



June 2019

Dealer Service Instructions for:

Safety Recall V48 / NHTSA 19V-324

Rear Driveshaft

Remedy Available

2018-2019 (DS) RAM 1500

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 rear driveshaft on about 10,100 of the above vehicles may have been built with an incomplete rear driveshaft weld fusion that may result in the weld cracking and potential for the driveshaft to fracture. A fractured rear driveshaft could separate from the tube yoke, pull out of the transfer case and hit the ground while driving. This could result in road debris and may result in a loss of motive power if the vehicle is in rear wheel drive mode at the time. Both conditions can cause a vehicle crash without prior warning.

Repair

Replace the rear driveshaft in all of the affected vehicles with a driveshaft verified to have complete weld fusion.

Parts Information

<u>Part Number</u>	<u>Description</u>
CSBJV481AA	Driveshaft, Rear
06506497AA	Bolts, Driveshaft (4 required per repair) (MSQ 4)

NOTE: No additional parts are anticipated for this campaign. If any additional parts are determined to be required due to collateral damage or consequential repairs caused by a driveshaft that may have disconnected from the vehicle, the dealer must first check if a related LOP has been created for repairs prior to performing the repair. If no related LOP is found, the LOP review process must be followed to request a related Recall LOP be added as follows:

Submit a LOP Related Inquiry (located in DealerCONNECT > Service > Claim Administration) for evaluation and update.

- **IF the request is approved** – the related Recall LOP will be added to the Labor Operations and you are to proceed with normal Recall claim entry process.
- **IF the request is not approved** – submit the repair under Warranty (W) if the repair has been pre-authorized by your Area Manager or Business Center representative.

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

NOTE: Vehicles involved in V48 safety recall campaign are not expected to require any additional parts or repairs related to V48 except for replacement of the rear driveshaft. In the unlikely event that damage to other components is observed, and that damage is directly related to the rear driveshaft, do not proceed with the repair until you have obtained a related Recall LOP, otherwise your claim for additional components/repairs may be rejected.

Replace Rear Driveshaft

1. Position the vehicle on a hoist.

NOTE: To gain access to the bolts, push the Manual Park Release (MPR) lever forward to allow driveshaft rotation.

2. Remove and **DISCARD** the four pinion flange bolts from the driveshaft (Figure 1).

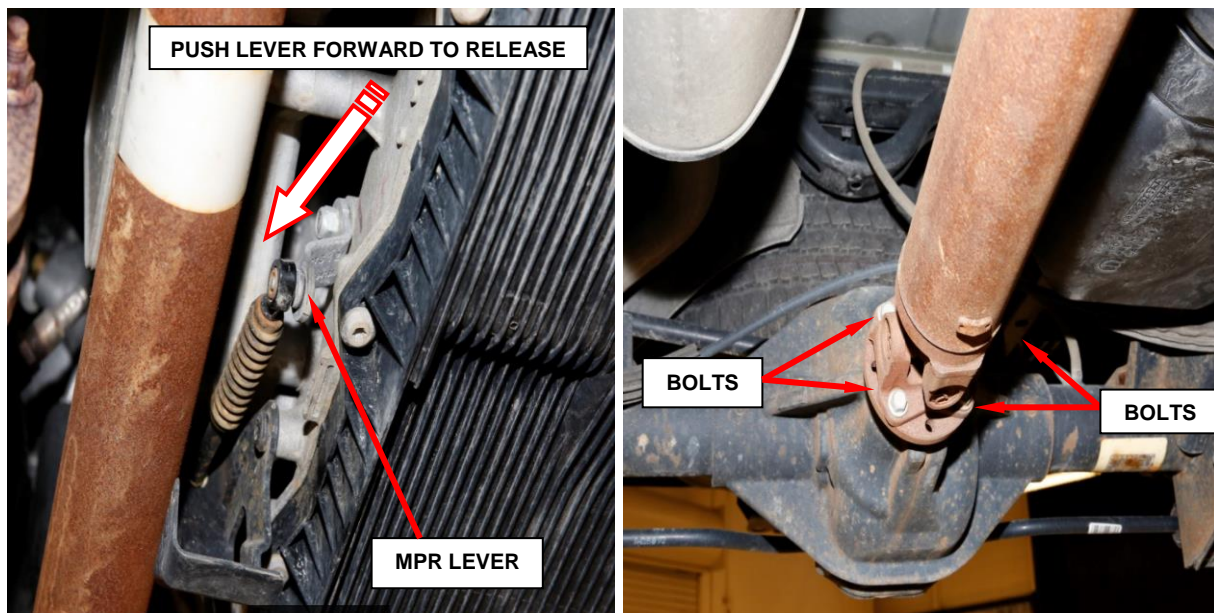


Figure 1 – Pinion Flange Bolts

Service Procedure [Continued]

3. Slide the driveshaft off the automatic transmission/transfer case output shaft, then remove and **DISCARD** the driveshaft (Figure 2).

4. Position the **NEW** driveshaft to the transmission/transfer case output shaft (Figure 2).

5. Slide the slip yoke onto automatic transmission/transfer case output shaft (Figure 2).

6. Install the four **NEW** pinion flange bolts and tighten to 115 N·m (85 ft. lbs.).

7. Lower the vehicle.

8. Return the vehicle to the customer.

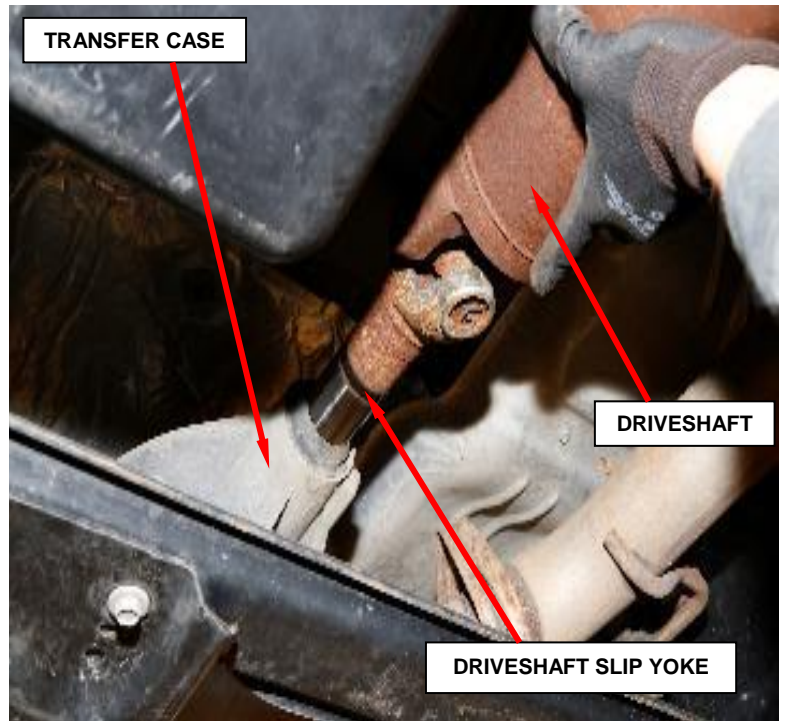


Figure 2 – Driveshaft to Output Shaft

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 the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Replace Rear Driveshaft	16-V4-81-82	0.3 hours
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 **05/02/2019** and the remedy was made available on **06/06/2019**, therefore, the number of days cannot exceed **35** days.

Vehicle	Average Daily Allowance
2018 RAM 1500	
2019 RAM 1500	

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

V48/NHTSA 19V-324

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 V48.

IMPORTANT SAFETY RECALL

Rear Driveshaft

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 [2018 through 2019 Model Year (DS) 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?

Incomplete driveshaft weld fusion on your truck ^[1] may result in the weld cracking and potential for the driveshaft to fracture. A fractured rear driveshaft could separate from the tube yoke, pull out of the transfer case and hit the ground while driving. This could result in road debris and may result in a loss of motive power if the vehicle is in rear wheel drive mode at the time. There may be noise and/or vibrations prior to the weld completely separating. **Both conditions can cause a vehicle crash without prior warning.**

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 replace the rear driveshaft in all of the affected vehicles with a driveshaft verified to have complete weld fusion. The estimated repair time is one hour. 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.