



March 2019

Dealer Service Instructions for:

Safety Recall V29 / NHTSA 19V-201

Steering Column

Remedy Available

2019 (JL) Jeep® Wrangler

2019 (DT) Ram 1500 Pickup

NOTE: This recall applies only to the above vehicles.

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 steering column on about 50 of the above vehicles may have been built with an improperly machined steering column stub shaft that may break, and could allow the steering wheel to detach from the steering column. A steering wheel separation from the steering column may result in a loss of steering control, and can cause a vehicle crash without prior warning, as well as a compromised driver front impact safety system, increasing the risk of driver injury in a vehicle crash.

Service Procedure

A. Inspect Steering Column

WARNING: To avoid serious or fatal injury on vehicles equipped with airbags, disable the Supplemental Restraint System (SRS) before attempting any steering wheel, steering column, airbag, seat belt tensioner, impact sensor or instrument panel component diagnosis or service. Disconnect and isolate the battery negative (ground) cable, then wait two minutes for the system capacitor to discharge before performing further diagnosis or service. This is the only sure way to disable the SRS. Failure to take the proper precautions could result in accidental airbag deployment.

WARNING: To avoid serious or fatal injury, the driver airbag trim cover must never be painted. Replacement airbags are serviced with trim covers in the original colors. Paint may change the way in which the material of the trim cover responds to an airbag deployment. Failure to observe this warning could result in occupant injuries upon airbag deployment.

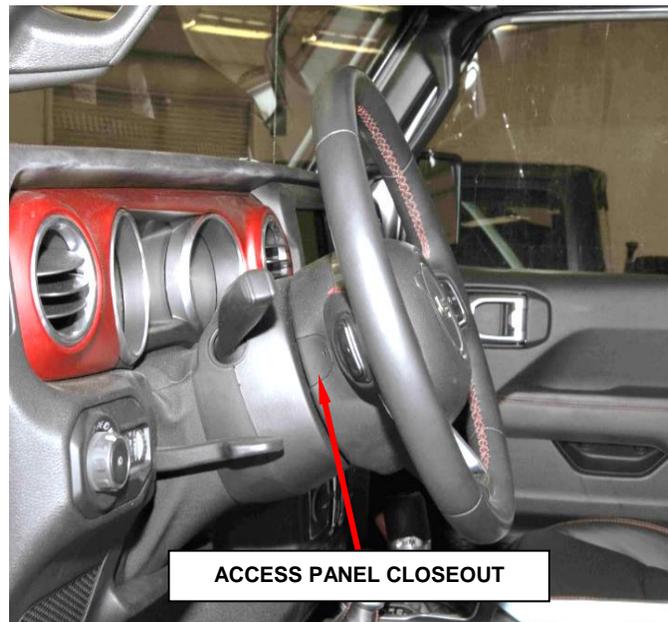
1. Disconnect and isolate the negative battery cable(s) then wait two minutes for the system capacitor to discharge.
2. **For DT trucks,** Locate the access hole dimples (1) in the lower surface of the steering wheel hub rear trim cover near each of the two horizontal spokes (Figure 1).



Figure 1 – Access Hole Dimples (DAB)

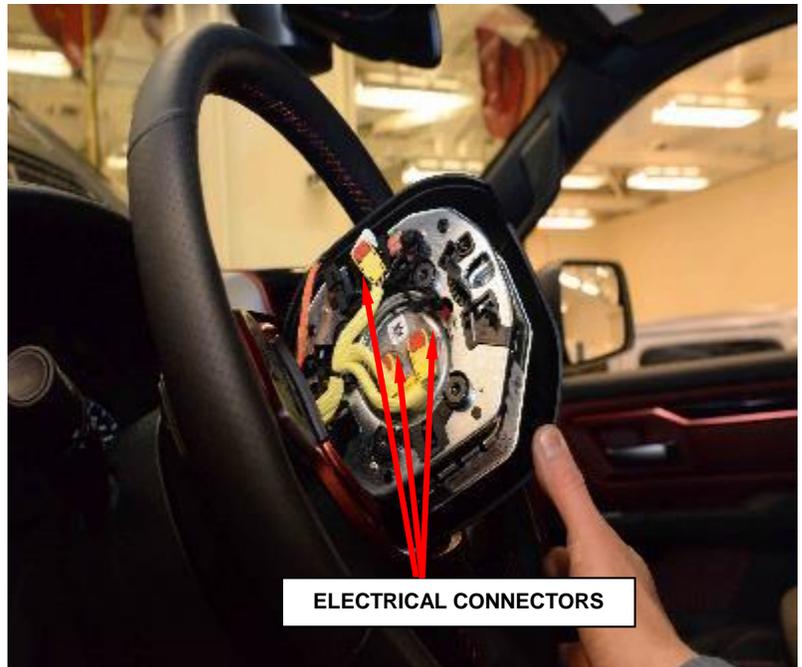
Service Procedure [Continued]

3. **For DT trucks,** using the Remover, Driver Air Bag 2050200100, pierce the trim cover at the dimple and insert it through one of the steering wheel access holes. A guide and notch integral to each side of the steering wheel hub rear trim cover and the mounting/horn switch plate will assist in directing the tool to the ends of the retainer spring.
4. **For DT trucks,** when the tool makes contact with the retainer spring, push inward (toward the steering column) on the tool far enough to disengage the retainer spring from under the hook of the steering wheel armature.
5. **For DT trucks,** pull the released side of the DAB away from the steering wheel far enough to insert a trim stick or another long and thin obstacle between the released spoke of the DAB trim cover and the steering wheel spoke hub cavity. This will help to prevent the released end of the retainer spring from becoming accidentally engaged again while the opposite end of the retainer spring is being released.
6. **For DT trucks,** repeat Steps 3 and 4 for the opposite end of the retainer spring.
7. **For JL vehicles,** remove the two access panel closeouts on the steering wheel near each of the two horizontal spokes (Figure 2).
8. **For JL vehicles,** remove and save the two driver airbag retaining bolts from the driver airbag (Figure 2).

**Figure 2 – Driver Airbag**

Service Procedure [Continued]

9. Pull the DAB away from the steering wheel far enough to access the steering wheel wire harness connector to the DAB inflator initiators (Figure 3).



**Figure 3 – Wire Harness Connectors
(DT shown, JL Similar)**

CAUTION: Do not pull on the clockspring pigtail wires or pry on the connector insulators to disengage them from the Driver AirBag (DAB) inflator initiator connector receptacles. Improper removal of these pigtail wires and their connector insulators can result in damage to the airbag circuits or the connector insulators.

10. The clockspring DAB pigtail wire connector insulators are secured by integral latches and a Connector Position Assurance (CPA) lock to the airbag tether cutter and inflator connector receptacles, which are located on the back of the floating horn switch plate and the DAB housing. Pull the lock straight away from the connector insulator, then pull the insulators straight away from the connector receptacles to disengage and disconnect them.

Service Procedure [Continued]

11. Remove the DAB and floating horn switch plate from the steering wheel as a unit (Figure 4).



**Figure 4 – DAB
(DT shown, JL Similar)**

12. Use the provided Check Tool, Steering Stub Shaft for the vehicle stub shaft inspection (Figure 5). See Special Tool section for rental instructions.

- Push the blue button on the end of the tool prior to insertion.
- Note the RED scribe line on the tool.

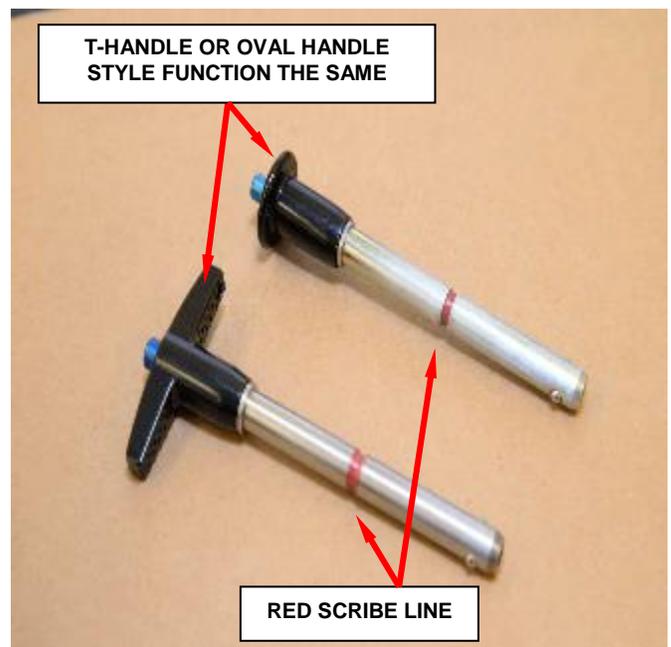


Figure 5 – Check Tool (Two Handle Styles)

Service Procedure [Continued]

13. Insert the tool into the steering column stub shaft until tool bottoms out in steering column (Figure 6).
14. Release blue button.
15. Pull back on tool until the tool bottoms out inside of the shaft.
 - If you **do not see the RED scribe line** on the tool outside of the column shaft, the column is **GOOD**. **Continue to Step 16.**
 - If you **do see the RED scribe line** on the tool outside of the column shaft. The steering column is **DEFECTIVE**. Vehicle is required to have column replaced. Push blue button to remove tool from shaft. **Continue to Section B. Replace DT Steering Column or Section C. Replace JL Steering Column.**
16. Push blue button to remove tool from shaft.

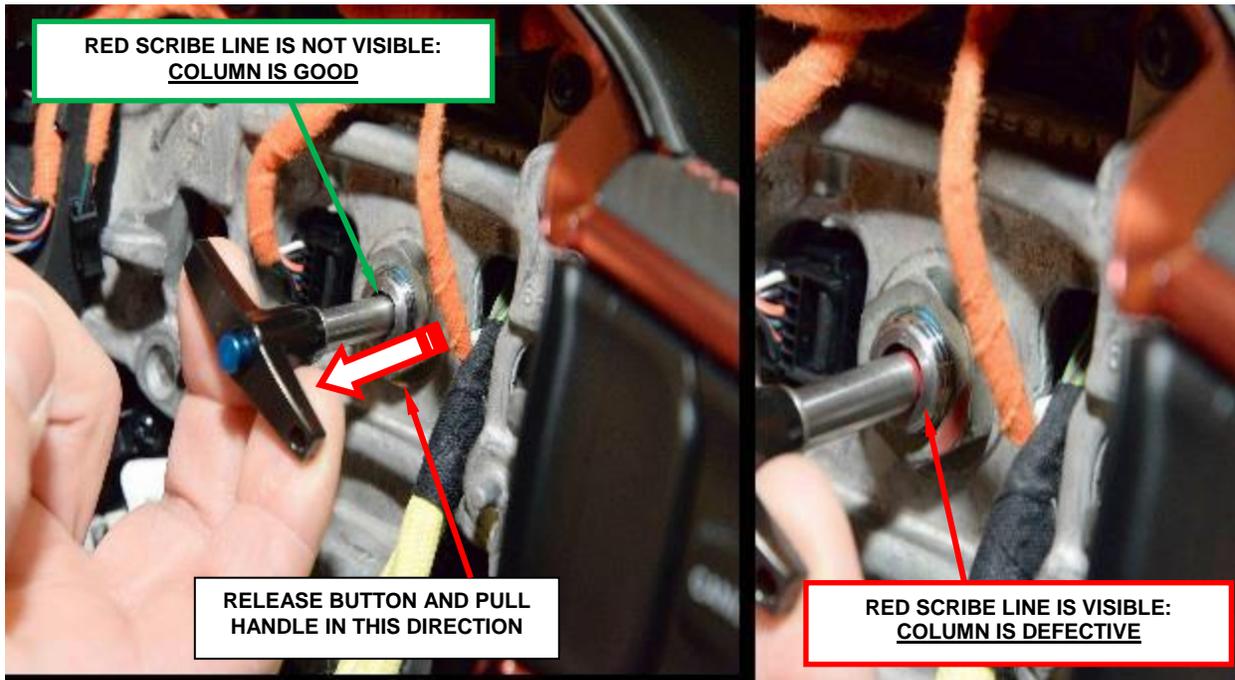


Figure 6 – Inspect Steering Column Stub Shaft

Service Procedure [Continued]

17. **For DT trucks,** position the DAB close enough to the steering wheel to connect the steering wheel wire harness connectors to the DAB inflator initiators.
18. **For DT trucks,** connect the clockspring pigtail wire connectors to the airbag inflator initiator connector receptacles by pressing straight in on the connector insulator. Be certain to engage each keyed and color-coded connector to the matching connector receptacle. Be certain that each connector is fully engaged in its receptacle, then push the connector lock straight into the connector to lock it in place.
19. **For DT trucks,** carefully position the DAB to the steering wheel hub cavity while tugging lightly upward on the clockspring pigtail wires for the airbag and tucking the wires in the upper hub cavity of the steering wheel. Be certain that none of the steering wheel wiring is pinched between the airbag housing or the horn switch and the steering wheel armature.
20. **For DT trucks,** using both hands, push firmly and evenly on both sides of the DAB trim cover until both ends of the spring retainer have snapped in place under the hooks within the hub cavity of the steering wheel. Continue to Step 26.
21. **For JL vehicles,** position the DAB close enough to the steering wheel to access the steering wheel wire harness connectors to the DAB inflator initiators.
22. **For JL vehicles,** connect the clockspring pigtail wire connectors to the airbag inflator initiator connector receptacles by pressing straight in on the connector insulator. Be certain to engage each keyed and color-coded connector to the matching connector receptacle. Be certain that each connector is fully engaged in its receptacle, then push the connector lock straight into the connector to lock it in place.

Service Procedure [Continued]

23. **For JL vehicles,** carefully position the DAB to the steering wheel hub cavity while tugging lightly upward on the clockspring pigtail wires for the airbag and tucking the wires to the steering wheel. Be certain that none of the steering wheel wiring is pinched between the airbag housing or the horn switch and the steering wheel armature.

24. **For JL vehicles,** using both hands, push firmly and evenly on both sides of the DAB trim cover until you can line the bolts up to the DAB. Install and tighten the bolts to the proper 9 N·m (80 in. lbs.).

25. **For JL vehicles,** install the two access panel closeouts on the steering wheel near each of the two horizontal spokes.

26. Do not connect the battery negative cable at this time. **Continue with Section D. Supplemental Restraint System (SRS) Verification Test.**

Service Procedure [Continued]**B. Replace DT Steering Column**

WARNING: Before servicing the steering column the airbag system must be disarmed. Failure to do so may result in accidental deployment of the airbag and possible personal injury.

WARNING: When an undeployed airbag module is to be removed from the vehicle, first disconnect the battery ground cable and isolate it. Allow the system capacitor to discharge for a minimum of two minutes before starting any removal.

CAUTION: Anytime the Steering Column Control Module (SCCM) is mounted on the steering column the steering shaft must be kept from turning or else SCCM damage will occur. Some vehicles do not have an internal lock mechanisms, so the steering column shaft must be preventing from rotating through use of a suitable tool.

NOTE: In case of replacing steering column, connect a scan tool to initialize the steering angle sensor.

REMOVAL

1. Disconnect and isolate the negative battery cable(s).
2. Disconnect the Clockspring electrical connectors (Figure 7).
3. Remove and **DISCARD** the steering wheel retaining nut and remove the steering wheel (Figure 7).

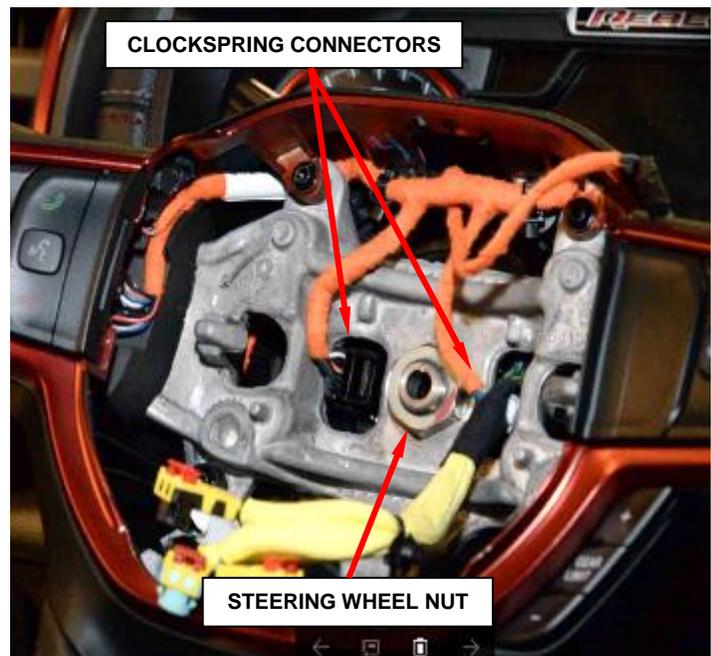


Figure 7 – Steering Wheel Removal

Service Procedure [Continued]

4. Remove the instrument cluster bezel (Figure 8).



Figure 8 – Instrument Cluster Bezel

5. Remove the center bezel bin liner (Figure 9).



Figure 9 – Bin Liner

Service Procedure [Continued]

6. Remove the center bezel fasteners.
7. Remove the center bezel from the instrument panel (Figure 10).
8. Disconnect the center bezel electrical connectors.

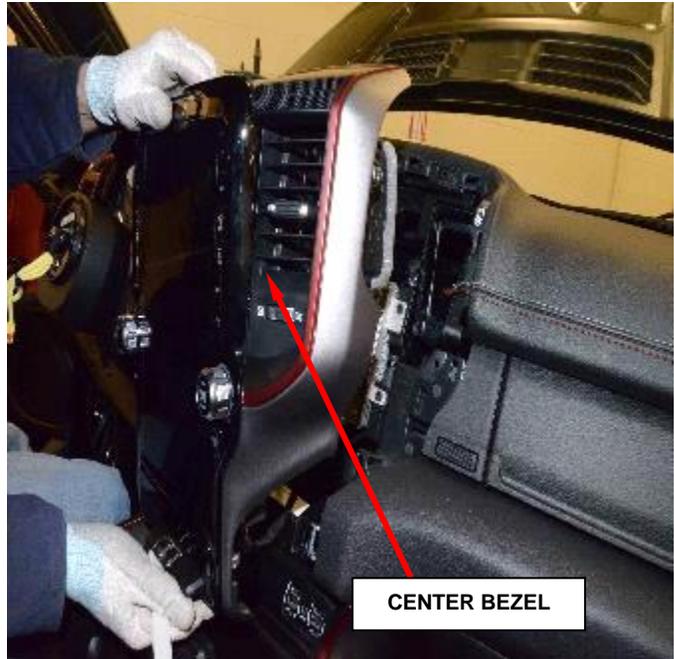


Figure 10 – Center Bezel

9. Remove the headlamp switch bezel (Figure 11).



Figure 11 – Headlamp Switch Bezel

Service Procedure [Continued]

10. Remove the steering column opening cover (Figure 12).



Figure 12 – Steering Column Opening Cover

11. Release The data link connector and the hood release handle.

12. Remove the Electronic Shift Module (ESM) trim bezel (Figure 13).



Figure 13 – ESM Trim Bezel

13. Remove the four ESM fasteners and remove the ESM.

14. Disconnect the ESM electrical connectors.

Service Procedure [Continued]

15. Remove the KIN module (Figure 14).
16. Disconnect the KIN electrical connector.

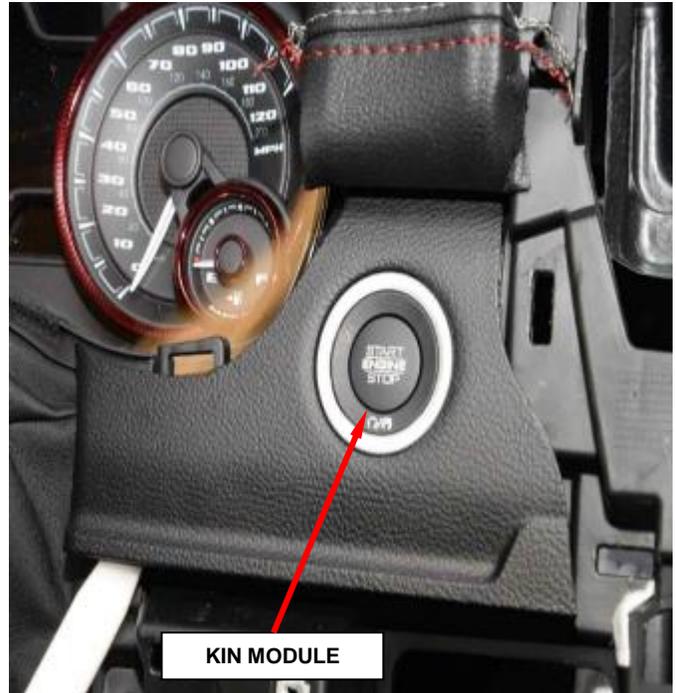


Figure 14 – KIN Module

17. Remove the left instrument cluster closeout panel (Figure 15).
18. Remove the outer shroud.



Figure 15 – Left Cluster Closeout Panel

Service Procedure [Continued]

19. Remove the Steering Column Control Module (SCCM) (Figure 16).
 - a. Remove four inner shroud fasteners (Figure 16).
 - b. Loosen the SCCM upper set screw and lower clamp bolt.
20. Remove the SCCM electrical connector.
21. Remove the SCCM.

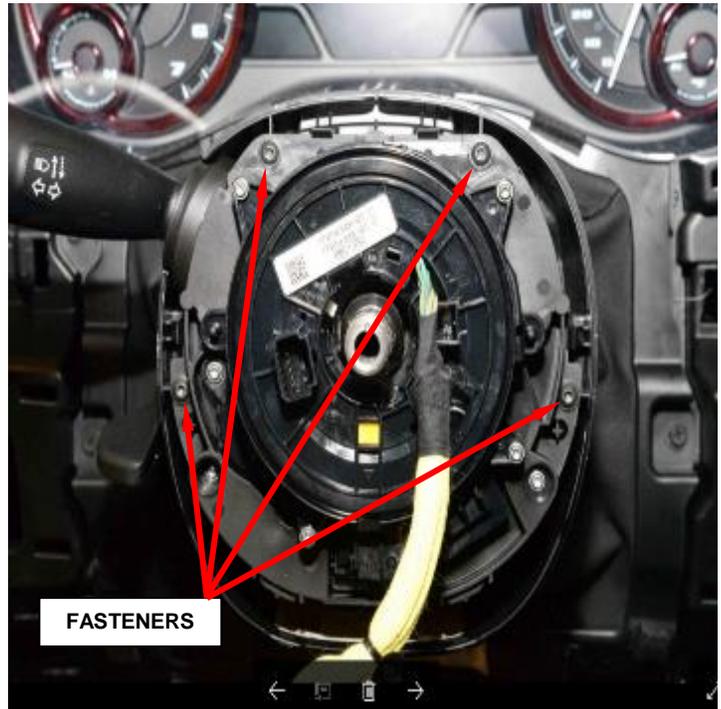


Figure 16 – Inner Shroud Fasteners

22. Remove the inner shroud and connectors (Figure 17).

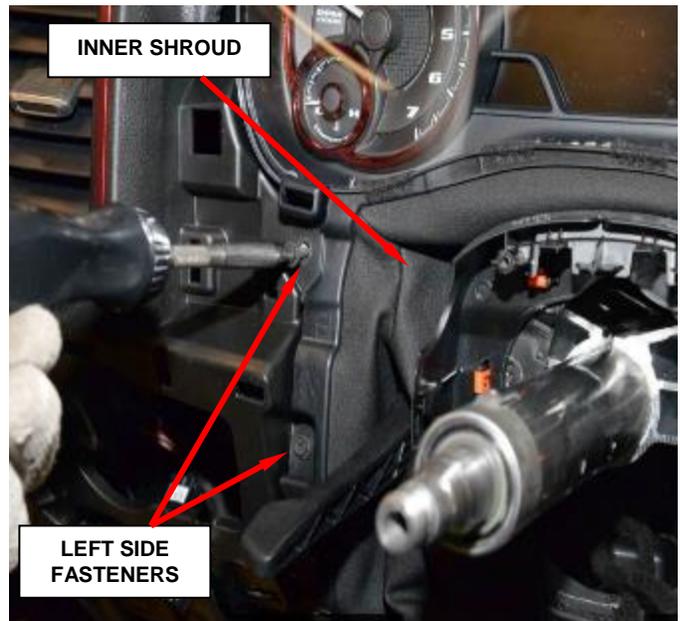


Figure 17 – Inner Shroud

Service Procedure [Continued]

23. Remove and **DISCARD** the intermediate shaft upper pinch bolt (Figure 18).

24. Remove the intermediate shaft from the steering column shaft.

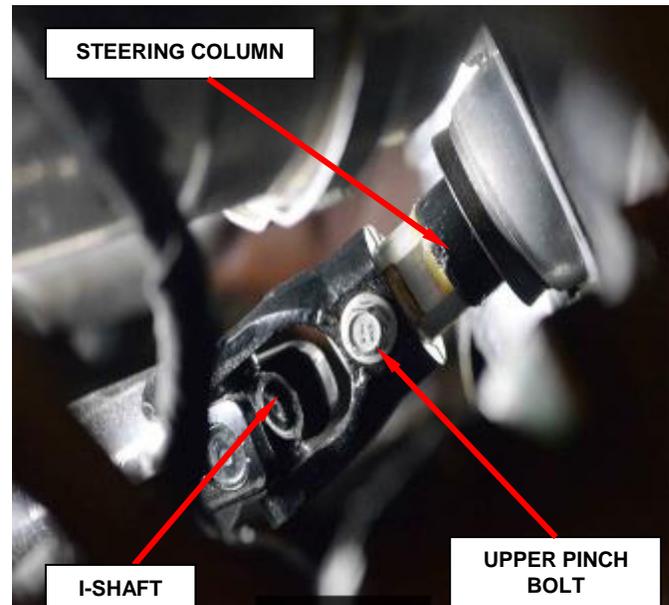


Figure 18 – Upper Pinch Bolt

25. Disengage the wire harness routing clip from the steering column.

26. Remove the steering column support bracket (Figure 19).

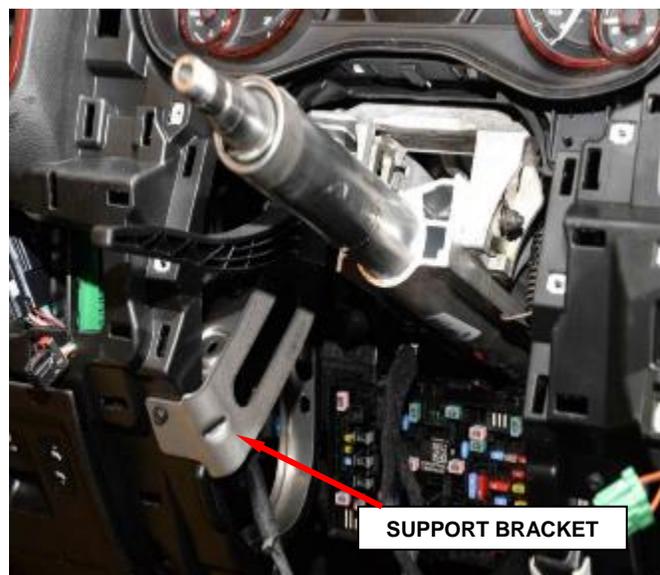


Figure 19 – Steering Column Support Bracket

Service Procedure [Continued]

- 27. Remove the Power Distribution Center (PDC) (Figure 20).
- 28. Remove the four steering column nuts and retain the instrument panel bracket (Figure 21).
- 29. Pull the steering column shaft through bulkhead pass through then remove and **DISCARD** the steering column (Figure 21).



Figure 20 - PDC

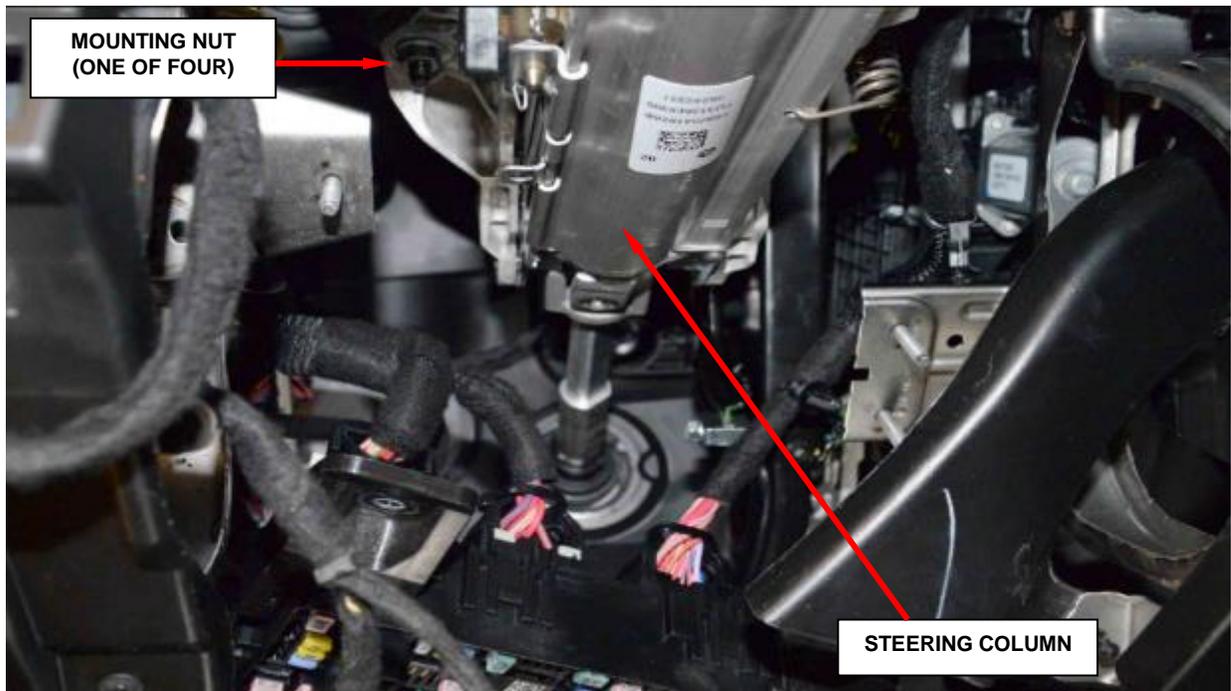


Figure 21 – Steering Column

Service Procedure [Continued]

INSTALLATION

1. Position the **NEW** steering column in the vehicle.
2. Slide the steering shaft through the bulkhead pass through.
3. Place the instrument panel bracket over the left rear steering column stud and install the four steering column nuts then tighten to 28 N·m (21 ft. lbs.).
4. Engage the wire harness routing clip to the steering column.
5. Install the intermediate shaft to the steering column shaft.
6. Install a **NEW** intermediate shaft upper to lower pinch bolt and tighten to 50 N·m (37 ft. lbs.).
7. Install the Power Distribution Center (PDC).
8. Install and tighten the instrument panel bracket screw securely.
9. Install the inner shroud and gap hider.
10. Install the Steering Column Control Module (SCCM) and tight all fasteners securely. Connect the electrical connectors.
11. Install the outer steering wheel shroud.
12. Connect the KIN module electrical connector and install the KIN module.
13. Connect the ESM electrical connector and install the ESM.
14. Install the ESM bezel.
15. Install the data link connector and hood release.
16. Install the lower instrument panel cover and fasteners.

Service Procedure [Continued]

17. Connect the headlamp switch and install the headlamp switch bezel.
18. Connect the center bezel electrical connectors then install the center bezel.
19. Install the center bezel fasteners and bin liner.
20. Install the instrument panel bezel.
21. Install the cluster bezel.
22. Install the left cluster closeout panel.
23. Install the steering column opening cover.
24. Install the outer steering wheel shroud.
25. Install the steering wheel.

- a. Slide the steering wheel over the splined steering column shaft.

NOTE: Be certain that the steering wheel nut is tightened to the proper torque specification to ensure proper clockspring operation.

- b. Install the **NEW** steering wheel nut and tighten to the proper 50 N·m (37 ft. lbs.).
 - c. Connect the wire harness connectors.
26. Install the driver's airbag.
 - a. Position the DAB close enough to the steering wheel to connect the steering wheel wire harness connectors to the DAB inflator initiators.

Service Procedure [Continued]

- b. Connect the clockspring pigtail wire connectors to the airbag inflator initiator connector receptacles by pressing straight in on the connector insulator. Be certain to engage each keyed and color-coded connector to the matching connector receptacle. Be certain that each connector is fully engaged in its receptacle, then push the connector lock straight into the connector to lock it in place.

 - c. Carefully position the DAB to the steering wheel hub cavity while tugging lightly upward on the clockspring pigtail wires for the airbag and tucking the wires in the upper hub cavity of the steering wheel. Be certain that none of the steering wheel wiring is pinched between the airbag housing or the horn switch and the steering wheel armature.

 - d. Using both hands, push firmly and evenly on both sides of the DAB trim cover until both ends of the spring retainer have snapped in place under the hooks within the hub cavity of the steering wheel.
27. Do not connect the battery negative cable at this time. **Continue with Section D. Supplemental Restraint System (SRS) Verification Test.**

Service Procedure [Continued]**C. Replace JL Steering Column****REMOVAL**

1. Position front wheels straight ahead.

CAUTION: Steering column module is centered to the vehicles steering system. Failure to keep the system and steering column module centered and locked/inhibited from rotating can result in steering column module damage.

NOTE: Some vehicles may not be equipped with an internal locking shaft that allows the ignition key cylinder to be locked with the key. Alternative methods of locking the steering wheel for service will have to be used.

2. Disconnect and isolate the negative battery cable(s).

3. Position wheels to into straight position

4. Disconnect clockspring electrical connectors (Figure 22)

5. Remove and **DISCARD** the steering wheel retaining nut. Remove the steering wheel (Figure 22).

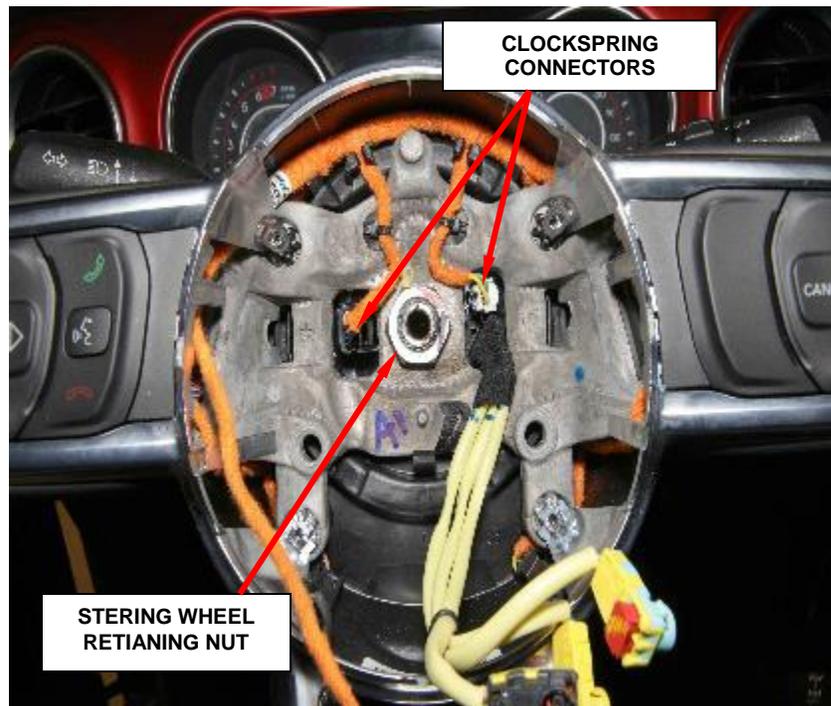


Figure 22 – Remove Steering Wheel Nut

Service Procedure [Continued]

6. Remove the steering column kick panel cover (Figure 23).

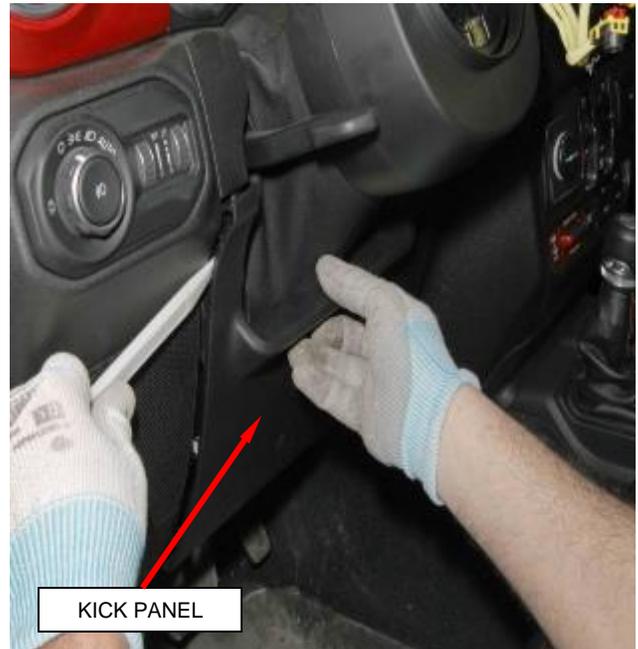


Figure 23 – Kick Panel

7. Remove the outer steering column shroud (Figure 24).



Figure 24 – Outer Shroud

Service Procedure [Continued]

8. Remove and save the four inner shroud fasteners from the SCCM (Figure 25).

9. Loosen the SCCM upper set screw and lower clamp bolt.

10. Disconnect the SCCM electrical connectors and remove the SCCM.

11. Remove the center stack bezel and position to the side (Figure 27).

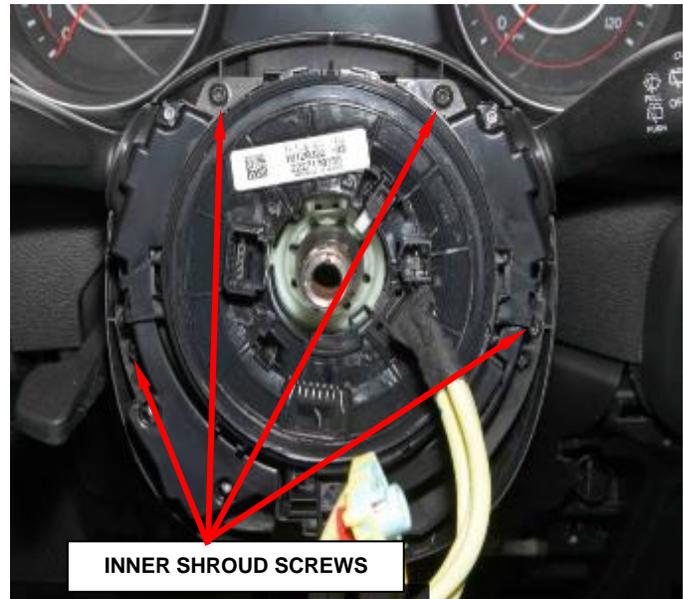


Figure 25 – Inner Shroud Screws

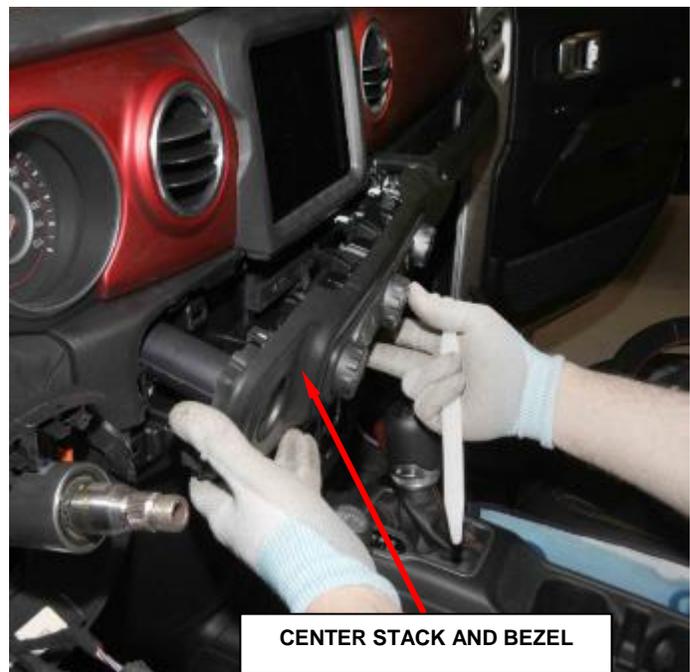


Figure 26 – Center Stack

Service Procedure [Continued]

12. Remove the inner steering column shroud and gap hider assembly (Figure 26).



Figure 27 – Inner Shroud and Gap Hider Assembly

Service Procedure (Continued)

13. Removing the coolant bottle will provide access to the intermediate shaft to steering column shaft connection (Figure 29).

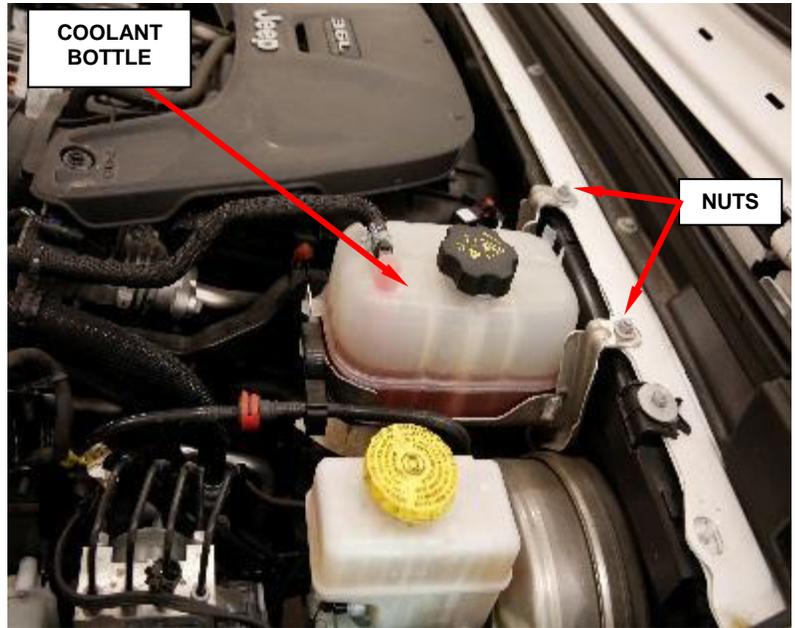


Figure 28 – Coolant Bottle

14. Remove and **DISCARD** the intermediate shaft coupler pinch bolt from the steering column end of the shaft (Figure 30).
15. Disconnect the upper end of the steering intermediate shaft coupler from the steering column shaft (Figure 30).

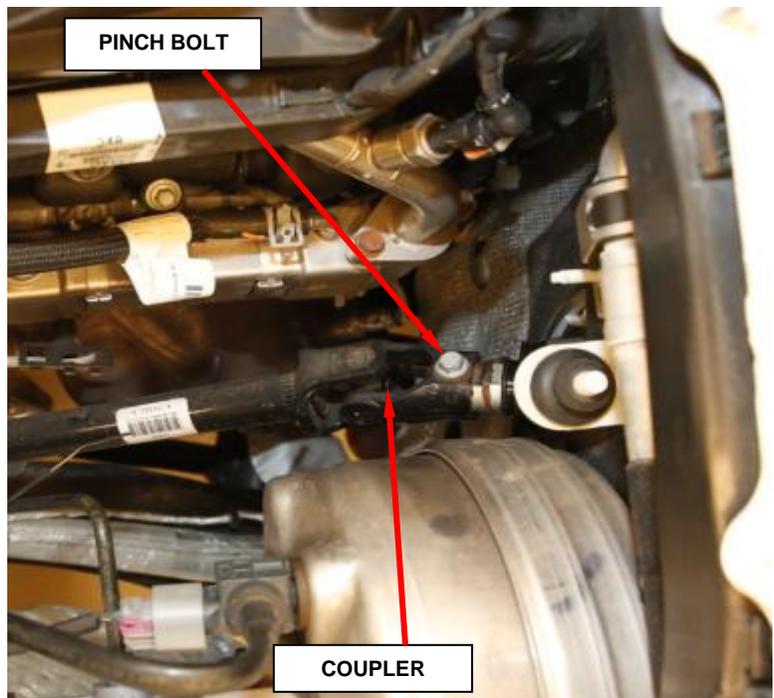
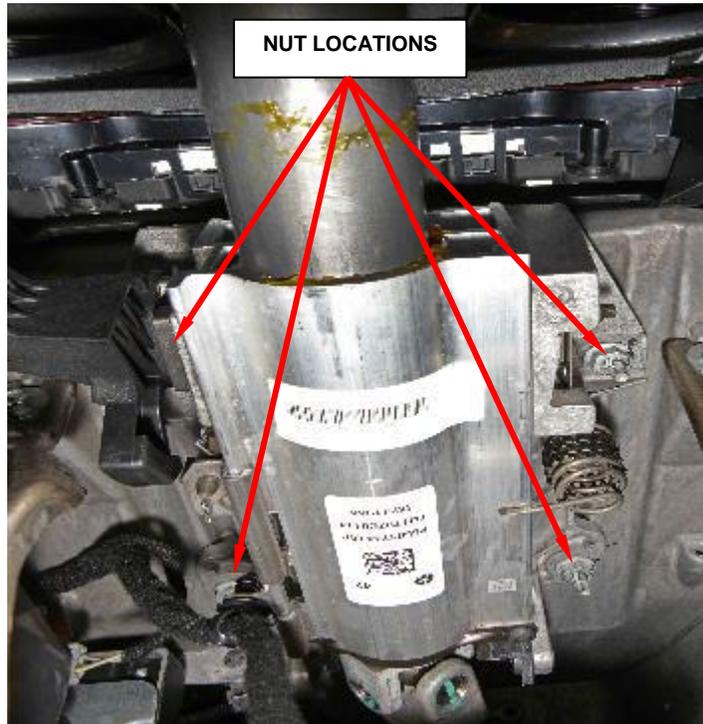


Figure 29 – Pinch Bolt

Service Procedure (Continued)

16. Release the steering column harness mounting clip.
17. Remove and save the four steering column mounting nuts (Figure 31).
18. Remove and **DISCARD** the steering column.

**Figure 30 – Mounting Nuts****INSTALLATION**

1. Carefully guide the **NEW** steering column shaft through the bulkhead.
2. Position the steering column mounting holes over the steering column studs and start the four steering column nuts finger tight.

CAUTION: Lower nuts must be installed and tightened first then the upper nuts in order to prevent damage to the capsules.

3. Reconnect the upper end of the intermediate shaft to the steering column shaft
4. Install a **NEW** upper pinch bolt and tighten to 34 N·m (25 ft. lbs.).
5. Install the coolant bottle.

Service Procedure (Continued)

6. Tighten the four steering column nuts to the proper 27 N·m (20 ft. lbs.).
7. Secure the wiring harness routing clip to the steering column.
8. Install the steering column opening cover.
9. Install the center stack bezel.
10. Install the inner steering column shroud.
11. Tighten the SCCM upper bolt and lower the clamp bolt securely.
12. Install the four SCCM and secure the fasteners.
13. Install the outer steering column shroud.
14. Install the steering column kick panel cover.
15. Install the steering wheel.
 - a. Slide the steering wheel over the splined steering column shaft.

NOTE: Be certain that the steering wheel nut is tightened to the proper torque specification to ensure proper clockspring operation.

- b. Install the **NEW** steering wheel nut and tighten to the proper 50 N·m (37 ft. lbs.).
 - c. Connect the wire harness connectors.

Service Procedure (Continued)

16. Install the driver's side air bag.
 - a. Position the DAB close enough to the steering wheel to access the steering wheel wire harness connectors to the DAB inflator initiators.
 - b. Connect the clockspring pigtail wire connectors to the airbag inflator initiator connector receptacles by pressing straight in on the connector insulator. Be certain to engage each keyed and color-coded connector to the matching connector receptacle. Be certain that each connector is fully engaged in its receptacle, then push the connector lock straight into the connector to lock it in place.
 - c. Carefully position the DAB to the steering wheel hub cavity while tugging lightly upward on the clockspring pigtail wires for the airbag and tucking the wires to the steering wheel. Be certain that none of the steering wheel wiring is pinched between the airbag housing or the horn switch and the steering wheel armature.
 - d. Using both hands, push firmly and evenly on both sides of the DAB trim cover until you can line the bolts up to the DAB. Install and tighten the bolts to the proper 9 N·m (80 in. lbs.).
 - e. Install the two access panel closeouts on the steering wheel near each of the two horizontal spokes.

17. Do not connect the battery negative cable at this time. **Continue with Section D. Supplemental Restraint System (SRS) Verification Test.**

Service Procedure [Continued]

D. Supplemental Restraint System (SRS) Verification Test

NOTE: During the following test, the negative battery cable remains disconnected and isolated during steps 1 and 2 of the Supplemental Restraint System (SRS) Verification Test.

NOTE: The wiTECH scan tool must be used to perform this recall. The wiTECH software is required to be at the latest release level before performing this procedure.

1. Connect the wiTECH micro pod II to the vehicle data link connector located under the steering column.
2. For vehicles equipped with a keyed ignition switch, turn the ignition switch to the “ON” position and exit the vehicle then **continue with Step 4**.
3. For vehicles equipped with keyless ignition node, check to be certain that nobody is in the vehicle then connect the battery negative cable(s) and turn the ignition switch to the “ON” position then **continue with Step 5**.
4. Check to be certain that nobody is in the vehicle, then connect the battery negative cable(s).
5. Install the airbag module fuses, if applicable.
6. Open the wiTECH Diagnostic application.
7. Starting at the “Select Tool” screen, select the row/tool for the wiPOD device you are using, then select “Next”.
8. Enter your “**User id**” and “**Password**”, then select “**Finish**”.

NOTE: If wiTECH is unable to identify the connected vehicle, click on the Launch DRB III button and use the DRB III Emulator tool.

Service Procedure (Continued)

9. Clear all DTC's in all modules using either the wiTECH or the DRB III mode.

NOTE: Any active Diagnostic Trouble Codes (DTC's) may require an additional key cycle from "ON" to "OFF" to change DTC status from "active" to "stored".

10. Turn the ignition switch to the "OFF" position for about 15 seconds, and then back to the "ON" position. Observe the airbag indicator in the instrument cluster.
 - The airbag indicator in the instrument cluster should illuminate for six to eight seconds, and then go out. This indicates that the SRS is functioning normally and that the repairs are complete. Turn the ignition to the "OFF" position.
 - If the airbag indicator fails to light or the light and stays ON, there is still an active SRS fault or malfunction. Refer to the appropriate diagnostic information to diagnose the problem.
11. Close the hood and remove the wiTECH micro pod II.
12. 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 paid 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 Steering Column	19-V2-91-81	0.2 hours
Inspect and Replace Steering Column (DT)	19-V2-91-82	1.1 hours
Inspect and Replace Steering Column (JL)	19-V2-91-83	0.7 hours

Special Service LOP

Rent Special Tool	95-85-26-50	up to [REDACTED] Documentation may be required
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 **03/21/2019** and the remedy was made available on **03/29/2019**, therefore, the number of days cannot exceed **8** days.

Vehicle	Average Daily Allowance
2019 (JL) Jeep Wrangler Ram	[REDACTED]
2019 (DT) Ram 1500 Pickup	[REDACTED]

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.

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

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

V29/NHTSA 19V-201

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 V29.

IMPORTANT SAFETY RECALL

Steering Column

Dear [Name],

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

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain [2019 (JL) Jeep® Wrangler and 2019 model year (DT) RAM 1500] 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 steering column on your vehicle ^[1] may have been built with an improperly machined steering column stub shaft that may break, and could allow the steering wheel to detach from the steering column. **A steering wheel separation from the steering column may result in a loss of steering control, and can cause a vehicle crash without prior warning, as well as a compromised driver front impact safety system, increasing the risk of driver injury in a vehicle crash.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will inspect, and if necessary replace, steering column assemblies in all affected vehicles. The estimated repair time is two hours. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which 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 to submit your reimbursement request online. ^[3] 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.

[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.