



September 2020

Dealer Service Instructions for:

Equipment Safety Recall W26

NHTSA 20E-020

Bed Step

Subject

FCA US has decided that a defect, which relates to motor vehicle safety, exists in some Mopar bed step kits (part number 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.

Repair

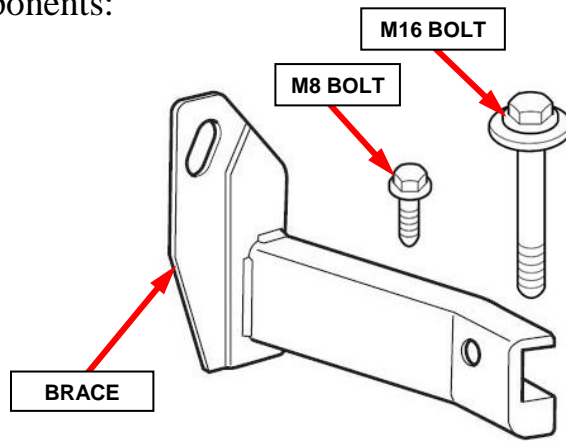
- For an uninstalled bed step kit, exchange the existing support brace and bolt for the Campaign Kit which includes a new brace and bolt.
- For an installed bed step kit, replace the existing support brace and bolt using the Campaign Kit which includes a new brace and bolt.

Parts Information

Part Number **Description**
CSELW242AB **Campaign Kit**

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Brace - Bed Step
1	Bolt - M8
1	Bolt - M16



Campaign Kit Components

Parts Return

No parts return required for this campaign.

Render the recalled bed step brace unusable and discard.

Special Tools

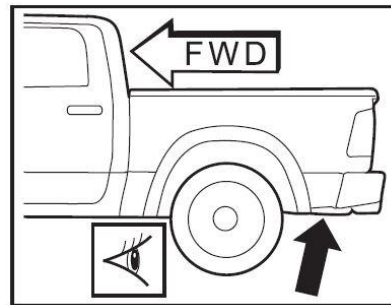
No special tools are required to perform this service procedure.

Service Procedure

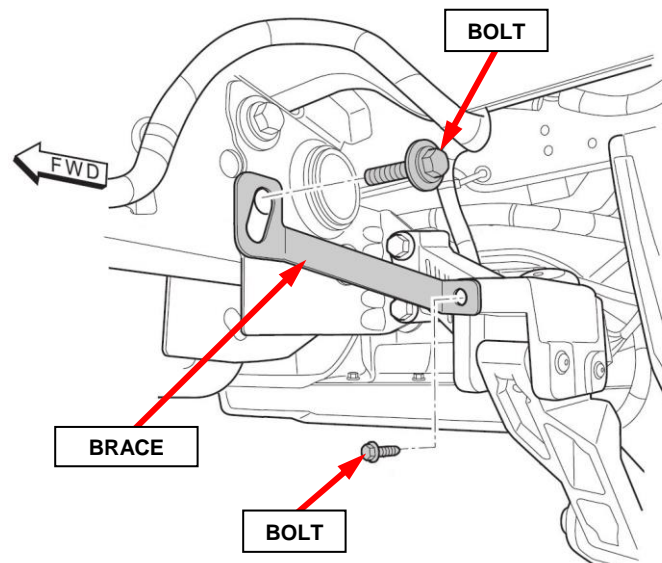
NOTE:

- If the customer's Mopar bed step kit has **NOT** been installed on a vehicle, exchange the recalled brace and bolt for the Campaign Kit containing a **NEW** brace and bolt. Then render the recalled brace unusable and claim the repair LOP to close this campaign.
- If customer's Mopar bed step kit has been installed on a vehicle, proceed with the following Service Procedure.

1. Raise and support the vehicle.



2. Remove and **DISCARD** the two bolts securing the bed step brace (Figure 1).

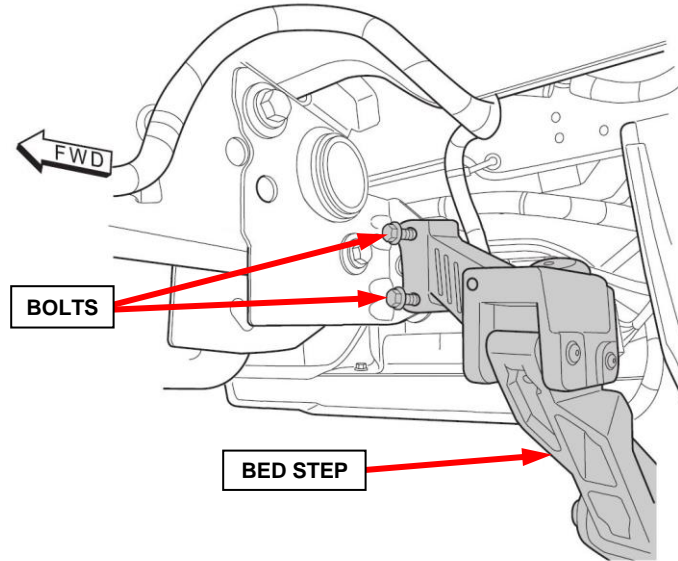


3. Remove the recalled bed step brace then render it unusable and **DISCARD**. (Figure 1)

Figure 1 – Old Bed Step Brace

Service Procedure [Continued]

4. Loosen but do not remove the two M10 bolts securing the bed step (Figure 2).



5. Install the **NEW** bed step brace (Figure 3).

NOTE: Do NOT tighten the bolts.

6. Loosely install the **NEW** M8 bolt then the **NEW** M16 bolt included in the campaign kit (Figure 3).

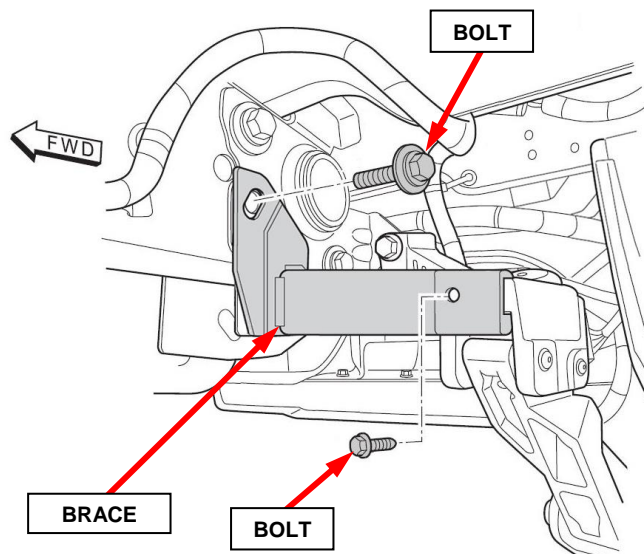


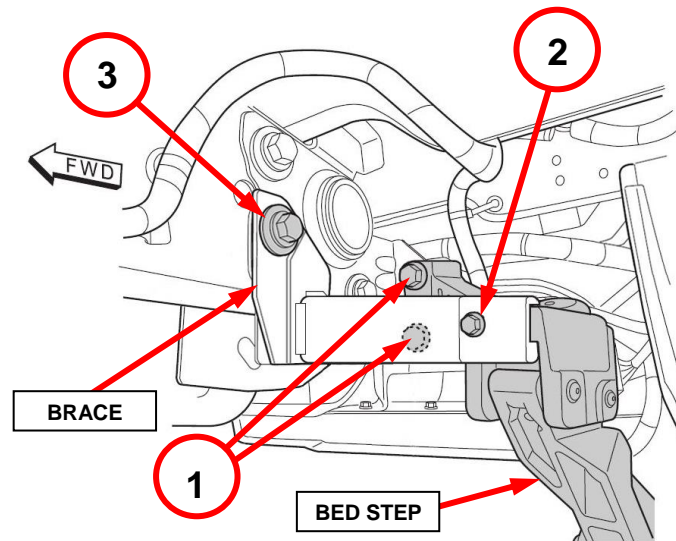
Figure 3 – New Bed Step Brace

Service Procedure [Continued]

7. Tighten the bolts in the following sequence (Figure 4):

NOTE: After tightening the bed step bolts (1) and before tightening the bracket bolts (2, 3) check for clearance between bed step and bumper with bed step in the stowed position. Adjust as necessary to avoid any contact.

- (1) M10 bed step bolts.
68 N·m (50 ft. lbs.)
- (2) M8 brace bolt.
22.5 N·m (16.5 ft. lbs.)
- (3) M16 brace bolt.
190 N·m (140 ft. lbs.)



8. Lower the vehicle.

Figure 4 – Bolt Tightening Sequence

Service Procedure [Continued]

- 9. Check operation of the bed step to ensure it functions properly (Figure 5).
- 10. Return the vehicle to the customer.

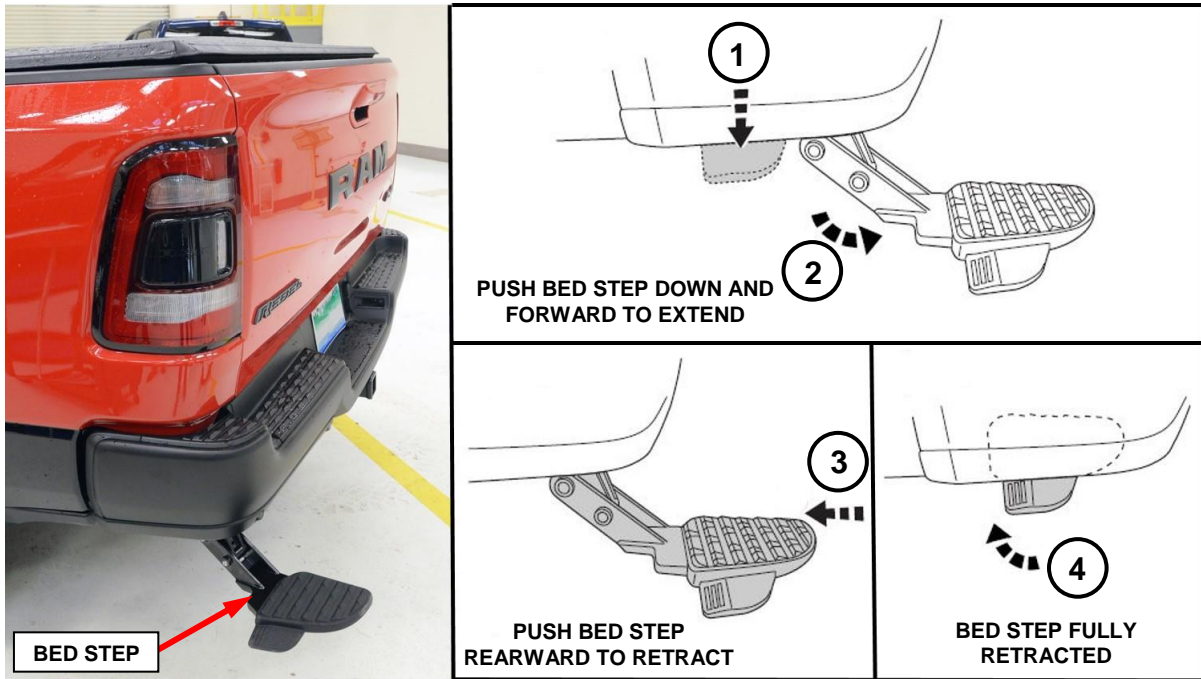


Figure 5 – Check Operation of Bed Step

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 <u>Number</u>	Time <u>Allowance</u>
Replace the Bed Step Brace	23-W2-61-82	0.2 hours

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

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

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. 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 or download the Mopar Owner's Companion App.**

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.

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?

FCA US will replace your Mopar bed step kit support brace ^[2] free of charge (parts and labor). To do this, your dealer will exchange the brace for an uninstalled bed step kit or replace the brace for an installed bed step kit. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring your Mopar Rear Bed Step Kit or vehicle with Mopar Rear Bed Step Kit installed and 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.