



**Revision 1 February 2023**

Dealer Service Instructions for:

# **Safety Recall ZA3 / NHTSA 22V-835**

## **6.7L Ram Heavy Duty Truck**

### **Transmission Dipstick**

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**NOTE: This revision includes the new Warning below, and throughout the procedure.**

**Warning: Under no circumstances should the recalled non-locking 44” dipstick be returned to the customer.**

**Remedy Available**

**2020-2023 (DJ) Ram 2500 Pickup**

**2020-2022 (D2) Ram 3500 Pickup**

*NOTE: This recall applies only to the above vehicles equipped with a 6.7L engine and 68RFE transmission.*

*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 transmission on about 248,800 of the above vehicles may experience a buildup of pressure and heat inside the transmission. This can result in transmission fluid being expelled from the dipstick tube, which may come in contact with ignition sources within the engine compartment and cause a fire without warning.

## **Repair**

Install a new transmission dipstick and transmission vent tube.

## **Parts Information**

<u>Part Number</u>	<u>Description</u>
<b>CSSPZA31AA</b>	<b>Part Package</b>

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	68634254AB (15" Dipstick)

<u>Part Number</u>	<u>Description</u>
<b>CSSPZA32AA</b>	<b>Part Package</b>

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	68637438AA (Vent Tube)

<u>Part Number</u>	<u>Qty.</u>	<u>Description</u>
MS-9602	As Required	ATF+4

## Parts Information [Continued]

### Process Steps to obtain Additional Addendum Cards

1. Access the “**DealerCONNECT**” website.
2. Select the “**Recalls**” link in Recall Central of DealerCONNECT.
3. Locate the campaign number ZA3 in “**Addendum Cards**” section.
4. Select and click on the campaign number open and print the cards.
5. Review the addendum card with customer and place the card(s) in the vehicles glove box.

## Parts Return

**Warning: Under no circumstances should the recalled non-locking 44” dipstick be returned to the customer.**

No parts return required for this campaign.

Your dealership should retain **ONE** example of the recalled non-locking 44” dipstick for use as a service tool when a truck with a 15” dipstick comes into your service department. Please tag this dipstick so that it is clear to the user it is for use as a service tool only and should never be installed permanently in a customer’s vehicle.

Render all other recalled non-locking 44” dipsticks unusable and discard.

## Special Tools

No special tools are required to perform this service procedure.

## Service Procedure

### A. Dipstick Replacement

1. Open the hood.
2. Check the transmission fluid level and adjust as needed. See the Fluid Level Check procedure in Service Library at 21 - Transmission and Transfer Case / Automatic - 68RFE / FLUID / Standard Procedure.

**Warning: Under no circumstances should the recalled non-locking 44" dipstick be returned to the customer.**

3. Remove the non-locking 44" transmission dipstick (Figure 1).



**Figure 1 – Original Non-Locking Dipstick**

**NOTE: Your dealership should retain ONE example of the recalled non-locking 44" dipstick for use as a service tool when a truck with a 15" dipstick comes into your service department. Please tag this dipstick so that it is clear to the user it is for use as a service tool only and should never be installed permanently in a customer's vehicle. Render all other recalled non-locking 44" dipsticks unusable and discard.**

**Service Procedure [Continued]**

4. Install a new locking dipstick (Figure 2).

Unlocked Position



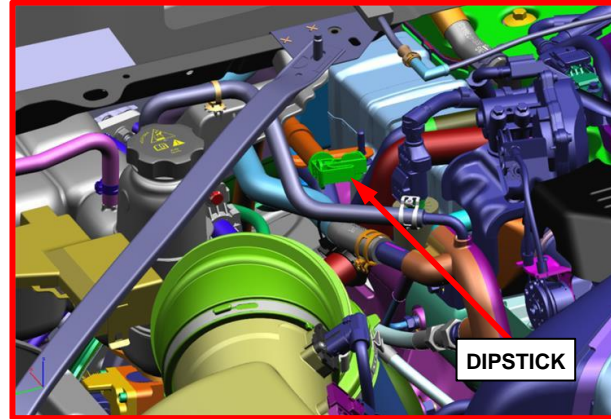
Locked Position



**Figure 2 – Locking Dipstick**

**Service Procedure [Continued]**

5. Lock the dipstick by rotating the lever 90 degrees to the tube centerline. The locking lever should sit in the orientation shown when fully seated and locked (Figure 3).
6. Close the hood.



**Figure 3 – Locking Dipstick Installed**

**NOTE: If equipped with a 15" dipstick, it is marked with a warning against using it to check fluid level. The 44" stick markings are shown for comparison (Figures 4 and 5).**



**Figure 4 – 15" Dipstick Markings**

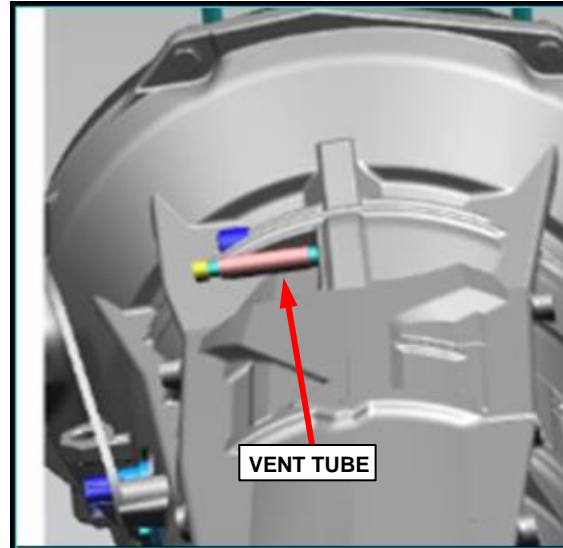


**Figure 5 – 44" Dipstick Markings**

**Service Procedure [Continued]**

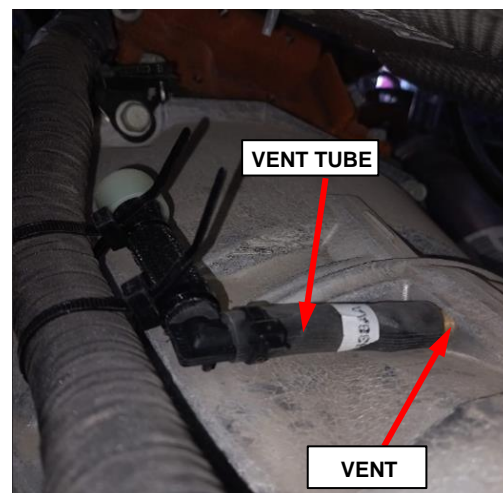
**B. Transmission Vent Tube Replacement**

1. Raise and support the vehicle to a suitable working height.
2. Reaching above the transmission, remove the vent tube from the transmission vent. Dispose of the old vent tube. (Figure 6).



**Figure 6 – 68RFE Transmission Vent and Vent Tube**

3. Install the new transmission vent tube to the transmission vent (Figure 7).



**Figure 7 – New Vent Tube**

**Service Procedure [Continued]**

4. Using the two zip ties included with the new vent tube, attach the tube to the wiring harness (Figure 8).



**Figure 8 – Zip Tie Attachments**

5. Leave the tails on the zip ties. DO NOT cut them off (Figure 9).
6. Lower the vehicle and return it to the customer.



**Figure 9 – Zip Tie Tails**



<b>Service Procedure [Continued]</b>
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**C. Owner Manual Addendum Card**

1. Insert the revised owner manual pages (below) into the Vehicle Maintenance section of the vehicle's owner manual. Printing pages 10 and 11 of this recall 2-sided produces the cleanest result. Notify the owner that their owner manual has been updated.



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## This Addendum Updates Information On "Vehicle Servicing" In The "Servicing And Maintenance" Section Of Your Owner's Manual

**MODEL:** 2020-2023 DJD2

**SUBJECT:** 6.7L Engine 6-Speed 68RFE Transmission Locking Dipstick

**OVERVIEW:** Update to add content for a locking transmission dipstick to the Owner's Manual.

### VEHICLE MAINTENANCE

#### Automatic Transmission

##### Fluid Level Check — 6-Speed Transmission

It is best to check the fluid level when the transmission is at normal operating temperature (158-176°F / 70-80°C). This normally occurs after at least 15 miles (25 km) of driving. At normal operating temperature the fluid cannot be held comfortably between the fingertips. You can read the transmission sump temperature in the instrument cluster screen, refer to "Instrument Cluster Display" in

the "Getting To Know Your Instrument Panel" chapter.

Use the following procedure to check the transmission fluid level properly:

1. Monitor the transmission temperature using the instrument cluster display, and operate the vehicle as required to reach the normal operating temperature. If the transmission is not functioning properly, or the vehicle cannot be driven, see the following Note and Caution about checking the fluid level at colder temperatures.
2. Park the vehicle on level ground.
3. Run the engine at normal idle speed for at least 60 seconds, and leave the engine running for the rest of this procedure.
4. Fully apply the parking brake, and press the brake pedal.
5. Place the gear selector momentarily into each gear position (allowing time for the transmission to fully engage in each position), ending with the transmission in PARK.



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6. Remove the dipstick by unlocking the cap, wipe it clean and reinsert it until seated.

7. Remove the dipstick again and note the fluid level on both sides. The fluid level reading is only valid if there is a solid coating of oil on both sides of the dipstick. Note that the holes in the dipstick will be full of fluid if the actual level is at or above the hole. The fluid level should be between the "HOT" (upper) reference holes on the dipstick at normal operating temperature. If the fluid level is low, add fluid through the dipstick tube to bring it to the proper level. **Do not overfill.** Use ONLY the specified fluid refer to "Fluids And Lubricants Chassis" in the "Technical Specifications" chapter. After adding any quantity of oil through the dipstick tube, wait a minimum of two minutes for the oil to fully drain into the transmission before rechecking the fluid level.

#### NOTE:

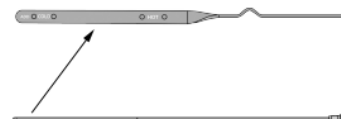
Oil level check can only be performed with the 44 inch dipstick blade with oil level indicator holes. If the vehicle is equipped with the 15 inch dipstick then a service dipstick will be required to check the oil.

CAUTION: NOT FOR OIL LEVEL CHECK 08034224AB



15 Inch Dipstick

A0804000350U



A0804000351U

44 Inch Dipstick



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**NOTE:**

If it is necessary to check the transmission below the operating temperature, the fluid level should be between the two "COLD" (lower) holes on the dipstick with the fluid at 60-70 °F / 16-21 °C. Only use the COLD region of the dipstick as a rough reference when setting the fluid level after a transmission service or fluid change. Re-check the fluid level, and adjust as required, once the transmission reaches normal operating temperature.

**CAUTION!**

If the fluid temperature is below 50 °F (10 °C) it may not register on the dipstick. Do not add fluid until the temperature is elevated enough to produce an accurate reading. Run the engine at idle, in PARK, to warm the fluid.

8. Reinsert the dipstick until fully seated and lock it down. The bending of the blade will orient the cap in the correct position. Do not force the cap into another position. Check for leaks. Release the parking brake.

**NOTE:**

If it is necessary to check the transmission below the operating temperature, the fluid level should be between the two COLD (lower) holes on the dipstick with the fluid at 68-86 °F / 20-30 °C. Only use the COLD region of the dipstick as a rough reference when setting the fluid level after a transmission service or fluid change. Re-check the fluid level, and adjust as required, once the transmission reaches normal operating temperature.



FIAT CHRYSLER AUTOMOBILES

**CAUTION!**

If the fluid temperature is below 50 °F (10 °C) it may not register on the dipstick. Do not add fluid until the temperature is elevated enough to produce an accurate reading. Run the engine at idle, in PARK, to warm the fluid.



<b>Completion Reporting and Reimbursement</b>
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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:

	<b><u>Labor Operation Number</u></b>	<b><u>Time Allowance</u></b>
Inspect Transmission for Locking Dipstick And Redesigned Vent Tube	21-ZA-31-81	0.2 hours
Inspect and Replace Transmission Dipstick And Vent Tube, and Print Owner Manual Insert	21-ZA-31-82	0.4 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 11/17/2022 and the remedy was made available on 12/20/2022, therefore, the number of days cannot exceed 33 days.

<b>Vehicle</b>	<b>Average Daily Allowance</b>
<b>2020 – 2023 DJ Ram 2500 Pickup</b>	<b>\$</b> 
<b>2020 – 2022 D2 Ram 3500 Pickup</b>	<b>\$</b> 

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

In addition, enter "MATL" in the Part Number section of your claim with the applicable Material Allowance where appropriate.

**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.*

<b>Additional Information</b>
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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 XXXXXXXXXXXXXXXXXX

ZA3/NHTSA 22V-835

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 ZA3.

# IMPORTANT SAFETY RECALL

## 6.7L Ram Heavy Duty Truck Transmission Dipstick

Dear [Name],

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

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain [2020 through 2023 Model Year (DJ) Ram 2500 Pickup and 2020 through 2022 Model Year (D2) Ram 3500 Pickup] vehicles.

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 transmission on your vehicle <sup>[1]</sup> may experience a buildup of pressure and heat inside the transmission. **This can result in transmission fluid being expelled from the dipstick tube, which may come in contact with ignition sources within the engine compartment and cause a fire without warning.**

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will replace the transmission dip stick and the transmission vent hose. The estimated repair time is 30 minutes. 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](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[3]</sup> 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](http://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.