



New Safety Recall Advanced Communication – W06

FCA US LLC (FCA US) has announced a safety recall on certain four-wheel drive 2019 model year (DT) Ram 1500 Pickup vehicles equipped with a 5.7L engine and Electric Shift On Demand Transfer Case (Sales Code DH8).

REASON FOR THIS SAFETY RECALL

Some of the above vehicles may have been built with a transfer case whose dual drive gear may have been installed in an incorrect orientation. A transfer case with a dual drive gear that is misaligned may shift into NEUTRAL when "2WD" is selected, and may remain stuck in NEUTRAL. A transfer case that becomes stuck in NEUTRAL while driving may cause a loss of motive power and will cause a loss of PARK function when stationary. A loss of motive power or a loss of PARK function can cause a vehicle crash without prior warning and/or injury to others outside the vehicle.

SERVICE ACTION

FCA US will conduct a voluntary safety recall to replace the transfer case. 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 1st 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