



January 2016

Dealer Service Instructions for:

Safety Recall R68 / NHTSA 15V-878 Power Steering Return Hose Clamp

Models

2015 (MK) Jeep® Compass and Patriot

NOTE: This recall applies only to the above vehicles built from January 04, 2015 through May 12, 2015 (MDH 010406 through 051200).

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 power steering hose clamp on about 60,000 of the above vehicles may not be installed correctly during the manufacturing process. The low pressure power steering return hose may detach and cause a large volume power steering fluid leak. Leaking power steering fluid, in contact with an ignition source, could result in an engine compartment fire without warning.

Repair

The power steering return hose clamp must be inspected for proper installation and repositioned if required.

Service Procedure**A. Inspect Power Steering Return Hose Clamp**

1. Lift the vehicle on an appropriate hoist.
2. Inspect the power steering return hose at the front suspension crossmember:
 - If the power steering return hose is pushed against the metal stop bead on the metal tube, the clamp is 3mm from the end of the hose and the wings of the clamp are between the 12 o'clock and 3 o'clock position, the clamp was installed correctly (Figure 1). Lower the vehicle from the hoist and return the vehicle to the customer.
 - If the power steering return hose clamp is approximately two inches up the hose, it is not in the proper position (Figure 2). Continue with Step 3 of this procedure.
 - If the power steering return hose clamp is missing, continue **Section B. Replace Missing Power Steering Return Hose Clamp.**

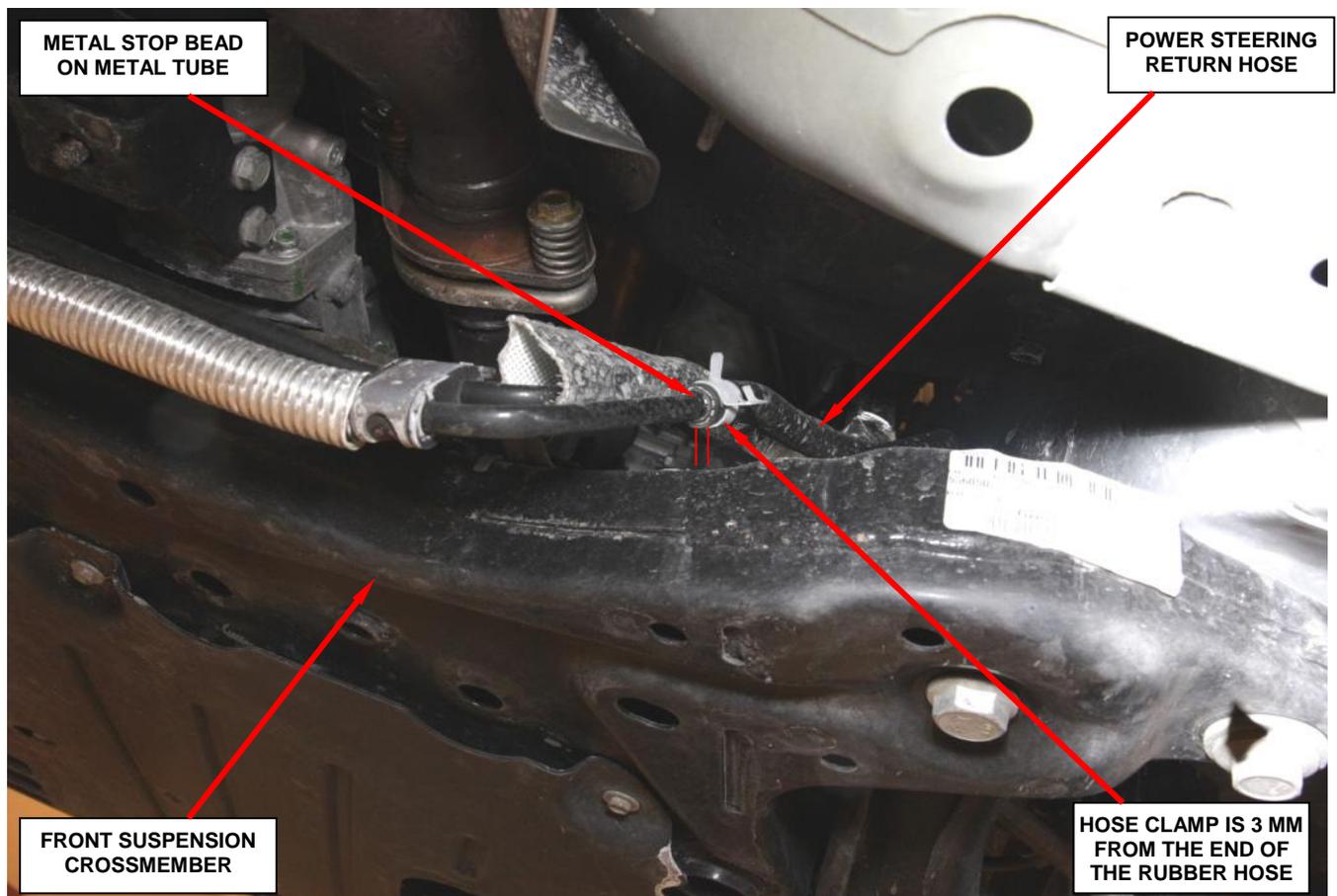


Figure 1 – Correctly Located Power Steering Return Hose Clamp

Service Procedure (Continued)

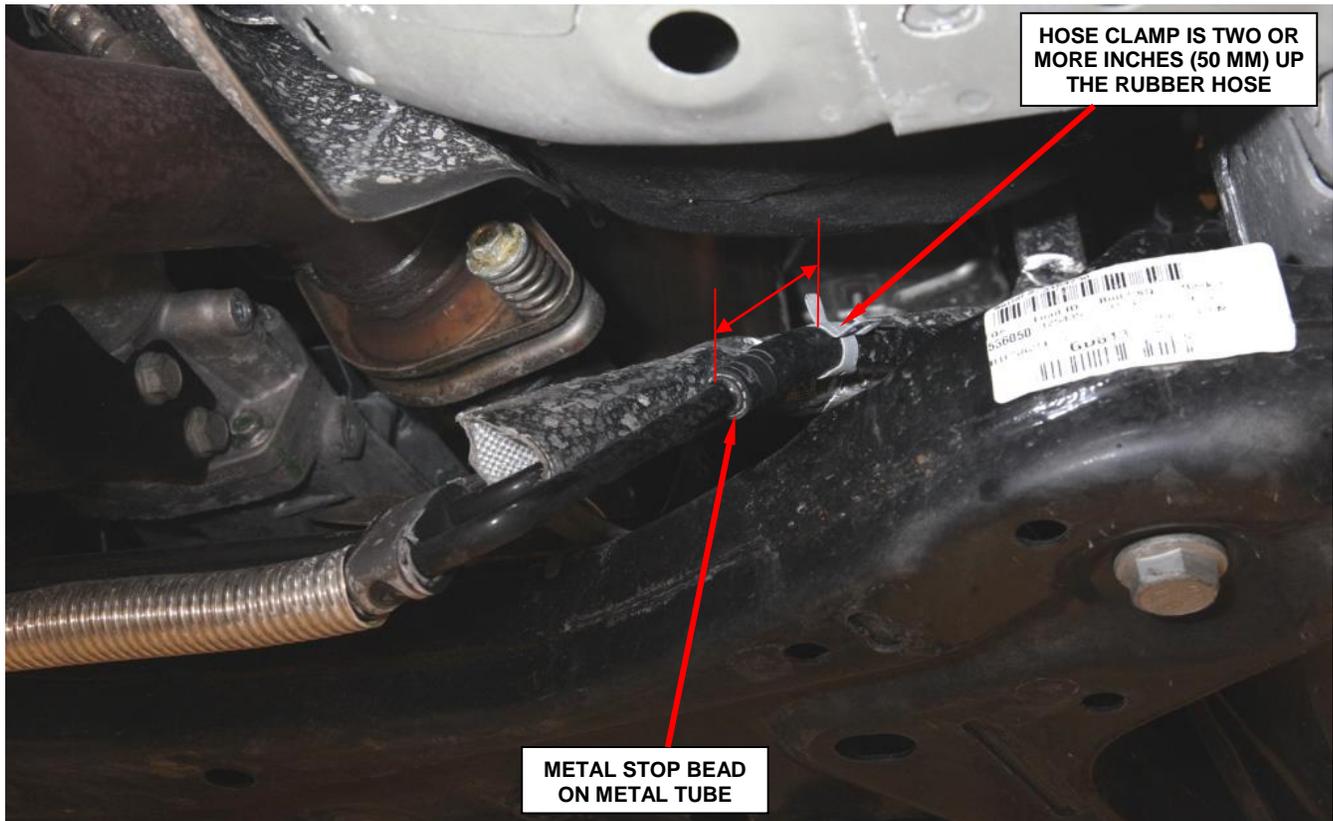


Figure 2 - Incorrectly Located Power Steering Return Hose Clamp

3. Push the power steering return hose against the metal stop bead on the metal tube.
4. Reposition the clamp to 3mm from the end of the rubber hose, being sure that the wings of the clamp are between the 12 o'clock and 3 o'clock position.
5. Lower the vehicle from the hoist and return the vehicle to the customer.

Service Procedure (Continued)**B. Replace Missing Power Steering Return Hose Clamp**

1. Place a drain pan under the power steering return hose connection.
2. Quickly pull the power steering return hose from the metal tube, place the new clamp onto the metal tube and reconnect the power steering return hose to the metal tube.
3. Push the power steering return hose against the metal stop bead on the metal tube.
4. Expand the new hose clamp with hose clamp pliers and slide the hose clamp into position on the power steering return hose (Figure 1). Position the hose clamp to 3mm from the end of the rubber hose, being sure that the wings of the hose clamp are between the 12 o'clock and 3 o'clock position.
5. Lower the vehicle from the hoist.
6. Use the following procedure to fill the power steering system with fluid:

WARNING: The fluid level should be checked with engine off to prevent injury from moving components.

CAUTION: Use Mopar[®] ATF+4 Automatic Transmission Fluid can be used in the power steering system.

CAUTION: If the air is not purged from the power steering system correctly, pump failure could result.

NOTE: Be sure the vacuum tool used in the following procedure is clean and free of any fluids.

- a. Check the power steering fluid level. As measured on the side of the reservoir, the level should indicate between MAX and MIN when the fluid is at normal ambient temperature. Adjust the fluid level as necessary.
- b. Tightly insert Power Steering Cap Adapter, Special Tool 9688A, into the reservoir cap opening.

CAUTION: Failure to use a vacuum pump reservoir may allow power steering fluid to be sucked into the hand vacuum pump (Figure 3).

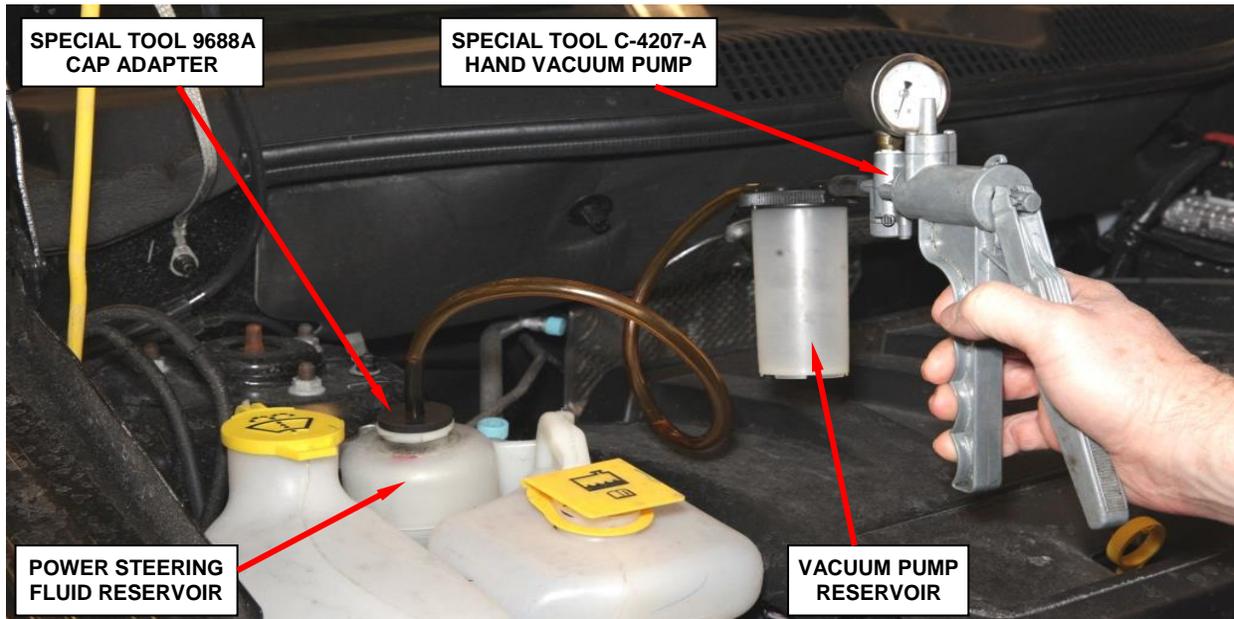
Service Procedure (Continued)

Figure 3 – Purging Air from the Power Steering System

- c. Attach Hand Vacuum Pump, Special Tool C-4207-A or equivalent, with reservoir attached, to the Power Steering Cap Adapter (Figure 3).
- d. Using Hand Vacuum Pump, apply 20-25 in. Hg (68-85 kPa) of vacuum to the power steering hydraulic system for a minimum of three minutes (Figure 3).

CAUTION: Do not run the vehicle while vacuum is applied to the power steering hydraulic system. Damage to the power steering pump can occur.

NOTE: When performing the following step make sure the vacuum level is maintained during the entire time period.

- e. Slowly release the vacuum and remove the special tool.
- f. Adjust the fluid level as necessary.
- g. Repeat Step 6a. through Step 6f. until the fluid no longer drops when vacuum is applied.
- h. Start the engine and cycle the steering wheel lock-to-lock three times.
- i. Check for any signs of air in the reservoir and check the fluid level. If air is present, repeat the procedure as necessary.

Service Procedure (Continued)

7. Remove the vacuum pump cap adapter from the power steering reservoir cap opening.
8. Install the power steering reservoir cap onto the power steering reservoir.
9. 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 to record recall service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Inspect and/or reposition power steering return hose clamp	19-R6-81-81	0.2 hours
Replace power steering return hose clamp	19-R6-81-82	0.3 hours

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.

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 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

IMPORTANT SAFETY RECALL

R68 / NHTSA 15V-878

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

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

Dear: (Name)

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain **2015 model year Jeep® Compass and Jeep Patriot vehicles.**

The problem is... The power steering hose on your vehicle may have a clamp that was not installed correctly during the manufacturing process. The low pressure power steering return hose may detach and cause a large volume power steering fluid leak. Leaking power steering fluid, in contact with an ignition source, could result in an engine compartment fire without warning.

What your dealer will do... FCA will repair your vehicle free of charge. To do this, your dealer will inspect the power steering hose clamp and replace it if required. The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, Dodge or RAM dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Recall Assistance Center at 1-800-853-1403.

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

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 or you can 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.

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**.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations
FCA US LLC

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