

March 2015

Dealer Service Instructions for:

Customer Satisfaction Notification P30 Engine Oil Filter Adapter

Effective immediately all repairs on involved vehicles are to be performed according to this notification. Service Bulletin 09-004-14 is no longer applicable to the involved vehicles. Those vehicles that have already had this repair performed, as determined by our warranty records, have been excluded from this notification.

Models

- 2014 (DD) RAM Cab Chassis (3500 series)**
- (DJ) RAM Pick Up (2500 series)**
- (D2) RAM Pick Up (3500 series)**

NOTE: This notification applies only to the above vehicles equipped with a 6.4L Heavy Duty Hemi engine (sales code ESA or ESB) built from September 05, 2013 through October 18, 2013 (MDH 090505 through 101806).

IMPORTANT: Some of the involved vehicles may be in dealer vehicle inventory. Dealers should complete this repair on these vehicles before retail delivery. Dealers should also perform this repair on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The engine Oil Filter Adapter (OFA) on about 2,600 of the above vehicles may leak oil due to improperly tightened (loose) engine oil filter adapter bolts. Improperly tightened engine oil filter adapter bolts could allow engine oil to leak past the engine oil filter adapter rubber O-rings and seals.

Repair

The engine oil filter adapter O-rings and seals must be replaced and the engine oil filter adapter bolts must be tightened to the proper specifications.

Parts Information

<u>Part Number</u>	<u>Description</u>
CEA0P301AA	O-ring/Seal Package

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Seal, Oil Filter Adapter
1	Seal, Oil Filter Adapter
2	O-ring, Oil Cooler
2	O-ring, Oil Cooler

<u>Part Number</u>	<u>Description</u>
68171066PA	Oil, Engine (Pennzoil Ultra™ 0W-40 or equivalent MOPAR® engine oil) (MS-12633)
68163848AA	Coolant, Oat or equivalent (MS-12106)

Parts Return

No parts return required for this campaign.

Special Tools

The following special tools are required to perform this repair:

- TUTX30E* Socket Driver, TORX, Universal Stubby, T30
- TMUSM8A* Socket, Universal, Shallow, 8 mm, 6-Point

NOTE: *One set of sockets (tools) have been sent free of charge to each dealer by the Mopar Tools and Equipment Program. Additional Tools and Equipment can be purchased, at dealer expense, by contacting Mopar Essential Tools and Service Equipment at 1-855-298-2687 or www.MoparEssentialTools.com during regular business hours. Contact Mopar Essential Tools regarding issues with any Tools or Equipment purchased or supplied through the Mopar Tool and Equipment program.

Service Procedure

1. Open the hood and disconnect the negative battery cable.
2. Raise the vehicle on an appropriate hoist.
3. Remove and save the three push pin fasteners and remove the oil filter drip tray from the frame crossmember (Figure 1).

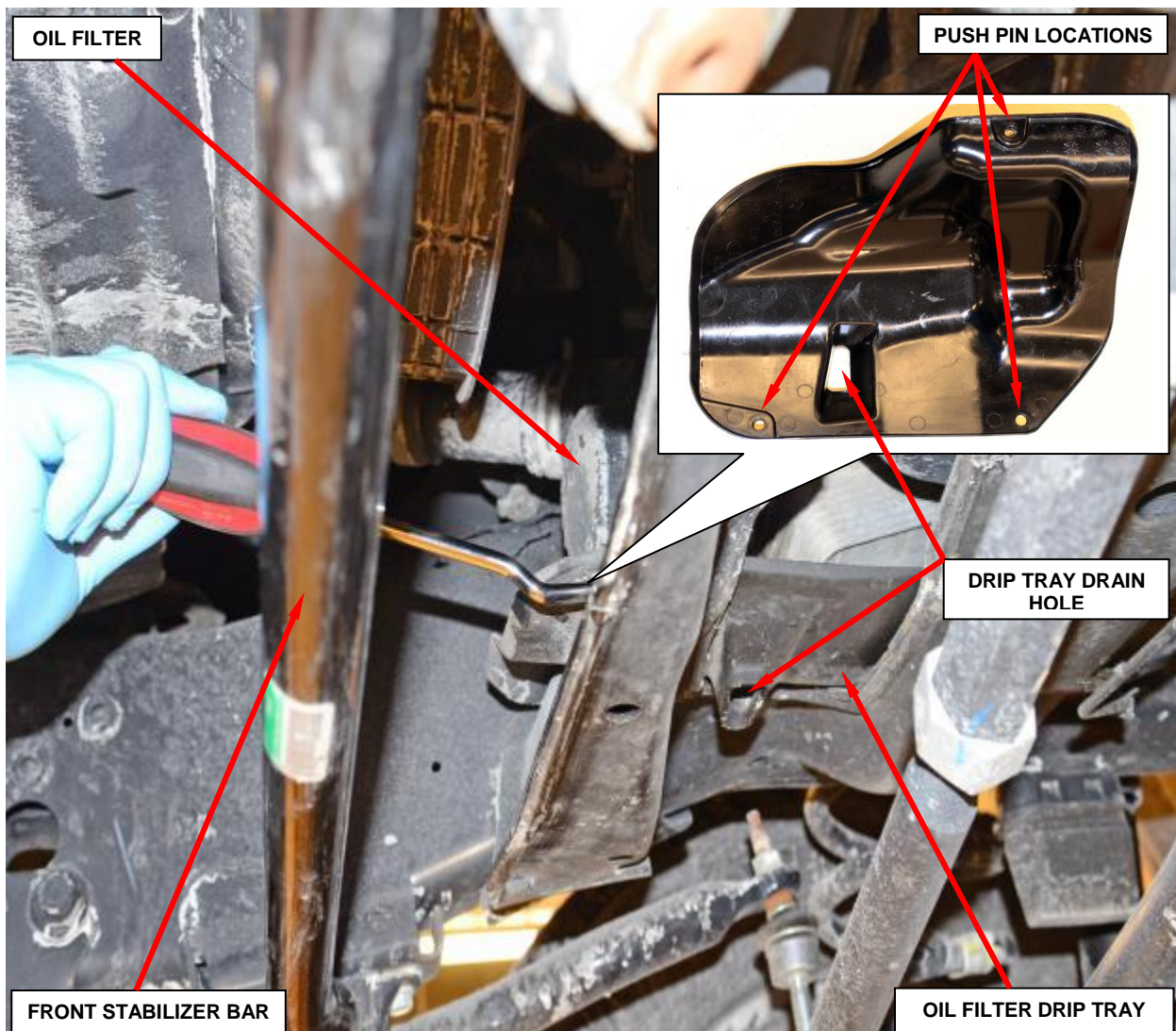
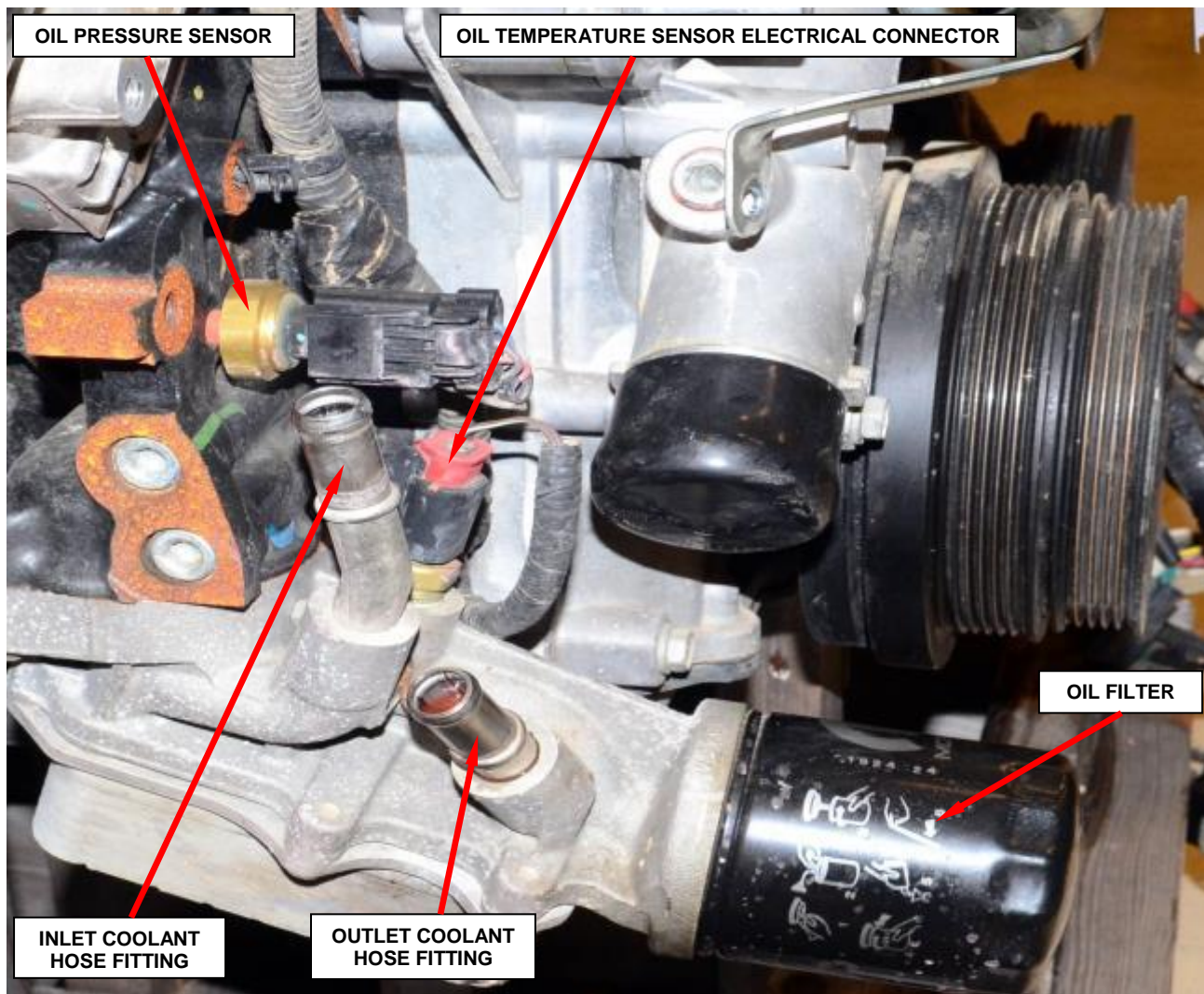


Figure 1 – Oil Filter Drip Tray

Service Procedure (Continued)

4. Using clamping pliers, clamp off both the inlet and the outlet coolant hoses near the Oil Filter Adapter (OFA) connections (Figure 2).
5. Remove both coolant hoses from the OFA.
6. Disconnect the oil temperature sensor electrical connector (Figure 2).
7. Carefully remove and save the oil filter.



**Figure 2 – Coolant Hose Fittings (hoses not shown)
Engine Out of Vehicle for Photographic Purposes**

Service Procedure (Continued)

8. Using special tool TUTX30E, remove and save the five oil cooler attachment bolts (Figure 3).

9. Separate the oil cooler from the oil filter adapter, remove and discard the four O-rings.

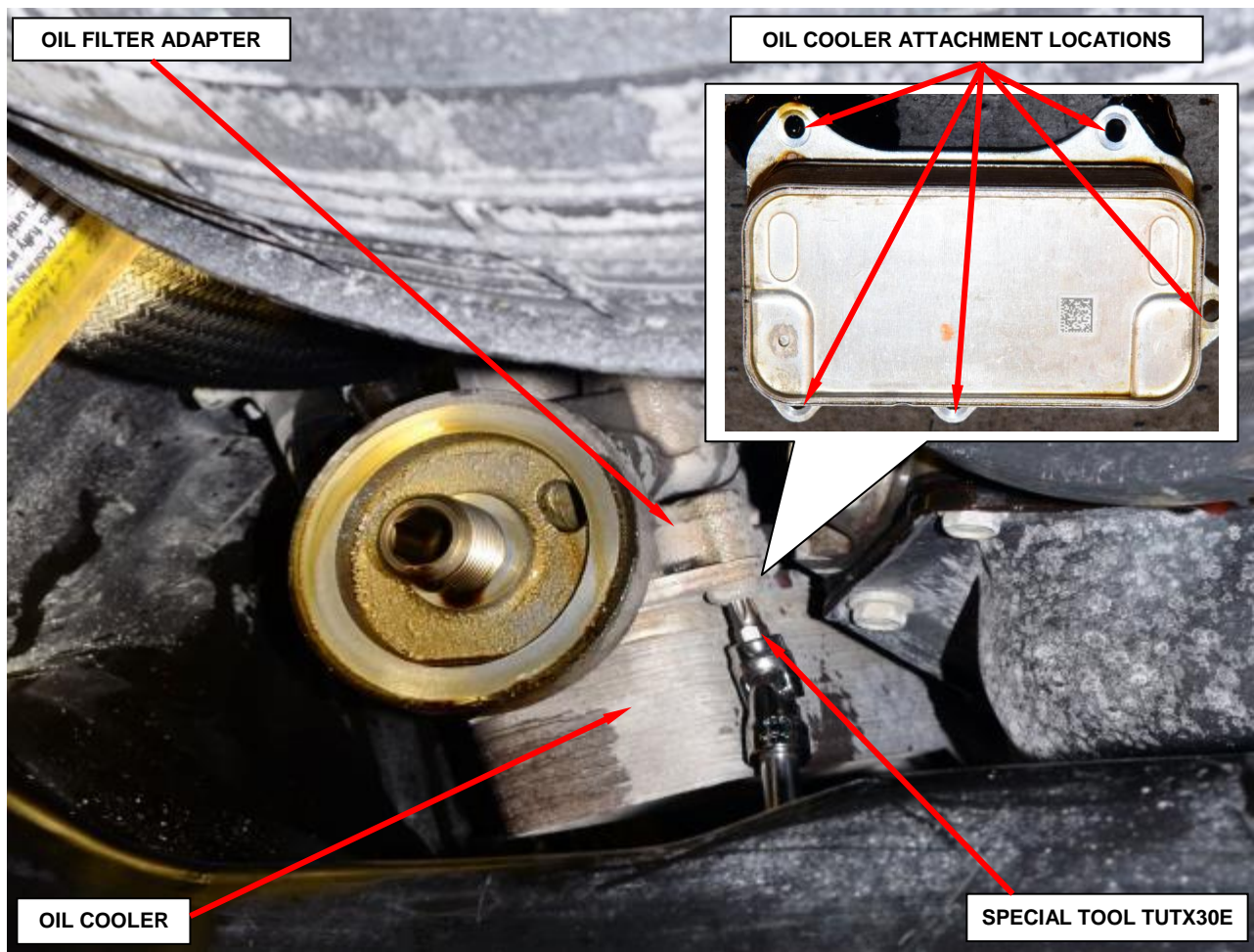


Figure 3 – Oil Cooler

Service Procedure (Continued)

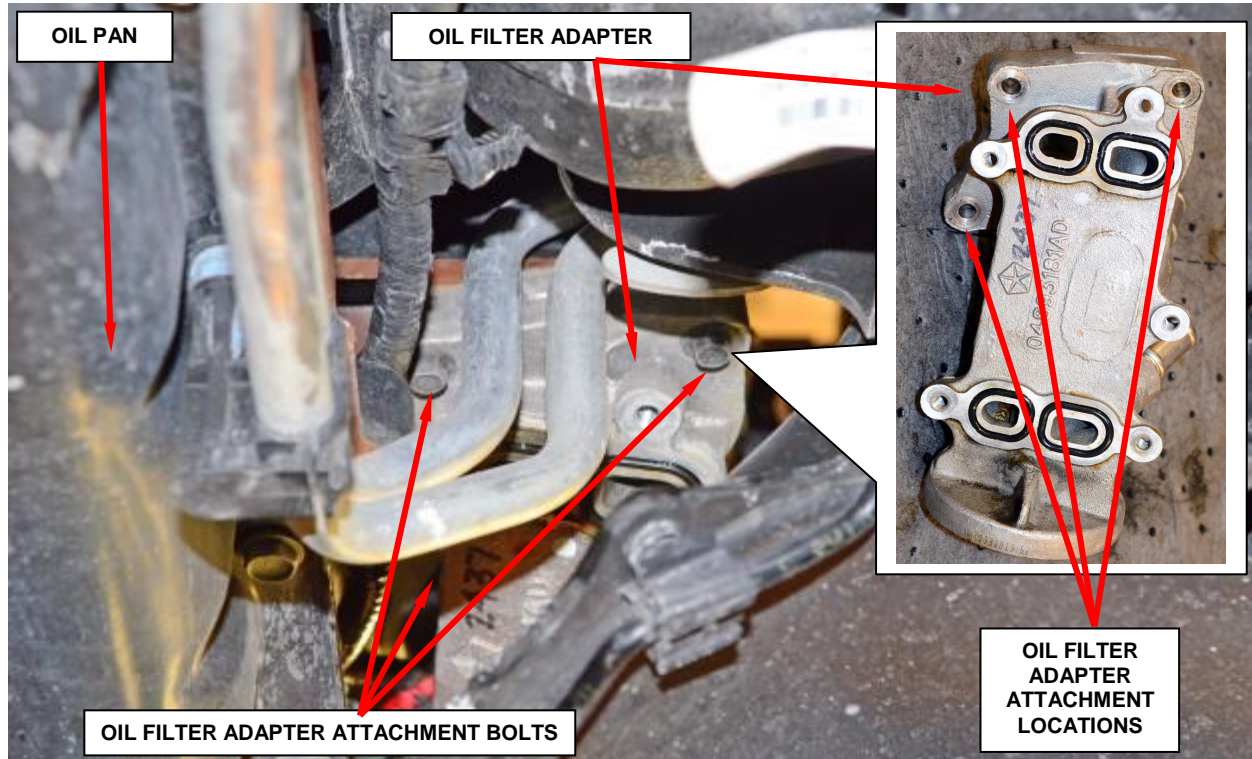


Figure 4 – Oil Filter Adapter

10. Using **special tool TMUSM8A**, remove and save the three oil filter adapter attachment bolts (Figure 4).
11. Remove the oil filter adapter from the engine, remove and discard the two adapter seals.
12. Lubricate the two new oil filter adapter seals with motor oil and position to the oil filter adapter (Figure 5).

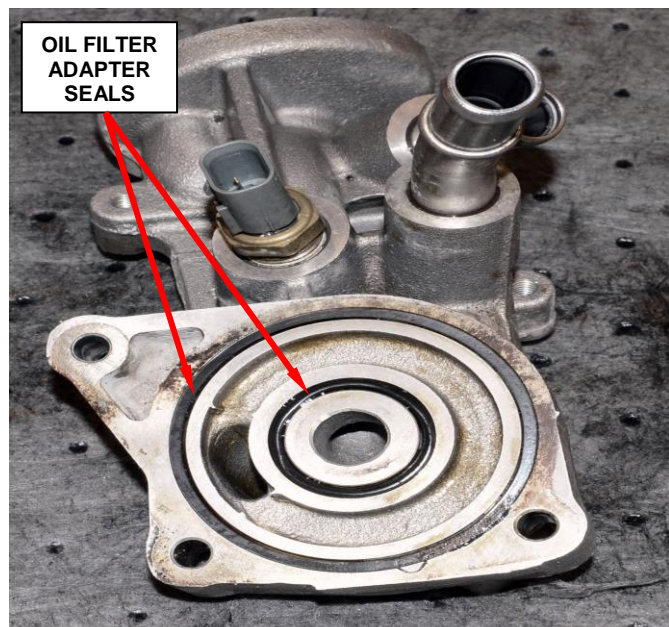


Figure 5 – Oil Filter Adapter Seals

Service Procedure (Continued)

13. Lubricate the four new oil cooler O-rings with motor oil and position to the oil filter adapter (Figure 6).
14. Position the oil filter adapter to the engine and install the three oil filter adapter attachment bolts.
15. Using **special tool TMUSM8A**, tighten the oil filter adapter bolts to 9 ft. lbs. (12 N·m) (Figure 4).
16. Position the oil cooler to the oil filter adapter and install the five oil cooler attachment bolts.

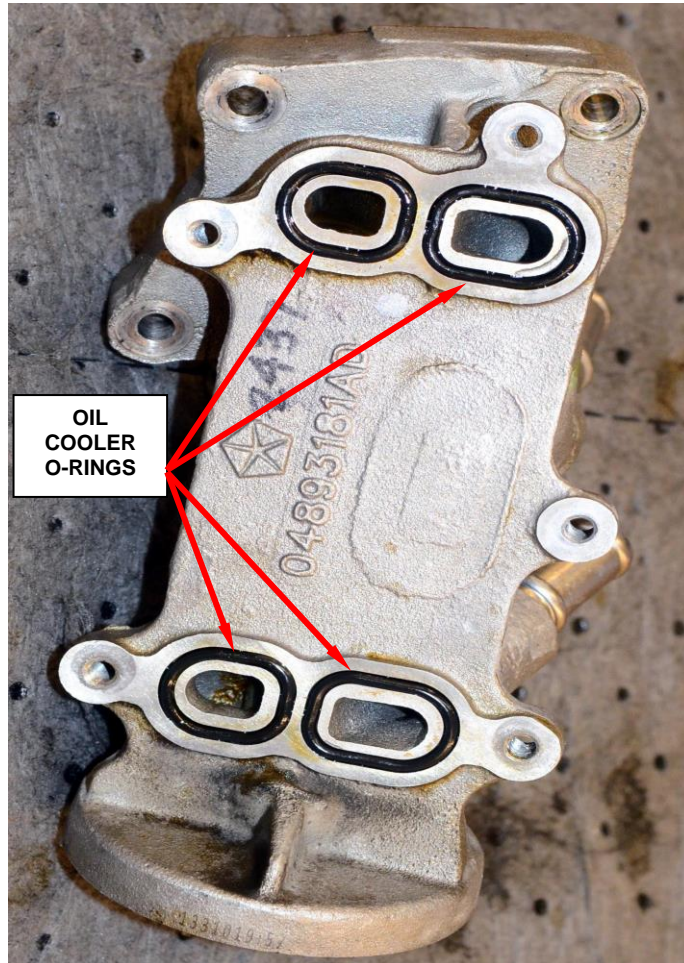


Figure 6 – Oil Cooler O-rings

17. Using **special tool TUTX30E**, tighten the five oil cooler attachment bolts to 9 ft. lbs. (12 N·m) (Figure 3).
18. Connect the oil temperature sensor electrical connector (Figure 2).

Service Procedure (Continued)

19. Connect the oil cooler coolant hoses (Figure 2).
20. Remove the two clamping pliers.
21. Install the original oil filter.
22. Install the oil filter drip tray (Figure 1).
23. Lower the vehicle.
24. Connect the negative battery cable.
25. Verify proper engine coolant level.
26. Verify proper engine oil level.
27. Start the engine and allow the engine to run approximately 15 minutes and check for leaks.
28. Close the hood and return the vehicle to the customer.

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 submitted will be used by FCA US LLC to record Customer Satisfaction Notification service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Replace engine oil filter adapter O-rings/seals and tighten oil filter adapter bolts to the proper torque specification	09-P3-01-82	1.5 hours

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

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete 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 US LLC 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.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

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 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

CUSTOMER SATISFACTION NOTIFICATION

P30

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx).

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. This will be done at no charge to you.

We are recommending the following improvements be performed on certain **2014 model year RAM trucks equipped with a 6.4L heavy duty Hemi engine.**

Recommended Service: The engine oil filter adapter on your truck may leak oil due to improperly tightened (loose) engine oil filter adapter bolts. Improperly tightened engine oil filter adapter bolts could allow engine oil to leak past the engine oil filter adapter rubber O-rings and seals.

What your dealer will do: FCA will service your vehicle free of charge. To do this, your dealer will replace the engine oil filter adapter O-rings and seals. The work will take about 1.5 hours to complete. However, additional time may be necessary depending on service schedules. We recommend that you make an appointment with your dealer to minimize your inconvenience.

What you should do: Simply contact your Chrysler, Jeep, or Dodge dealer, at your convenience, to schedule a service appointment. Your dealer will collect the necessary information to ensure that the appropriate parts are available so your service can be completed in a timely manner. Although not required, we recommend bringing this letter with you to your dealer, when you bring your vehicle in for this service.

If you need help: Please contact the FCA US Customer Assistance Center at 1-800-853-1403.

If you have already experienced this specific condition and have paid to have it repaired, you may mail 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. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to your vehicle. If you have further questions go to recalls.mopar.com.

We apologize for any inconvenience this service may cause to your schedule. FCA is committed to providing our customers with world class quality products, ensuring that you have a positive dealership experience and following up on any issues and concerns that you may have in a timely manner through our Customer Assistance Center. Thank you for being our customer.

Sincerely,
Customer Service / Field Operations
FCA US LLC