



May 2016

Dealer Service Instructions for:

# **Safety Recall S08 / NHTSA 16V-273**

## **Power Steering Return Hose and Fluid Cooler**

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### **Models**

#### **2009-2010 (JC) Dodge Journey**

*NOTE: This campaign applies only to the above vehicles equipped with a 2.4L engine (sales code ED3 or EDG), a 2.7L engine (sales code EER) or a 3.5L engine (sales code EGF) and an engine block heater (sales code NHK).*

#### **2011-2016 (JC) Dodge Journey**

*NOTE: This campaign applies only to the above vehicles equipped with a 2.4L engine (sales code ED3) or a 3.6L engine (sales code ERB) and an engine block heater (sales code NHK) built through October 07, 2015 (MDH 100707).*

**IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory.** Dealers should also consider this requirement to apply to used vehicle inventory and should perform this campaign on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

### **Subject**

The power steering return hoses on about 11,600 of the above vehicles may rupture on a cold engine start up after the vehicle is exposed to extreme cold ambient temperatures for an extended period of time. A loss of power steering assist increases the steering effort required to steer the vehicle. The increased steering effort could cause a crash without warning.

**Repair**

The power steering return hoses, steel tubes and power steering oil cooler must be replaced.

**Parts Information**

<u>Part Number</u>	<u>Description</u>
<b>CEPZS081AA</b>	<b>Power Steering Fluid Return Package (2009 – 2010 MY) (2.4L engine or 2.7L engine or 3.5L engine)</b>

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Hose, Return
1	Cooler, Return Assembly (Loop Style)

<b>CEPZS082AA</b>	<b>Power Steering Fluid Return Package (2011 – 2016 MY) (2.4L Engine)</b>
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Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Hose, Return
1	Cooler, Return Assembly (Loop Style)

<b>CEPZS083AA</b>	<b>Power Steering Fluid Return Package (2011 – 2016 MY) (3.6L Engine)</b>
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Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Hose, Return
1	Cooler, Return Assembly (Fin Style)

<b>68218064AA</b>	<b>Fluid, Power Steering (MS-9602) (32 oz. bottle) (MSQ 12) (one quart per vehicle)</b>
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## **Parts Return**

No parts return required for this campaign.

## **Special Tools**

The following special tool is required to perform this repair:

- C-4207-A Hand Vacuum Pump (or equivalent)
- 9688A Power Steering Cap Adaptor

## **Service Procedure**

### **A. Replace Power Steering Fluid Cooler and Return Hose**

**WARNING:** Power steering fluid, engine parts and exhaust system may be extremely hot if engine has been running. Do not start engine with any loose or disconnected hoses. Do not allow hoses to touch hot exhaust manifold or catalyst.

**WARNING:** Power steering fluid level should be checked with the engine off to prevent personal injury from moving parts.

**CAUTION:** When the power steering system is open, cap all open ends of the hoses, power steering pump fittings or power steering gear ports to prevent entry of foreign material into the components.

### Service Procedure (Continued)

1. Siphon as much power steering fluid as possible from the power steering fluid reservoir.
2. Use the following steps to remove the power steering fluid reservoir.
  - a. Remove and save the engine appearance cover.
  - b. Remove and save the two fasteners securing the coolant recovery bottle to its mounts and position it away from the power steering fluid reservoir. **It is not necessary to disconnect the engine coolant recovery bottle fluid lines** (Figure 1).
  - c. Remove and save the power steering reservoir mounting screw used to secure the reservoir (Figure 1).
  - d. Release the hose clamp securing the power steering cooler return hose to fluid reservoir fitting. Slide the hose off the end of the reservoir fitting (Figure 1).
  - e. Position the power steering reservoir to the side.

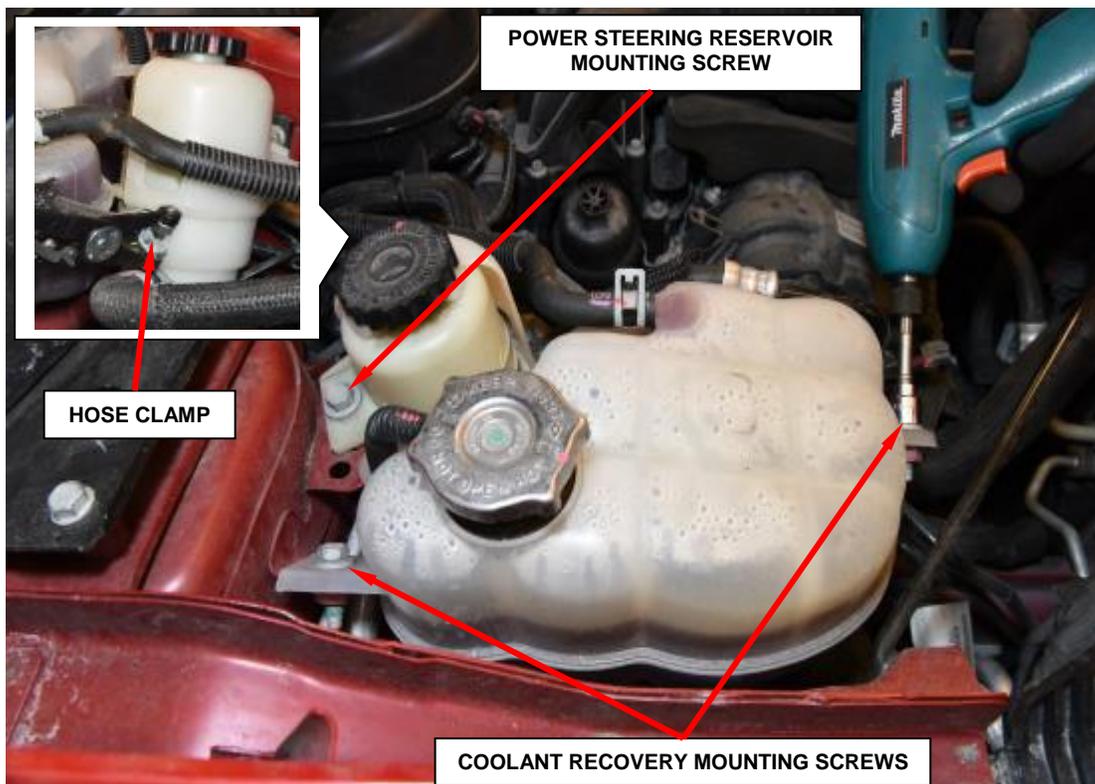
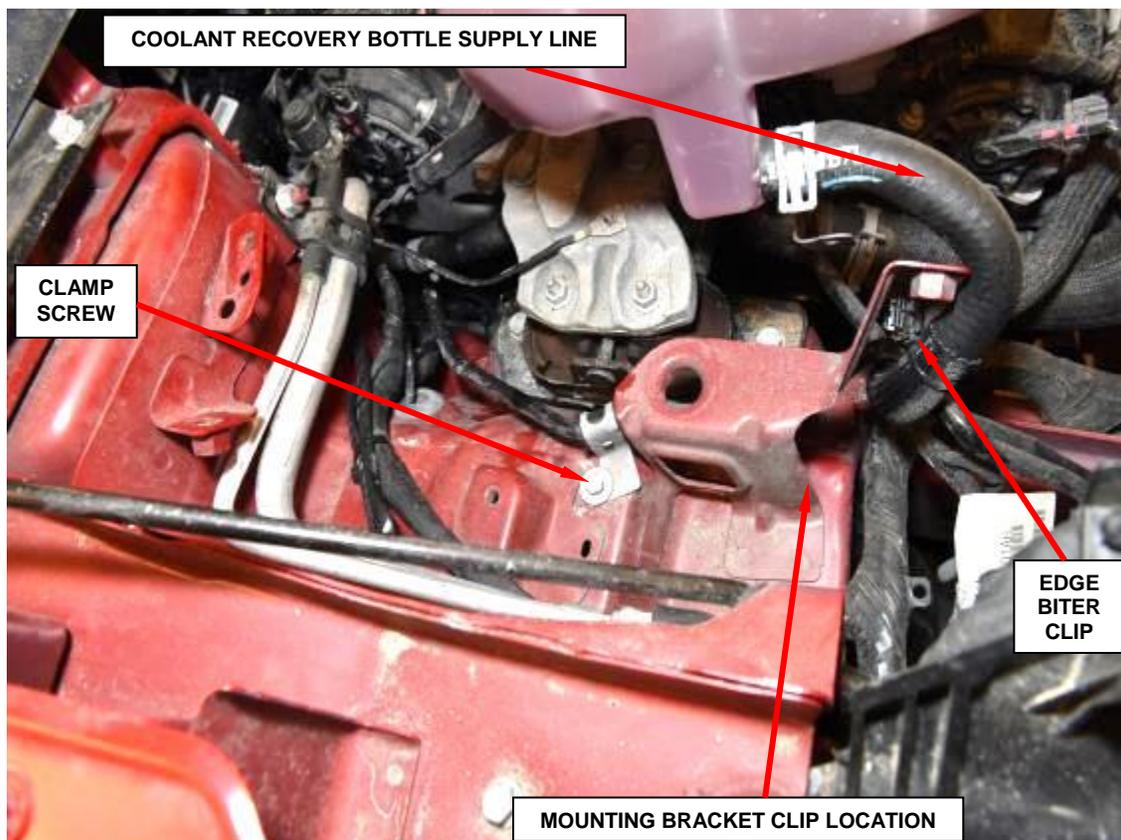


Figure 1 – Power Steering Reservoir

**Service Procedure (Continued)**

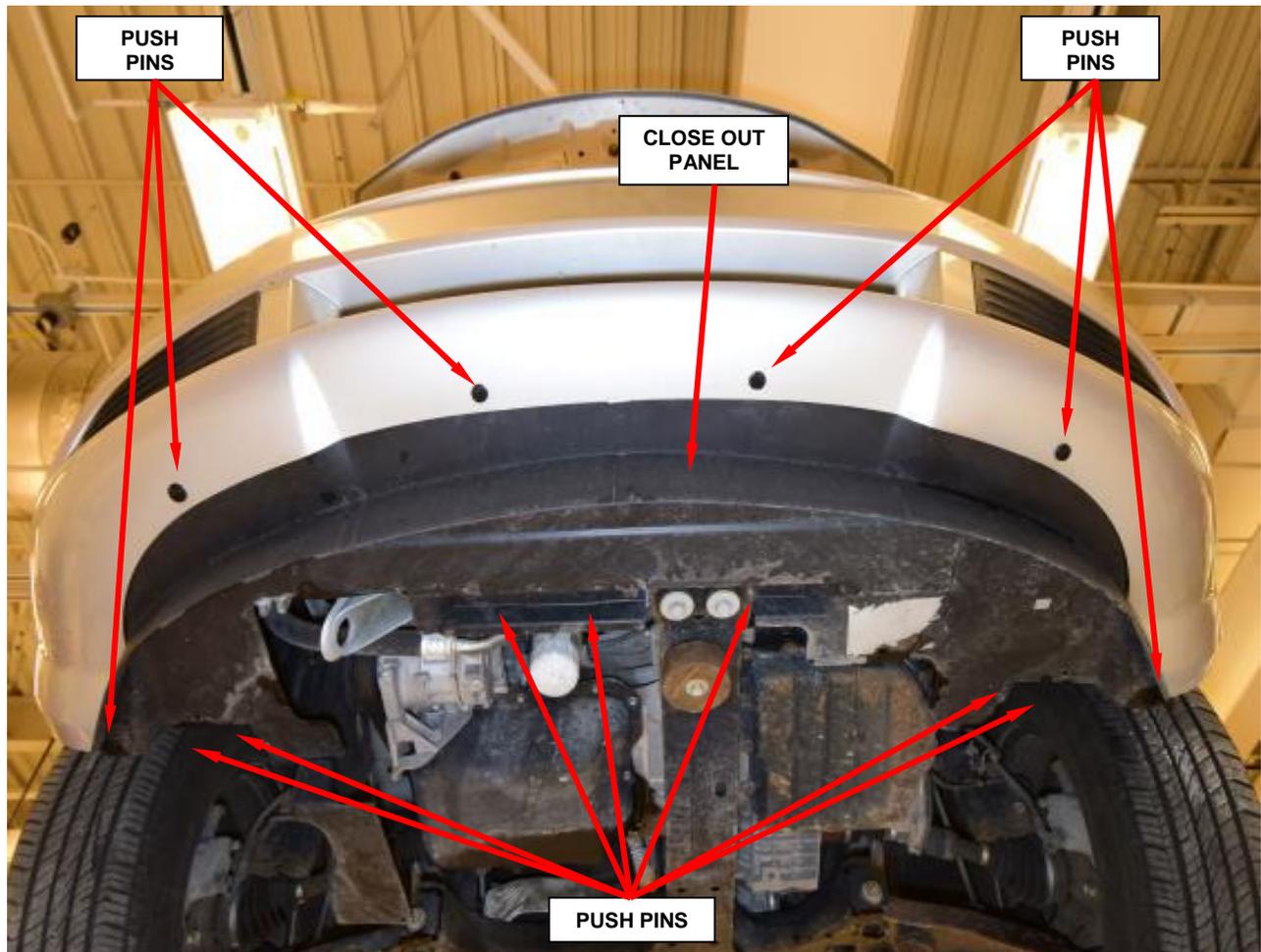
3. Release the lower engine coolant recovery bottle supply hose edge biter clip from the mounting bracket (Figure 2).
4. Position the engine coolant recovery bottle to the side.
5. Remove and save the power steering cooler return assembly routing clamp screw securing the power steering cooler assembly to the body (Figure 2).
6. Raise and support the vehicle.
7. Remove the belly pan below the engine, if equipped.



**Figure 2 – Clamp Screw**

**Service Procedure (Continued)**

8. Remove and save the six close out panel to fascia push pins (Figure 3).
  
9. Remove and save the remaining seven close out panel push pins and remove the close out panel (Figure 3).

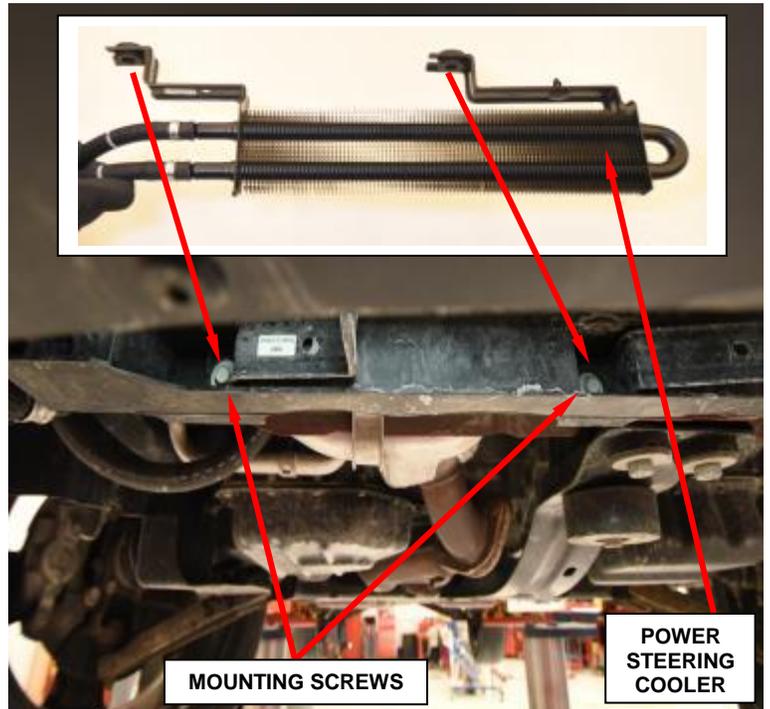


**Figure 3 – Close Out Panel**

**Service Procedure (Continued)**

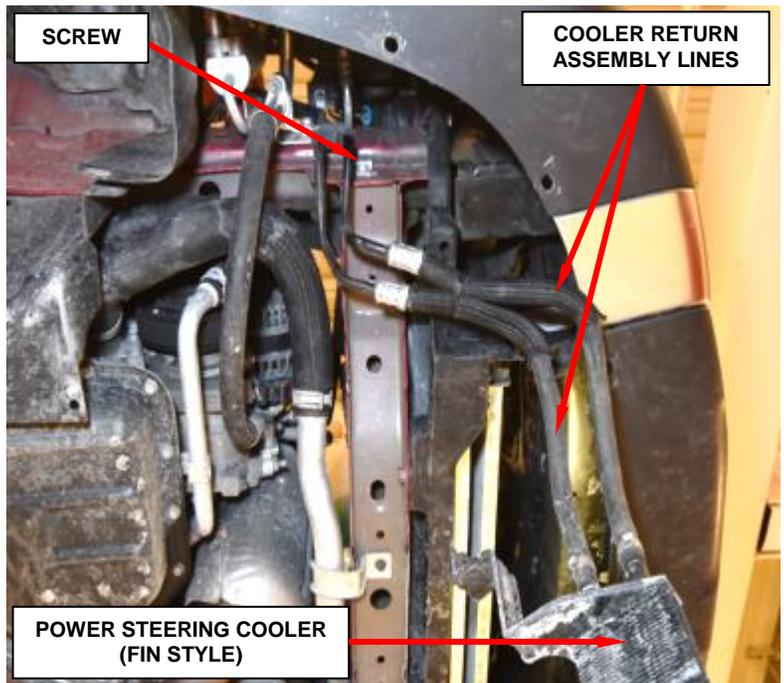
10. Remove and save the two power steering cooler mounting screws at the bumper reinforcement (Figure 4).

**NOTE:** On vehicles equipped with a loop style cooler, the cooler is fastened to the bumper reinforcement using push pins.



**Figure 4 – Power Steering Cooler (Fin Style Cooler Shown)**

11. Remove and save the front cooler return assembly routing clamp screw securing the cooler return assembly to the frame rail (Figure 5).



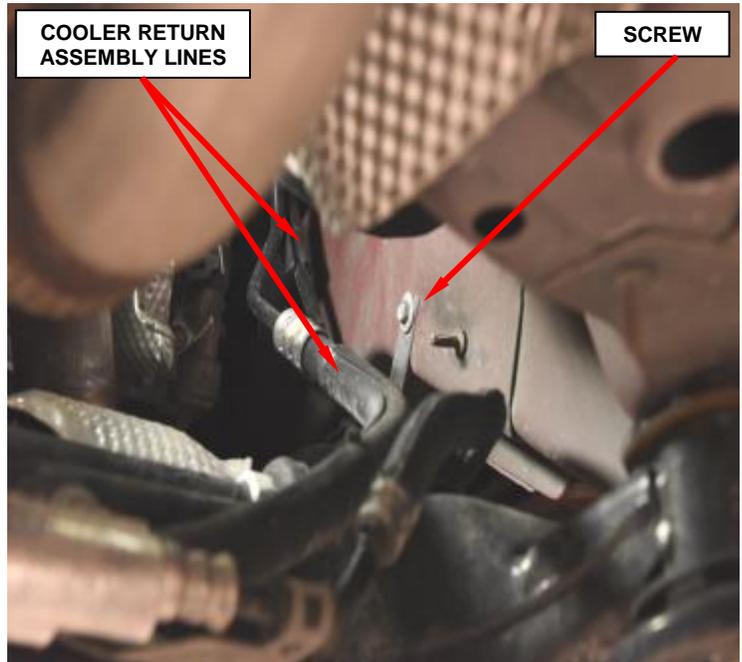
**Figure 5 – Front Routing Clamp Screw**

**Service Procedure (Continued)**

12. Remove and save the rear cooler assembly routing clamp screw securing the cooler return assembly to the frame rail (Figure 6).

**NOTE: 2009-2010 model year vehicles have two rear routing clamps.**

13. Position a suitable drain pan under the return hose to return line connection.

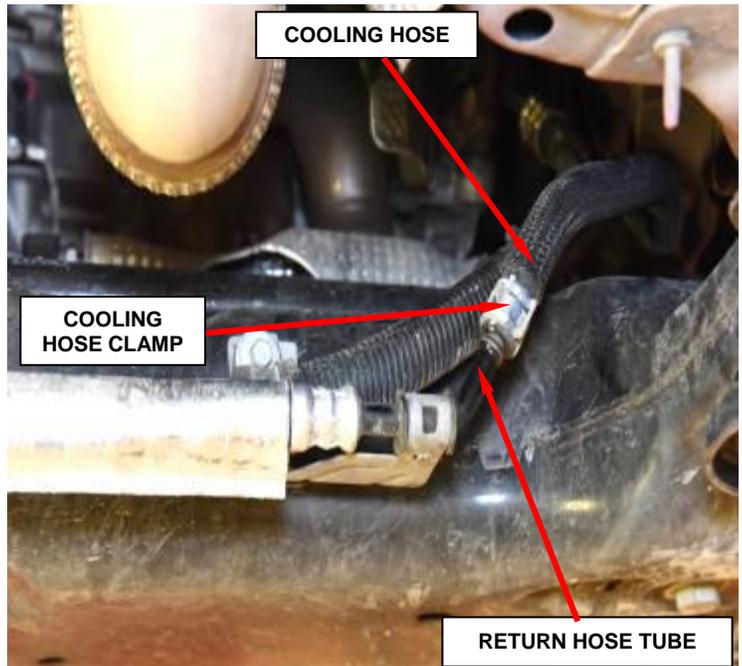


**Figure 6 – Rear Routing Clamp Screw**

14. Remove the cooling hose from the return hose tube (Figure 7).

15. Lower the vehicle.

16. Remove and **discard** the power steering cooler return assembly.



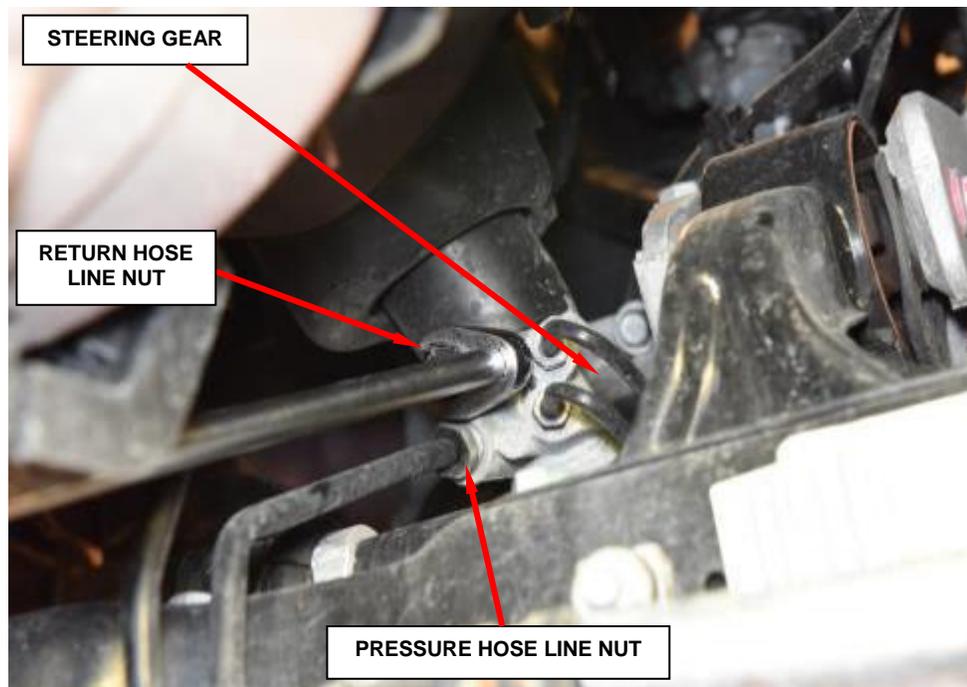
**Figure 7 – Cooling Hose to Return Hose Tube**

**Service Procedure (Continued)**

17. Position the **NEW** cooler return assembly into the engine compartment.
18. Install the cooler return assembly routing clamp screw securing the cooler return assembly to the body. Tighten the screw to 71 in. lbs. (8 N·m) (Figure 2).
19. Raise and support the vehicle.
20. Install the rear cooler return assembly routing clamp screw securing the cooler return assembly to the frame rail. Tighten the screw to 71 in. lbs. (8 N·m) (Figure 6).
21. Install the two cooler mounting screws at the bumper reinforcement. Tighten the screws to 71 in. lbs. (8 N·m) (Figure 4).

**NOTE: On vehicles equipped with a loop style cooler, the cooler is fastened to the bumper reinforcement using push pins.**

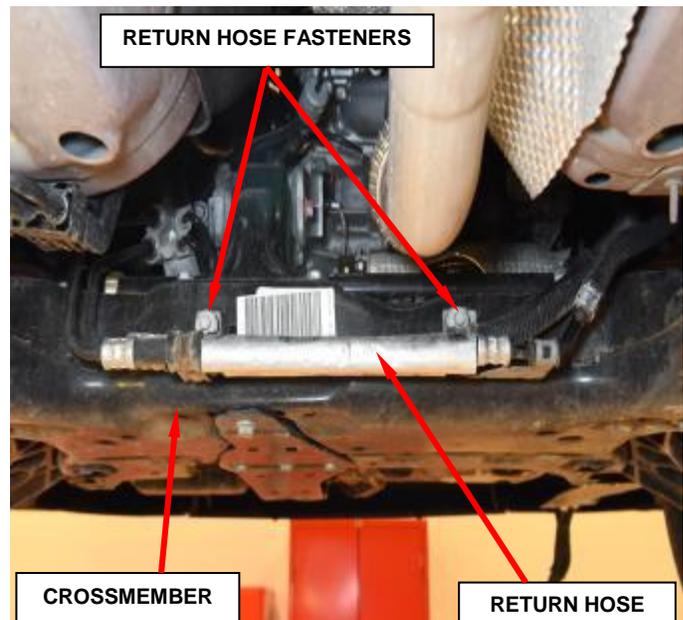
22. Install the front cooler return assembly routing clamp screw securing the return hose to the frame rail. Tighten the screw to 71 in. lbs. (8 N·m) (Figure 5).
23. Disconnect the return hose line nut from the steering gear (Figure 8).



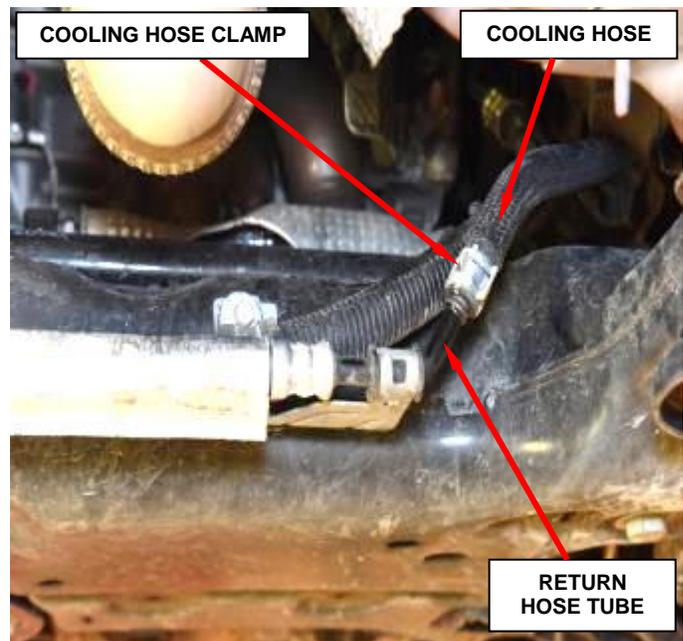
**Figure 8 – Return Hose Line Nut**

**Service Procedure (Continued)**

24. Disconnect the two return hose fasteners from the crossmember (Figure 9).
25. Remove and **discard** the return hose.
26. Position the **NEW** return hose to the steering gear and hand tighten the line nut (Figure 8).
27. Install the two return hose fasteners to the crossmember. Tighten the screws to 71 in. lbs. (8 N·m) (Figure 9).
28. Tighten the return hose line nut to 24 ft. lbs. (32 N·m) (Figure 8).
29. Install the **NEW** cooling hose to the **NEW** return hose tube and install the supplied clamp as shown (Figure 10).



**Figure 9 – Return Hose Fasteners**



**Figure 10 – Cooling Hose Clamp Position**

**Service Procedure (Continued)**

30. Install the close out panel.
31. If equipped, install the belly pan below the engine.
32. Lower the vehicle.
33. Install the engine coolant recovery bottle. Tighten the two retaining screws to 71 in. lbs. (8 N·m) (Figure 1).
34. Install the power steering fluid reservoir. Tighten the retaining screw to 71 in. lbs. (8 N·m) (Figure 1).
35. Install the **NEW** cooler return hose to the fluid reservoir fitting. Position the supplied clamp over the fitting (Figure 1).
36. Install the engine appearance cover.
37. Use the following steps to fill and bleed the power steering hydraulic system.

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

**CAUTION: Mopar® Power Steering Fluid + 4 or Mopar® ATF+4 Automatic Transmission Fluid is to be used in the power steering system. Both Fluids have the same material standard specifications (MS-9602). No other power steering or automatic transmission fluid is to be used in the system. Damage may result to the power steering pump and system if another fluid is used. Do not overfill 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. Add power steering fluid to the power steering reservoir. The fluid level should indicate between MAX and MIN when the fluid is at normal ambient temperature. Adjust the fluid level as necessary during this procedure.

**Service Procedure (Continued)**

- b. Tightly insert Power Steering Cap Adapter, Special Tool 9688A, into the mouth of the power steering reservoir.

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

- c. Attach the Hand Vacuum Pump, Special Tool C-4207-A or equivalent, with reservoir attached, to the Power Steering Cap Adapter.

**CAUTION: Do not run the engine while vacuum is applied to the power steering 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.**

- d. Using the Hand Vacuum Pump, apply 20-25 in. Hg (68-85 kPa) of vacuum to the system for a minimum of three minutes.
- e. Slowly release the vacuum and remove the special tools.
- f. Adjust the fluid level as necessary. Refer to **Step a**.
- g. Repeat **Step a** through **Step e** until the fluid no longer drops when vacuum is applied.
- h. Start the engine and cycle the steering wheel lock-to-lock three times.

**NOTE: Do not hold the steering wheel at the stops.**

- i. Stop the engine and check for leaks at all connections.
- j. Check for any signs of air in the reservoir and check the fluid level. If air is present, repeat the procedure as necessary.

- 38. 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 Customer Satisfaction Notification service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	<b>Labor Operation <u>Number</u></b>	<b>Time <u>Allowance</u></b>
Replace Power Steering Cooler and Return Lines	19-S0-81-82	1.1 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 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 campaign 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

## **IMPORTANT SAFETY RECALL**

**S08 / NHTSA 16V-273**

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

This notice 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 on certain **2009 through 2016 model year Dodge Journey vehicles.**

***The problem is...***     **The power steering return hoses on your vehicle may rupture on a cold engine start up after the vehicle is exposed to cold ambient temperatures for an extended period of time. A loss of power steering assist increases the steering effort required to steer the vehicle. The increased steering effort could cause a crash without warning.**

***What your dealer will do...***     **FCA will repair your vehicle free of charge.** To do this, your dealer will replace the power steering return hoses, steel tubes and power steering oil cooler. The work will take about 1½ hour to complete. However, additional time may be necessary depending on service schedules.

***What you should do...***     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 Group Recall Assistance Center at either **fcarecalls.com** or 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 **fcarecalls.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.*