



New Safety Recall Advanced Communication – W26

FCA US LLC (FCA US) has announced an equipment safety recall on some Mopar bed step kits (part number 82215842AC / 82215842AD).

REASON FOR THIS SAFETY RECALL

Some Mopar bed step kits (part # 82215842AC / 82215842AD) sold in calendar years 2019 and 2020 may fail in certain angular or side-load loading conditions. If a sufficient side-load is applied to the bed step, its mounting bracket may fracture and cause the bed step to suddenly and unexpectedly fail while in use, which can increase the risk of an injury to the user.

SERVICE ACTION

FCA US will conduct a voluntary safety recall to replace the bed step mounting bracket on all affected bed steps. The remedy for this condition is not currently available. Dealers will be notified of the launch of this safety recall by way of established communication methods. This recall is estimated to launch in 2nd Quarter of 2020.

We ask that you please take the time to ensure that your personnel are aware of this communication and are prepared to execute a customer friendly process for inquiries regarding involved vehicles.

Customer Services Field Operations
FCA US LLC

IMPORTANT SAFETY RECALL

Bed Step Kit

W26/NHTSA 20E-020

Dear [Name],

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

FCA US has decided that a defect, which relates to motor vehicle safety, exists in some Mopar Bed Step Kits (part number 82215842AC / 82215842AD) intended for use on Ram 2500/3500 vehicle applications.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

YOUR SCHEDULING OPTIONS

- 1. Wait for FCA US to contact you** again, by mail, with a follow-up recall notice when remedy parts are available
- 2. Call the FCA Recall Assistance Center at 1-800-853-1403.** An agent can sign you up to be notified when remedy parts become available, or answer any other questions you may have

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall **W26**.

WHY DOES MY VEHICLE NEED REPAIRS?

FCA US records indicate that you may have purchased a Mopar bed step kit for your Ram 2500/3500 vehicle ^[1]. Some Mopar bed step kits (part # 82215842AC / 82215842AD) sold in calendar years 2019 and 2020 may fail in certain angular or side-load loading conditions. **If a sufficient side-load is applied to the bed step, its mounting bracket may fracture and cause the bed step to suddenly and unexpectedly fail while in use, which can increase the risk of an injury to the user.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

The remedy for this condition is not currently available. We are making every effort to finalize the remedy as quickly as possible, and will service your vehicle free of charge (parts and labor).

FCA US will contact you again, by mail, with a follow-up recall notice when the remedy is available. Once you receive your follow-up notice, simply contact your Chrysler, Jeep®, Dodge or RAM dealer right away to schedule a service appointment ^[2]. Additional options for your next steps are included on the left side of this notification. We appreciate your patience.

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.