

CUSTOMER SATISFACTION NOTIFICATION

NORTH AMERICA

Coolant Restrictor



FCA US LLC

Reference: 58B

DODGE 2021 – 2023 (WD) Dodge Durango (Pursuit Vehicles)

Template Version 1.8

Revision	Edition	Detail
0	January 2025	Initial Version.

SYMPTOM DESCRIPTION

The coolant pump on about 15,302 of the above vehicles may cause a pin hole in the oil cooler due to cavitation produced by the high flow of coolant provided by the coolant pump.

SCOPE

This campaign applies only to the above vehicles equipped with a 5.7L engine (**sales code EZH**) and Special Equipment Group (**sales code NHA**) Engine Oil Cooler.

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

For any **UNSOLD/SOLD** vehicles with **LESS than 100 miles** install the coolant hose restrictor **ONLY** follow **section A** procedure instructions outlined in the Service Procedure below. Vehicles that are in service (**SOLD with Greater than 100 miles**) install the **coolant hose restrictor** and replace the **oil cooler**, follow **section B** procedure instructions outlined in the Service Procedure below.

Use the following labor operation numbers and time allowances:

Labor Description	Number	Hrs
Install coolant restrictor (Unsold/Sold Vehicles)	07-58-B1-82	0.8hrs
Replace oil cooler and coolant restrictor (Sold Vehicles)	07-58-B1-83	0.9hrs

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

PARTS INFORMATION

Qty	Part Name	Part No.
1	*Coolant (1Gal)	68163849AB
1	Oil Cooler	04893310AA
1	Oil Filter	04892339BE
1	Restrictor	68730550AA
1	Oil, Motor 1 Quart (MSQ 6)	68523994AA
2	Rivet	06512761AA

***1 GALLON COOLANT WILL SERVE MULTIPLE VEHICLES**

PARTS RETURN

Please make sure to retain this part until the recall claim is paid and the parts disposition has been determined. This recall part will be subject to parts return.

Return the Oil Cooler to the PDC following the standard core return policy. Dealers will be reimbursed for the core once received by the PDC.

SPECIAL TOOLS

No special tools required to perform this service procedure.

DEALER NOTIFICATION

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

Strictly respect STELLANTIS Group safety, cleanliness, and environmental instructions for any intervention.
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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: 58B

A. Coolant Restrictor Service Procedure (Unsold Vehicles ONLY) with LESS than 100 miles

1. Remove the radiator pressure cap.

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

2. Raise vehicle.
3. Remove the skid plate (Figure 1).
4. Remove the lower fascia closeout panel (Figure 1).

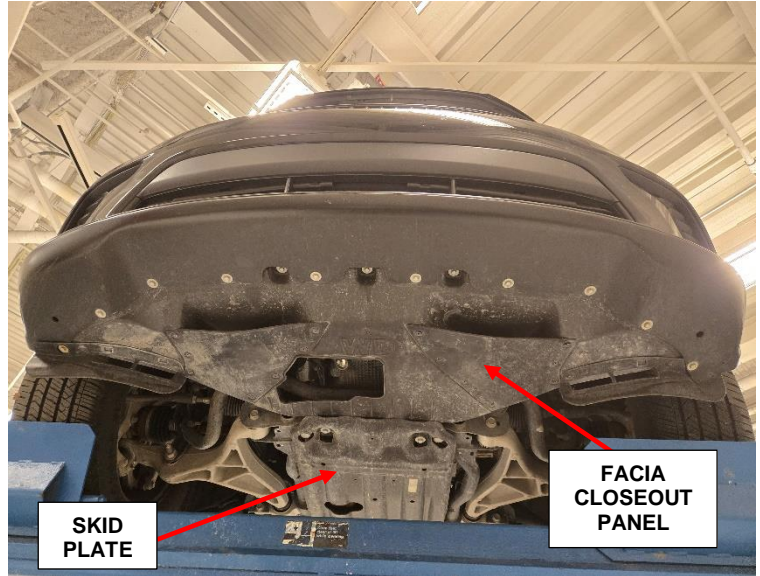


Figure 1 – Under Body

5. Attach a hose to the radiator draincock fitting and loosen the radiator draincock valve (Figure 2).

6. Drain coolant into a clean container.

NOTE: DO NOT WASTE reusable coolant. If the solution is clean, drain the coolant into a clean container for reuse.

7. Close the radiator draincock and remove the hose.

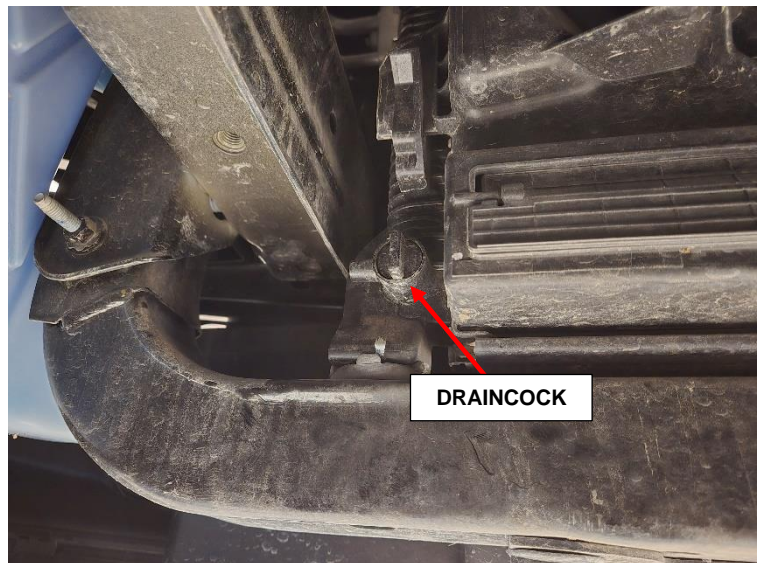


Figure 2 - Draincock

Reference: 58B

Service Procedure [Continued]

8. Remove the hose clamp from the hose (Figure 3).
9. Remove the hose from the nipple.
10. Insert the restrictor into the coolant hose (Figure 4).
11. Reattach the coolant hose to the nipple.
12. Move hose clamp into position.
13. Install the the lower facia closeout panel.
14. Install the skid plate.
15. Lower the vehicle.
16. Evacuate cooling system and add drained, clean coolant.
17. Pressure test cooling system check for leaks.
18. Start vehicle, check for coolant leak.
19. Return the vehicle to inventory.

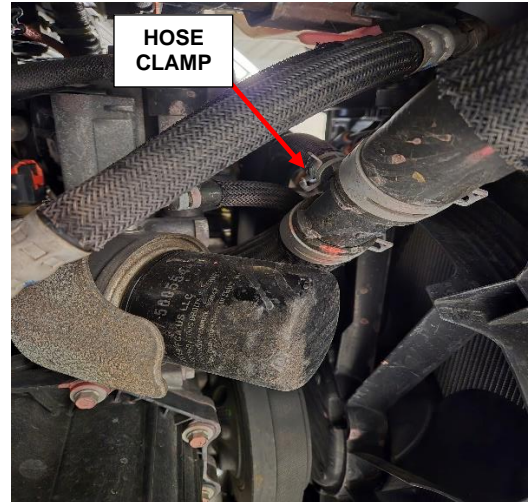


Figure 3 - Hose

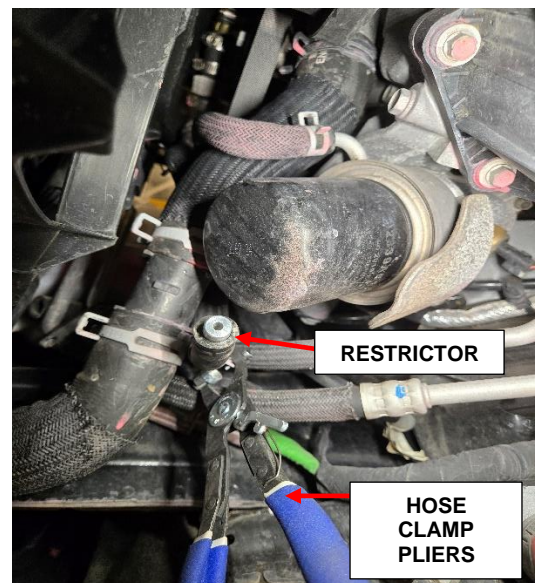


Figure 4 – Restrictor Installation

Reference: 58B

B. Oil Cooler and Coolant Restrictor Service Procedure (SOLD Pursuit Vehicles ONLY) with Greater than 100 miles)

1. Open the hood, remove the oil dipstick and check the color of the engine oil on the dipstick.

Is the color of the oil similar to figure 5? If the oil color is similar, contact the Star Center for further information. If not proceed to step 2.



Figure 5 – Oil and Coolant Mixture

2. Remove the radiator pressure cap.

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

3. Raise vehicle.
4. Remove the skid plate (Figure 6).
5. Remove the lower fascia closeout panel (Figure 6).
6. Attach a hose to the radiator draincock fitting and loosen the radiator draincock valve (Figure 7).

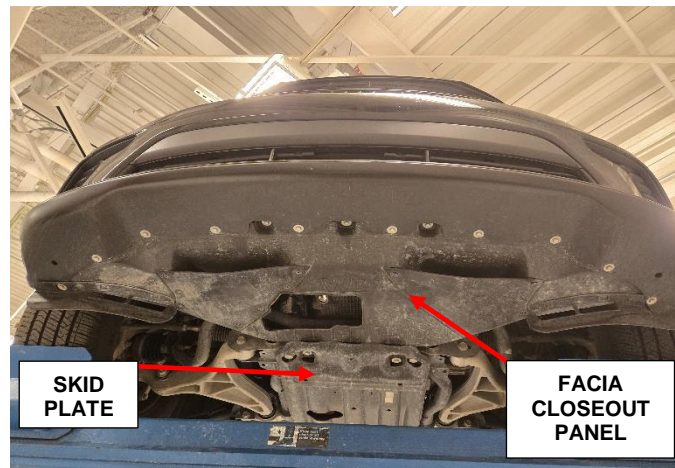


Figure 6 – Under Body

7. Drain coolant into a clean container.

NOTE: DO NOT WASTE reusable coolant. If the solution is clean, drain the coolant into a clean container for reuse.

8. Close the radiator draincock and remove the hose.

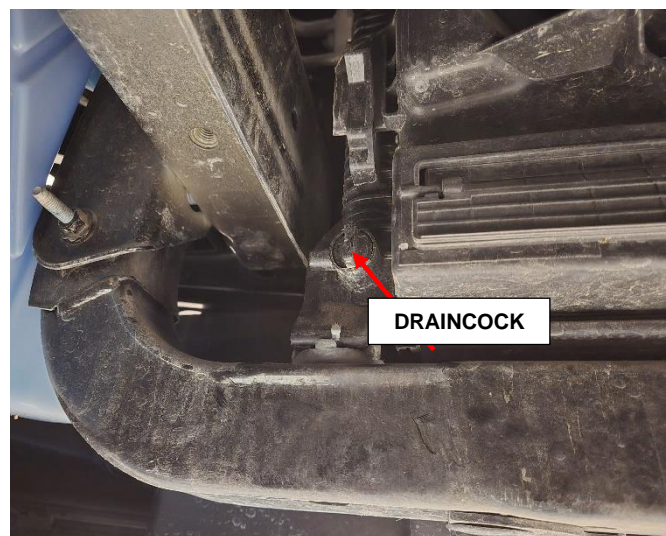


Figure 7 - Draincock

Reference: 58B

Oil Cooler and Coolant Restrictor Service Procedure [Continued]

9. Remove the hose clamp from the hose (Figure 8).
10. Remove the hose from the nipple.
11. Insert the restrictor into the coolant hose (Figure 9).
12. Reattach the coolant hose to the nipple.
13. Move hose clamp into position.
14. Remove the oil filter from the oil cooler and **DISCARD**.

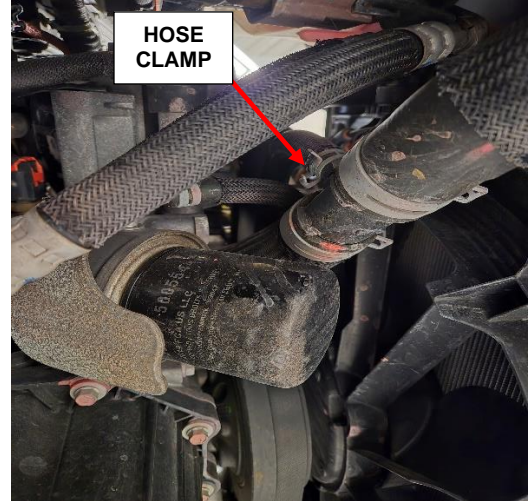


Figure 8 - Hose

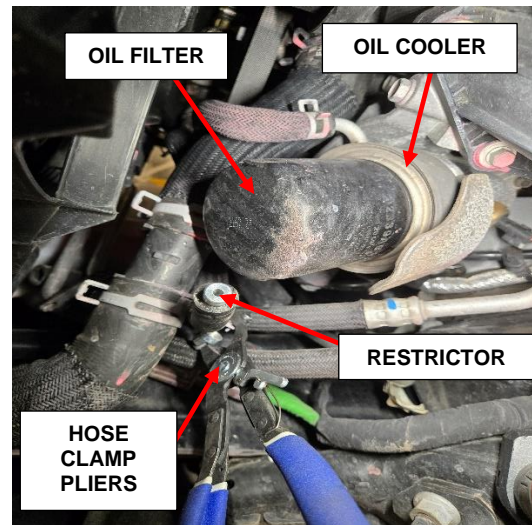


Figure 9 – Restrictor Installation

Reference: 58B

Oil Cooler and Coolant Restrictor Service Procedure [Continued]

15. Remove the oil cooler clamps, then remove the hoses (Figure 10).
16. Using a 12mm Allen Wrench socket remove the oil cooler retaining bolt.
17. **Remove the oil cooler and return. Return the Oil Cooler to the PDC**
18. Clean the sealing surface of the oil cooler.
19. Lightly lubricate the **NEW** oil cooler rubber O-ring seal with clean engine oil.
20. Using a 12mm Allen Wrench socket, install the oil cooler retaining bolt and tighten to 33N·m (24ft. Lbs.).
21. Position the cooling hoses and install the clamps.
22. Lightly lubricate the **NEW** oil filter gasket with clean engine oil.
23. Thread the oil filter onto the oil cooler.
24. When the oil filter gasket contacts the oil cooler sealing surface, hand tighten the oil filter one half turn, or 180°
27. Install the the lower facia closeout panel.
28. Install the skid plate.
29. Lower the vehicle.
30. Evacuate the cooling system and add drained, clean coolant.
31. Pressure test cooling system check for leaks.
32. Start vehicle, check for coolant leak.
33. Check for oil leak on the oil filter surrounding area including housing, fittings, and hoses.
34. Check engine oil level and add as necessary.
35. Return the vehicle to the customer.

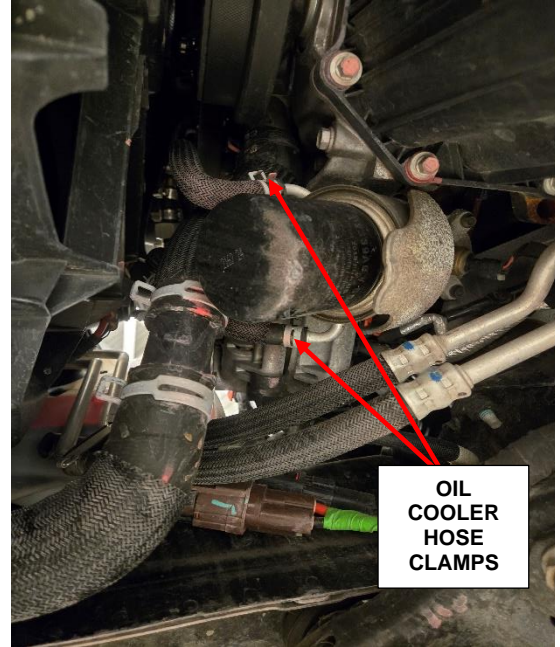


Figure 10 – Engine Oil Cooler

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

58B

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 58B.

CUSTOMER SATISFACTION NOTIFICATION

Coolant Restrictor

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 – 2023 Model Year (WD) Dodge Durango] pursuit vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?

The coolant pump on your vehicle may cause a pin hole in the oil cooler due to cavitation produced by the high flow of coolant provided by the coolant pump.

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 oil cooler and install a coolant flow restrictor in the hose. 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.