



April 2023

Dealer Service Instructions for:

Safety Recall ZA5 / NHTSA 22V-759

Rear Brake Hose

Remedy Available

2019-2020 (DP) Ram 4500/5500 Cab Chassis

NOTE: Some vehicles above may have been identified as not involved in this recall and therefore have been excluded from this recall.

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The rear brake caliper hose on about 26,960 of the above vehicles may have an orifice diameter that is not within specification. A brake hose that does not meet constriction requirements may be more susceptible to hose assembly rupture. A ruptured brake hose could result in reduced braking performance, which may increase the risk of a crash without prior warning.

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 106 S5.3.1 Constriction requirement states: "Except for that part of an end fitting which does not contain hose, every inside diameter of any section of a hydraulic brake hose assembly shall be not less than 64 percent of the nominal inside diameter of the brake hose." Brake hoses that have an out of specification orifice diameter have an inside diameter that is less than the 64 percent requirement.

Repair

Replace both brake hose/tube assemblies

Alternate Transportation

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if the vehicle must be held overnight.

Parts Information

NOTE: Hose/Tube Assembly includes banjo bolt, washers, and retainers.

<u>Part Number</u>	<u>Qty.</u>	<u>Description</u>
CSCLZA51AA	1	Brake Hose/Tube Assembly, Right and Left Rear
04318080AD	1	Brake fluid DOT 3 12oz. bottle (MS-4574)

Parts Return

No parts return required for this campaign.

Render the recalled brake hose/tube assembly unusable and discard.

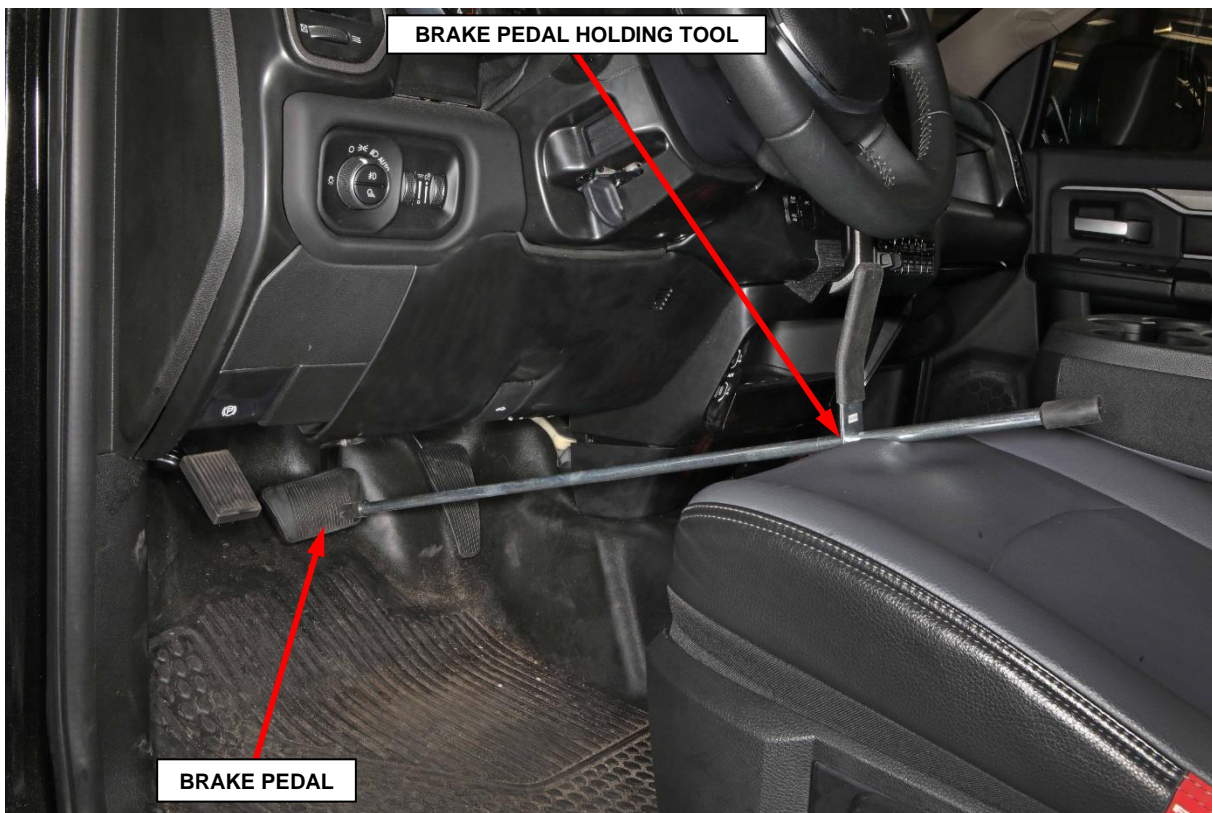
Special Tools

The following special tools are required to perform this repair:

- NPN Brake Bleeding Equipment
- NPN Brake Holding Tool

Service Procedure**A. Brake Hose/Tube Assembly Removal**

1. Using a brake pedal holding tool, depress brake pedal past its first inch of travel and hold it in this position. Holding pedal in this position will isolate master cylinder from hydraulic brake system and will not allow brake fluid to drain out of brake fluid reservoir while brake hoses/tubes are being serviced (Figure 1).

**Figure 1 – Brake Pedal Holding Tool**

Service Procedure [Continued]

2. Raise and support the vehicle.
3. If equipped; release the Antilock Brake System (ABS) wire retainers from the rear brake fluid tube (Figure 2).

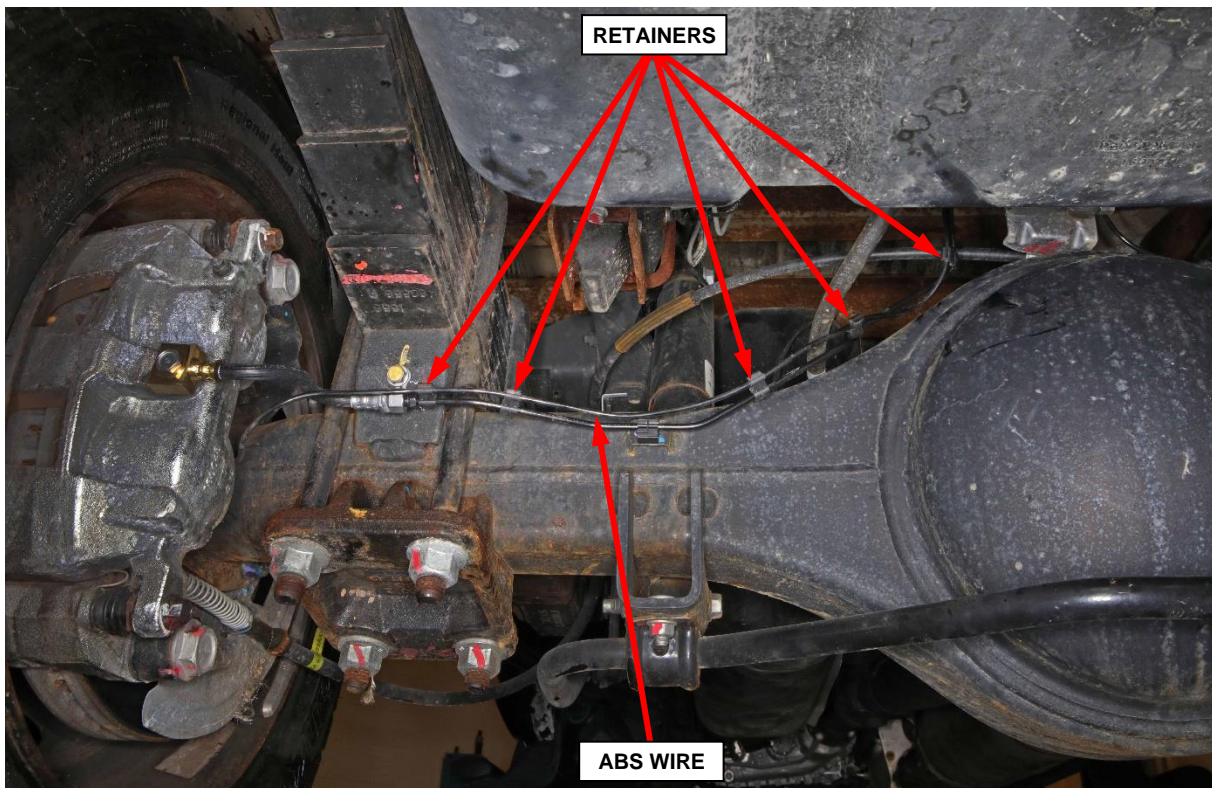


Figure 2 – ABS Wire

Service Procedure [Continued]

7. Remove and **SAVE** the bolt securing the brake hose/tube support bracket to the rear axle (Figure 3).
8. Remove the brake hose/tube plastic retainer from the rear axle (Figure 3).

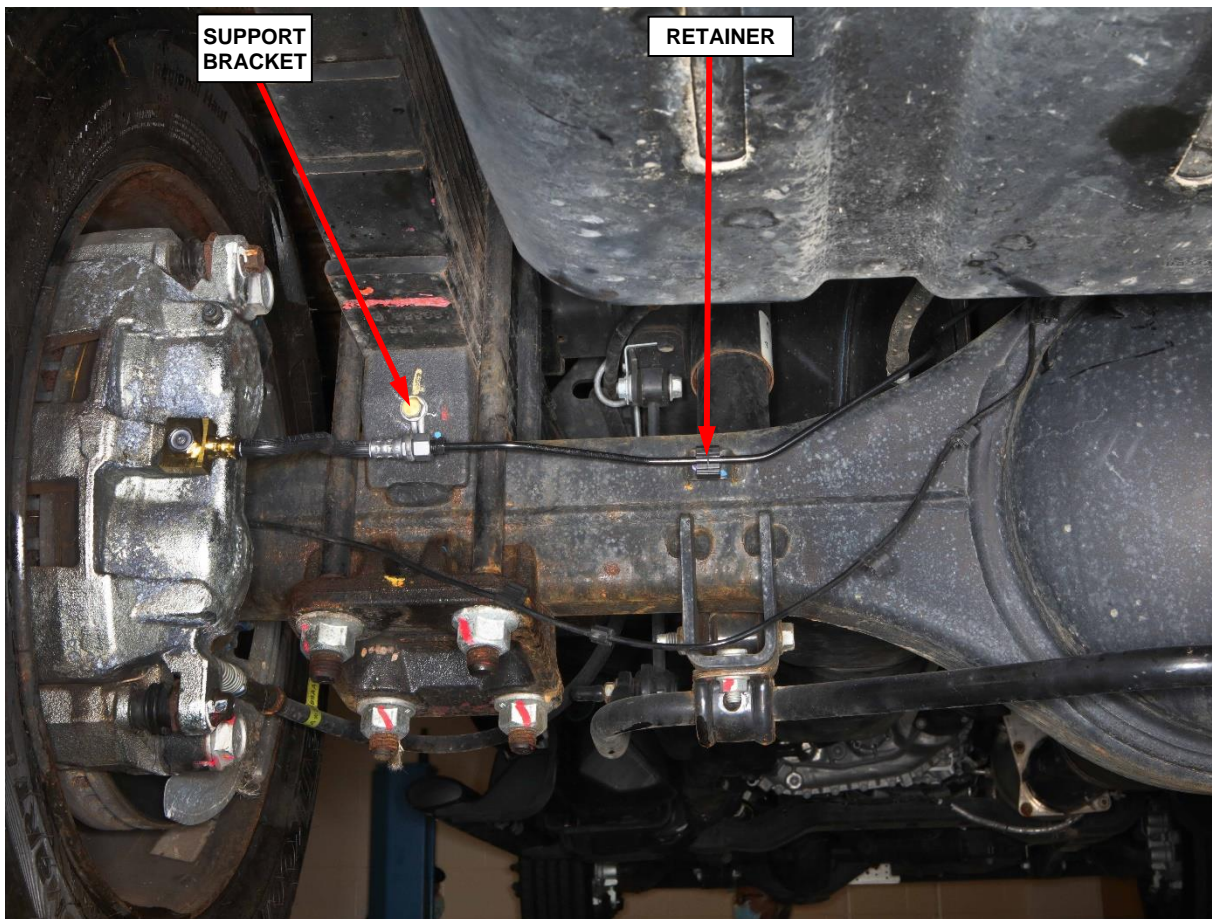


Figure 3 – Brake Tube Fasteners

Service Procedure [Continued]

4. Place a suitable drain pan under the brake hose/tube connections to capture lost fluid while disconnecting.

5. Remove the banjo bolt with copper washers and brake hose from the rear brake caliper (Figure 4).

6. Disconnect the brake tube from the junction block above the rear axle differential (Figure 5).

9. Render the brake hose/tube assembly unusable and DISCARD.

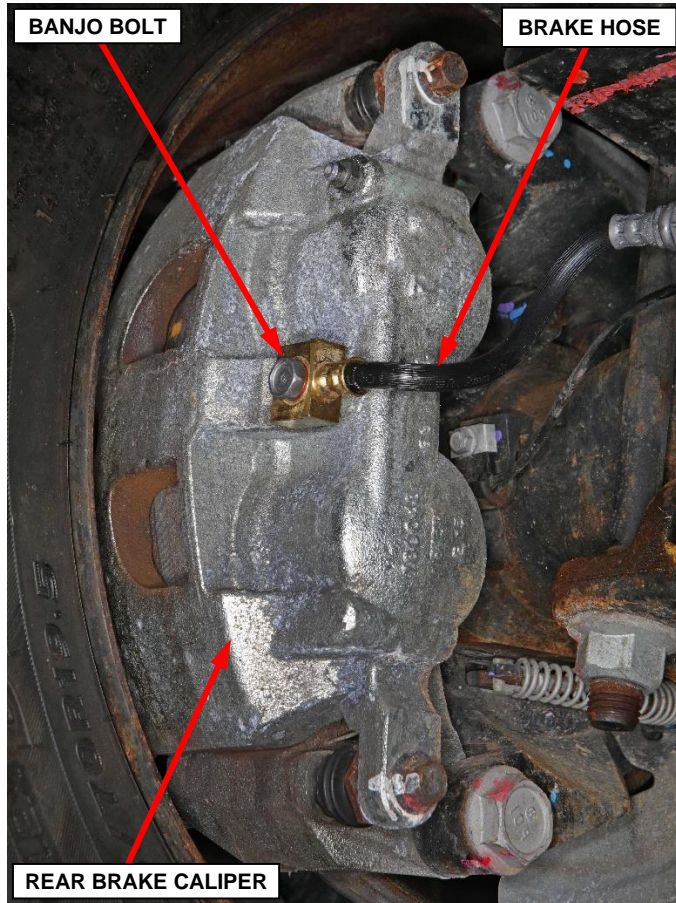


Figure 4 – Brake Hose Banjo Bolt

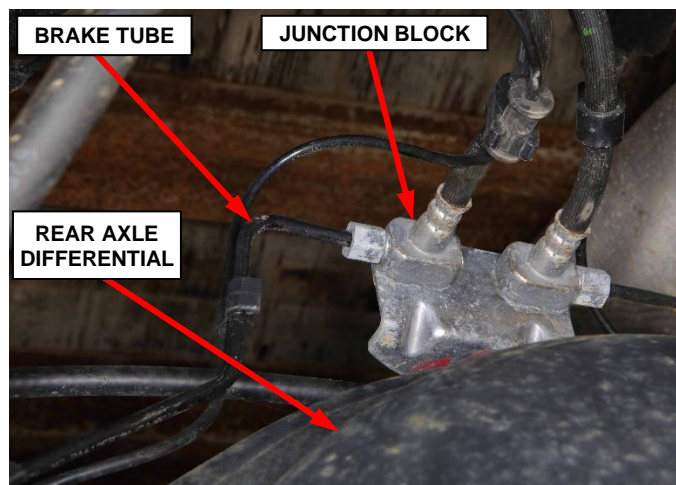


Figure 5 – Brake Tube Junction Block

Service Procedure [Continued]

B. Brake Hose/Tube Assembly Installation

1. Position the NEW brake hose/tube assembly to the rear axle.
2. Connect the brake tube to the junction block above the rear axle differential. Tighten the brake tube flare nut to 20 N·m (15 Ft. Lbs.) (Figure 5).
3. Install the brake hose to the rear brake caliper. NEW banjo bolt and copper washers are included as part of the brake hose assembly. Tighten the banjo bolt to 35 N·m (26 Ft. Lbs.) (Figure 4).
4. Secure the brake hose/tube plastic retainer to the rear axle (Figure 3).
5. Install the bolt securing the brake hose/tube support bracket to the rear axle. Tighten the bolt to 16 N·m (12 Ft. Lbs.) (Figure 3).
6. If equipped; attach the ABS wire retainers to the rear brake fluid tube (Figure 2).
7. Remove the brake pedal holding tool (Figure 1).

Service Procedure [Continued]

8. Partly lower the vehicle and open the hood.

NOTE: Use Mopar® brake fluid, or an equivalent quality fluid meeting SAE J1703-F and DOT 3 standards only. Use ONLY fresh, clean fluid from a sealed container.

9. Remove reservoir filler cap and fill reservoir.

10. Top off the brake fluid if necessary.

11. Attach one end of the bleed hose (1) to the bleed screw and insert the opposite end into a glass container (2) partially filled with brake fluid. Be sure the end of the bleed hose is immersed in fluid (Figure 6).

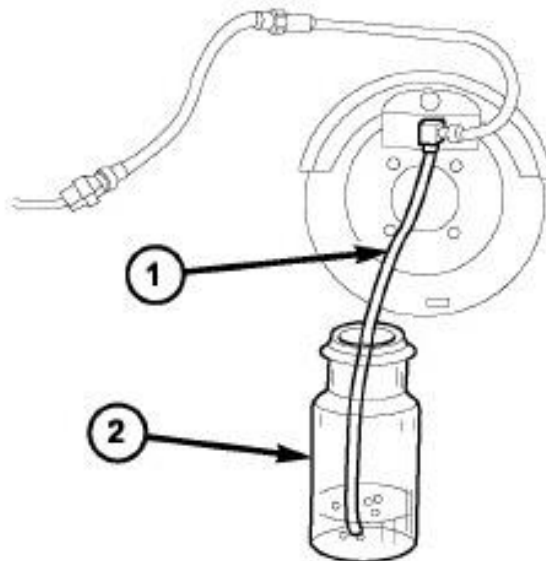


Figure 6 – Bleed Hose Immersed in Container of Brake Fluid

Service Procedure [Continued]

NOTE: Bleed procedure should be in this order (1) Right rear (2) Left rear. Bleeding of the front calipers will not be necessary.

12. MANUAL BLEEDING

- a. Open the bleeder, then have a helper press down the brake pedal. Once the pedal is down, hold the pedal down while closing the bleeder. Repeat bleeding until fluid stream is clear and free of bubbles. Then move to the next wheel.
- b. Apply brake pressure several times to seat the brake pads and obtain a firm brake pedal.
- c. Tighten the caliper bleed screws to 10 N·m (89 In. Lbs.).

13. PRESSURE BLEEDING

NOTE: Follow the manufacturer's instructions carefully when using pressure equipment. Do not exceed the tank manufacturers pressure recommendations. Generally, a tank pressure of 15-20 psi is adequate for bleeding. Do not pressure bleed without a proper master cylinder adapter. The wrong adapter can lead to leakage or drawing air back into the system.

- a. Fill the bleeder tank with recommended fluid and purge air from the tank lines before bleeding.
- b. Open the bleeder until fluid stream is clear and free of bubbles. Then move to the next wheel.
- c. Tighten the caliper bleed screws to 10 N·m (89 In. Lbs.).

Service Procedure [Continued]

14. Top off the brake fluid and install the reservoir cap.
15. Clean any excess brake fluid from vehicle.
16. Close the hood.
17. Lower the vehicle.
18. Return the vehicle to the customer or inventory

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 recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Replace both rear brake hose/tube assemblies	05-ZA-51-82	0.7 hours
Floor Plan Reimbursement	95-95-95-97	Calculate See Below

Floor Plan Reimbursement represents the vehicle’s average daily allowance (see table below) multiplied by the number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale to the date that the remedy was made available. Note: If the vehicle was received by your dealership (KZX date) AFTER the stop sale date, you will use the KZX date instead of the stop sale date. For this Recall, the stop sale was initiated on 10/18/2022 and the remedy was made available on 04/25/2023, therefore, the number of days cannot exceed 189 days.

Vehicle	Average Daily Allowance
2019 (DP) Ram 4500/5500 Cab Chassis	
2020 (DP) Ram 4500/5500 Cab Chassis	

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall 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 first class 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 recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers must 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.

Recall 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 recall 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 Services / Field Operations
FCA US LLC

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

ZA5/NHTSA 22V-759

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. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall ZA5.

IMPORTANT SAFETY RECALL

Rear Brake Hose

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA US has decided that certain [2019 and 2020 Model Year (DP) Ram 4500/5500 Cab Chassis] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 106 - Brake hoses. Constriction requirement states, "Except for that part of an end fitting which does not contain hose, every inside diameter of any section of a hydraulic brake hose assembly shall be not less than 64 percent of the nominal inside diameter of the brake hose." Brake hoses that have an out of specification orifice diameter have an inside diameter that is less than the 64 percent requirement.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

WHY DOES MY VEHICLE NEED REPAIRS?

The rear brake hose on your vehicle ^[1] may have an out of specification orifice diameter. A brake hose that does not meet constriction requirements may be more susceptible to hose assembly rupture. **A ruptured brake hose could result in reduced braking performance, which may increase the risk of a crash without prior warning.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will replace the rear brake hoses. The estimated repair time is one 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. ^[3] 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 recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. 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] If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to safercar.gov.

[3] 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.

Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.