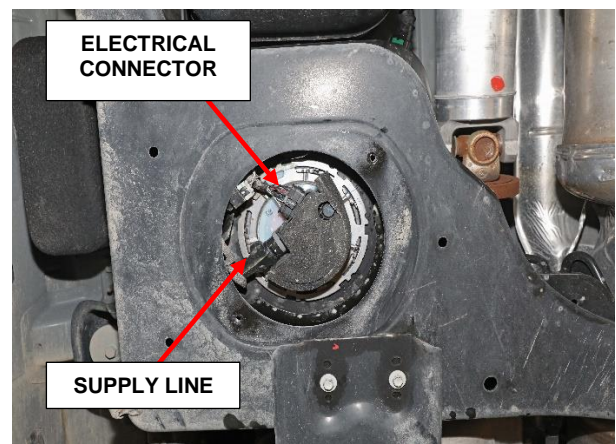


Figure 3 – Electrical Connector and Supply Line

Reference: 90A

Service Procedure [Continued]

9. Using the SAE Fuel Pump Lock Ring Wrench 9340, remove the lock ring from the DEF tank (Figure 4).

NOTE: Place a drain pan under the DEF pump to collect any residual fluid.

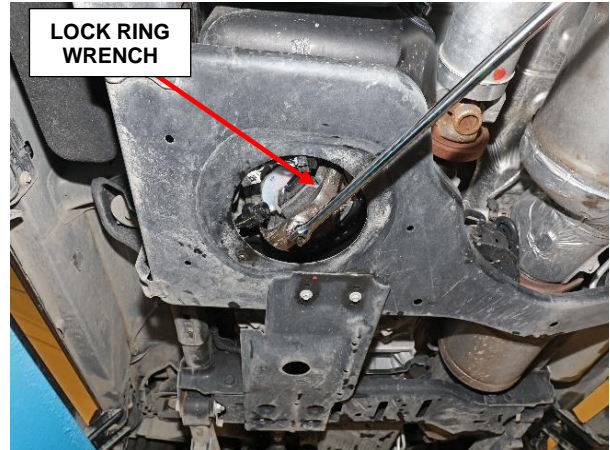


Figure 4 – Lock Ring Removal

10. Remove the DEF pump and level sensor from tank and **DISCARD**.

11. Remove and **DISCARD** the O-ring seal.

12. Clean the O-ring sealing surfaces.

13. Install a **NEW** O-ring seal onto the Diesel Exhaust Fluid (DEF) tank.

14. Install the **NEW** DEF pump and level sensor into tank.

15. Using the SAE Fuel Pump Lock Ring Wrench 9340, install the lock ring onto the DEF tank (Figure 4).

16. Connect the DEF supply line to DEF pump (Figure 3).

17. Connect the DEF pump wire harness connector (Figure 3).

18. Install the DEF pump cover and tighten the bolts to 24N·m (18ft. lbs.) (Figure 2).

19. Lower the vehicle.

20. **Fill the DEF tank with clean fresh fluid.**

***D2, DJ 4 Gallons (50% capacity for testing)**

***DD, DP 6 Gallons (50% capacity for testing)**

Dealers are encouraged to use bulk DEF fluid.

21. Connect the negative battery cable(s).

22. Using the scan tool, verify that the DEF tank level is at least **50%** full.

23. Using the scan tool, perform the DEF Reductant Doser Prime Override Test to its completion, **do this two times**.

24. Start the engine and test drive the vehicle for at least 15 minutes.

25. After the test drive, use the scan tool and check for DTCs.

26. If there are fault codes present, perform the Diagnostic for those DTCs.

27. If there are no DTCs, the DEF pump is properly primed.

28. Return the vehicle to the customer.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

90A

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

1. **RECOMMENDED OPTION**

Call your authorized Chrysler / Dodge / Jeep® / RAM BusinessLink / 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 90A.

CUSTOMER SATISFACTION NOTIFICATION

Diesel Exhaust Fluid

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 [2019 – 2022 Model Year (DJ) Ram 2500 Pickup, (D2) Ram 3500 Pickup, (DD) Ram 3500 Cab Chassis, (DP) Ram 4500/5500 Cab Chassis] vehicles equipped with a 6.7 Diesel Engine.

WHY DOES MY VEHICLE NEED REPAIRS?

The Malfunction Indicator Lamp (MIL) on your vehicle may illuminate and a message may indicate to “Service DEF (Diesel Exhaust Fluid) system see the dealer” on the instrument panel cluster.

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 Diesel Exhaust Fluid delivery module. 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.