IMPORTANT

DEALER SERVICE INSTRUCTIONS

CUSTOMER SATISFACTION NOTIFICATION K20
ENGINE WATER PUMP

Effective immediately all repairs on involved vehicles are to be performed according to this notification. Rapid Response Transmittal (RRT) / Service Action #10-046 Rev. A is no longer applicable for the involved vehicles only. Those vehicles that have already had this repair performed, as determined by our warranty records, have been excluded from this notification.

MODELS:
- 2010 (DS) Ram Truck
- 2010 (ND) Dodge Dakota
- 2010 (KA) Dodge Nitro
- 2010 (KK) Jeep Liberty

NOTE: This notification applies only to the above vehicles equipped with a 3.7L engine (sales code EK9) or a 4.7L engine (sales code EVE) built from March 15, 2010 through June 4, 2010 (MDH 031505 through 060407).

The engine water pump on about 10,250 of the above vehicles may leak coolant. Engine operation with a low coolant level could cause engine damage or low cabin heater output.

To correct this condition, the water pump identification stamp must be inspected. Pumps found with a "W" identification stamp must be replaced.

Recall and Parts Information

Canadian Recall Service Instructions and Part Numbers can be different. Always use the attached Canadian Recall Notification for service instructions and parts information.

This Canadian Recall Notification can also be found in DealerCONNECT – See below:

DealerCONNECT > Service > In the Repair section TechCONNECT > 30 - CANADIAN RECALLS

The V.I.N. range for vehicles involved in this campaign is as follows:

3D7JV1EP6AG163420 - 3D7JV1EP8AG191770
1D7CW3GZQ7AS154975 - 1D7CW2BK8AS265038
1D4FUS5K51W121436 - 1J4PN2LXAW175819

DEALER VIN LISTS Located in DealerCONNECT – Global Recall System (GRS)

GRS has been developed to provide dealers with an up-to-date list of involved vehicles by recall number and by dealer code. Owners known to Chrysler are also listed. Involved vehicles will be removed from the GRS within several days of submitting repair claims.

To use the GRS in DealerCONNECT, you first need to click on the Service tab and then in the Repair section click on Global Recall System. Your dealer's VIN list for each Recall can be sorted by: Unsold Vehicles (at the time of Recall launch), Phone Number, City Name, Zip Code (Postal Code) or VIN.
October 5, 2010

To: All Dealers of Chrysler Canada Inc.

SUBJECT: CUSTOMER SATISFACTION NOTIFICATION K20 ENGINE WATER PUMP

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MODELS:
2010 (DS) Ram Truck
2010 (ND) Dodge Dakota
2010 (KA) Dodge Nitro
2010 (KK) Jeep® Liberty

NOTE: This notification applies only to the above vehicles equipped with a 3.7L engine (sales code EKG) or a 4.7L engine (sales code EVE) built from March 15, 2010 through June 4, 2010 (MDH 031505 through 060407).

Recall information for Canadian Dealers is now available on DealerCONNECT
See Group 30 – CANADIAN RECALLS
DealerCONNECT > Service > Repair > TechCONNECT > Group 30 – CANADIAN RECALLS

The engine water pump on about 10,250 of the above vehicles may leak coolant. Engine operation with a low coolant level could cause engine damage or low cabin heater output.

To correct this condition, the water pump identification stamp must be inspected. Pumps found with a “W” identification stamp must be replaced.

Details of this service action are explained in the following section.

IMPORTANT: Some of the involved vehicles may be in your new/used vehicle dealer inventory. Be sure to complete the recall service on these vehicles before retail delivery.

Vehicle List

Involved Dealers

Each dealer to whom involved vehicles in this recall were invoiced (or current dealer at the same location) has available through DealerCONNECT a Dealer Vehicle Listing arranged in Vehicle Identification Number (VIN) sequence. Available names and addresses known to Chrysler Canada are also listed. These lists are for use by dealers to arrange for service of involved vehicles.

DealerCONNECT>Service>Reports & Information>Global Recall System>Recall & Selection Criteria

Non-Involved Dealers

If no VIN list is available in DealerCONNECT for your dealer code, then this letter is for your information and to assist you in providing the recall service to transient owners or other involved vehicles, which you may encounter. THE SUCCESS OF RECALL COMPLETION WILL BE GREATLY HELPED BY GOOD DEALER FOLLOW-UP.

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Owner Notification and Service Scheduling

All owners of involved vehicles known to Chrysler Canada are being notified of the service requirement by first class mail. They are requested to schedule service appointments with their dealers at the earliest possible date. A copy of the notification letter is attached.

A Service Authorization Card is enclosed with each customer letter. Owners are instructed to present the card to their dealer at the time of recall service.

Service Authorization Cards for each vehicle whose owner is not known to Chrysler Canada will be mailed to the dealer to whom the vehicle was invoiced (or the current dealer at the same location) for dealer follow-up.

NOTE: Every dealer is responsible for scheduling of campaign service for all involved vehicles upon request. At the time of ANY SERVICE, enter the vehicle VIN into DealerCONNECT VIP for outstanding recalls. Advise the customer of any recalls which are still outstanding and offer to do the repairs (schedule a future service appointment if parts are not available). This action will help toward our common goal of completing the recalls, and will contribute to overall customer satisfaction.

DealerCONNECT>Service>Writeup>VIP>Single VIN Inquiry>Recall Tab

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) at the time of recall implementation 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. Any incorrect owner information should be updated using the owner update application in DealerCONNECT

DealerCONNECT>Sales>Sales Reporting>Time of Sales Reporting>Used Sales>Owner Update

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, postal 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.

NOTE: Recall VIN lists may contain confidential owner name and address information that was obtained from the Provincial Registrars Offices as well as other sources. Use of this information is permitted for recall purposes only and is strictly prohibited from all other use.

Completion Status Reporting

When a vehicle has been serviced, submit your claim through DealerCONNECT. Your completion will automatically be recorded in Windsor and in a few days, the VIN will be removed from the GRS.

Check the name and address on the Service Authorization Card and if there are any changes, complete customer name and address update in DealerCONNECT.