



May 2019

Dealer Service Instructions for:

# Safety Recall V44 / NHTSA 19V-347 Tailgate Latch

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## Remedy Available

|             |                         |
|-------------|-------------------------|
| 2015 – 2017 | (D2) RAM 3500 Pickup    |
| 2015 – 2017 | (DJ) RAM 2500 Pickup    |
| 2015 – 2017 | (DS) RAM 1500 Pickup    |
| 2015 – 2017 | (DX) RAM Truck (Mexico) |
| 2018        | (D2) RAM 3500 Pickup    |
|             | (DJ) RAM 2500 Pickup    |
|             | (DS) RAM 1500 Pickup    |
|             | (DX) RAM Truck (Mexico) |

*NOTE: This recall applies to all of the above 2015 thru 2017 vehicles equipped with an 8 ft. box sales code (5ZF).*

*NOTE: This recall applies only to the above 2018 vehicles built until March 31, 2018 (MDH 033100)*

*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 used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery. Dealers should also perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

## Subject

The tailgate latch on about 410,820 of the above vehicles may have been built with a tailgate actuator limiter tab within the power lock actuator control assembly that may fracture allowing the lock rod control bracket to over-travel which may pull the lock rods and release the tailgate latches, potentially resulting in the tailgate inadvertently falling open at any time. An unintended opening of the tailgate while driving may result in a loss of unrestrained cargo from the truck bed. **Lost cargo may create a road hazard to operators and occupants of other vehicles, and can cause such vehicles to crash without prior warning.**

## Repair

Install a tailgate actuator stop block that will limit the pivot arm from over traveling and pulling on the locking/unlocking rods.

## Parts Information

| <u>Part Number</u> | <u>Description</u> |
|--------------------|--------------------|
| 68448027AA         | Stop Block (MSQ 5) |

## Parts Return

No parts return required for this campaign.

## Special Tools

No special tools are required to perform this service procedure.

## Service Procedure

1. Open the tailgate.
2. If equipped with a tailgate liner, remove the screws and remove the tailgate liner.
3. Remove the fasteners that secure the tailgate cover to the inside of the tailgate and remove the cover (Figure 1).

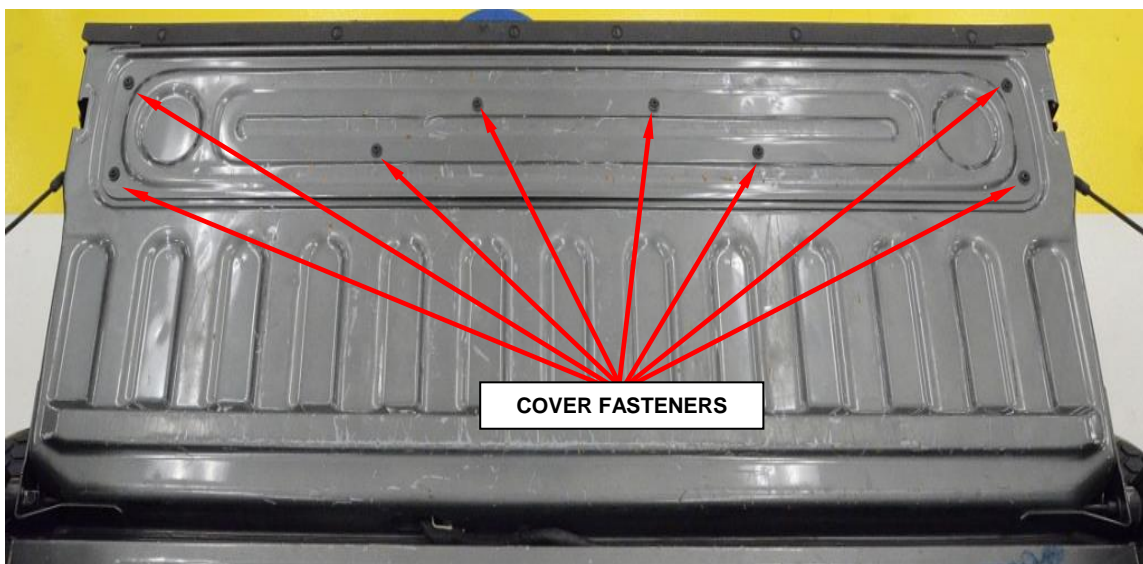


Figure 1 – Tailgate Cover

4. Grasp the lock actuator solenoid boot to expose the actuator slider (Figure 2).

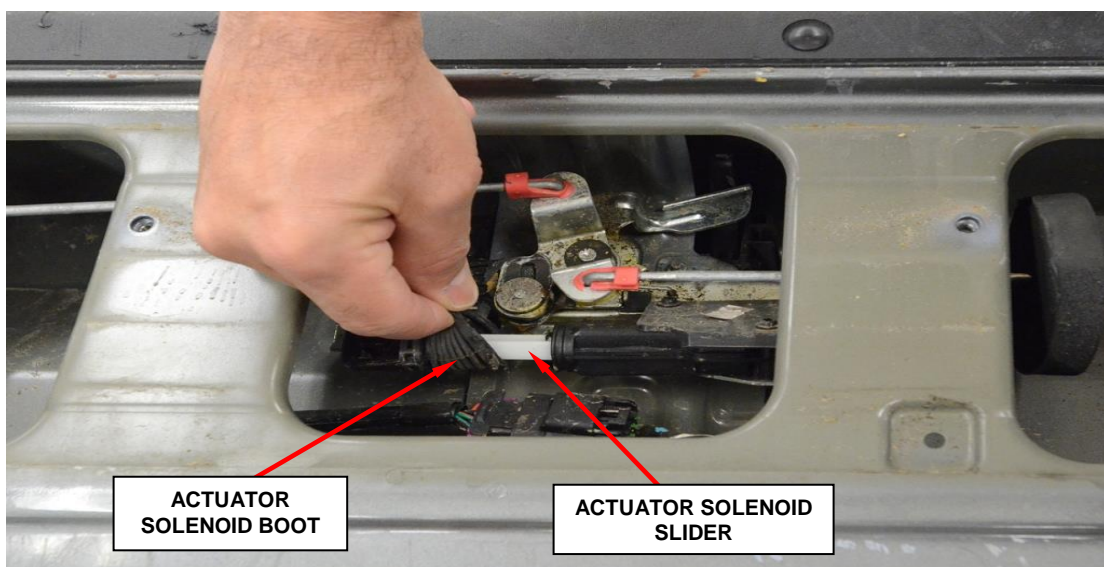
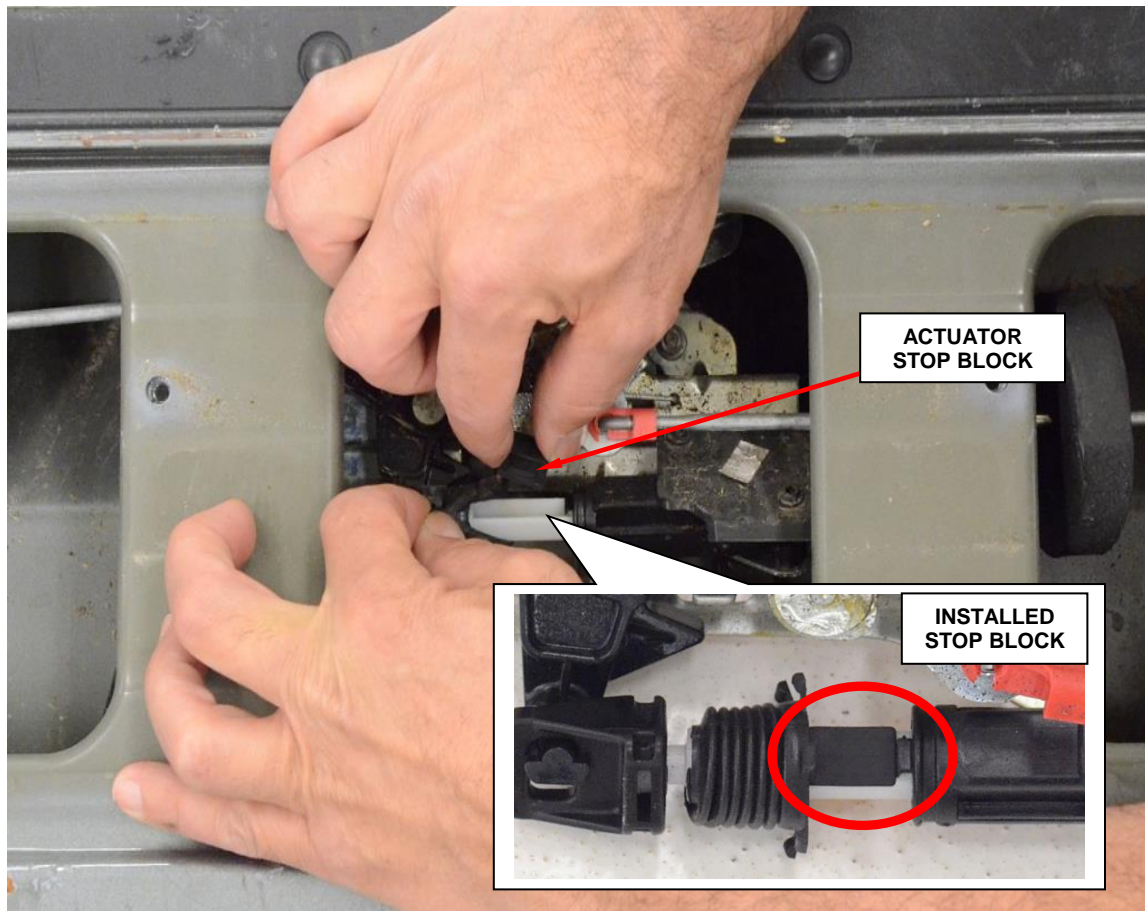


Figure 2 – Actuator Solenoid Boot

**Service Procedure (Continued)**

5. Insert the actuator stop block onto the solenoid slider (Figure 3).



**Figure 3 – Actuator Stop Block Installation**

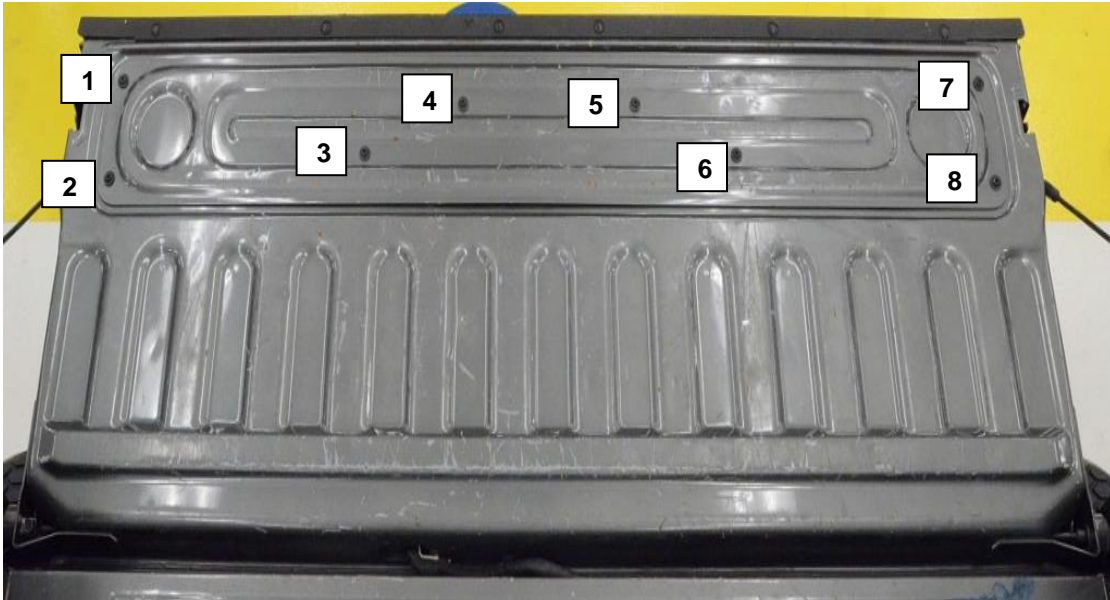
6. Reinstall the actuator solenoid boot.

**NOTE: Lock actuator boot must be fully seated onto solenoid collar. Use an inspection mirror to visually verify the backside of the boot is fully seated.**

7. For vehicles without a tailgate liner, install the cover onto the tailgate and install the bolts.

**Service Procedure (Continued)**

8. Tighten the fasteners using the sequence shown to five N·m (44 In. lbs.) (Figure 4).



**Figure 4 – Fastener Tightening Sequence**

9. On vehicles with a tailgate liner, position the tailgate cover onto the inside of the tailgate.
10. Install the liner onto the tailgate.
11. Tighten the fasteners securely.
12. Close the tailgate and 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 the following labor operation number and time allowance:

|   | <b>Labor Operation<br/>Number</b> | <b>Time<br/>Allowance</b> |
|---|-----------------------------------|---------------------------|
| Inspect for tailgate actuator stop block      | 08-V4-41-81                       | 0.2 hours                 |
| Inspect and install latch actuator stop block | 08-V4-41-82                       | 0.2 hours                 |

**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

V44/NHTSA 19V-347

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 1-866-220-6747. 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 V44.

# IMPORTANT SAFETY RECALL

## Tailgate Latch

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 [2015 – 2017 model year (D2) RAM 3500 Pickup, (DJ) RAM 2500 Pickup, (DS) RAM 1500 Pickup and some 2018 model year built before April 1, 2018 (D2) RAM 3500 Pickup, (DJ) RAM 2500 Pickup, (DS) RAM 1500 Pickup] 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 tailgate latch on your vehicle <sup>[1]</sup> may have been built with a tailgate actuator limiter tab that may fracture allowing the lock rod control bracket to over-travel which may pull the lock rods and release the tailgate latches, potentially resulting in the tailgate inadvertently falling open at any time. An unintended opening of the tailgate while driving may result in a loss of unrestrained cargo from the truck bed. **Lost cargo may create a road hazard to operators and occupants of other vehicles, and can cause such vehicles to crash without prior warning.**

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will install a tailgate actuator stop block that will limit the pivot arm from over traveling and pulling on the locking/unlocking rods. The estimated repair time is about 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.

#### VISIT RECALLS.MOPAR.COM/HELP FOR MORE INFORMATION AND ANSWERS TO FREQUENTLY ASKED QUESTIONS

**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](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[3]</sup> 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](http://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.