



New Safety Recall Advanced Communication – W49

FCA US LLC (FCA US) has announced an equipment safety recall on certain Mopar 4x4 style steering system parts intended for Heavy Duty Ram trucks. Drag Link Assembly (Part # 68369907AA), Jam Nut (Part # 06510749AA and Part # 06510750AA), Drag Link Outer (Part # 68111301AA), Drag Link Adjuster (Part #68111302AA), Drag Link Inner (Part # 68111304AA).

REASON FOR THIS SAFETY RECALL

Customers may have purchased some 4x4 style steering system drag link assembly component parts intended for Heavy Duty Ram trucks. If not welded, per Dealer Service Instructions for safety recall V06, the outboard steering linkage jam nut could loosen allowing one end of the drag link to separate from the adjuster sleeve. A drag link separation can result in a loss of directional steering control, which can cause a vehicle crash without prior warning.

SERVICE ACTION

FCA US will conduct a voluntary safety recall to inspect the drag link assembly on any vehicles affected by this equipment recall. If the drag link is not welded and torque values meet requirement, the nuts will be welded to the adjuster sleeve. If the torque values do not meet requirement, the drag link assembly will be assessed for replacement. If a component or assembly is returned, FCA US will reimburse the customer. FCA US has a longstanding policy and practice of reimbursing owners who have incurred the cost of repairing a problem that subsequently becomes the subject of a field action. To ensure consistency, FCA US, as part of the owner letter, will request that customers send the original receipt and/or other adequate proof of payment to the company for confirmation of the expense. Dealers will be notified of the launch of this safety recall by way of established communication methods. This recall is estimated to launch in 3rd 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