

# Part 573 Safety Recall Report

## 20V-207

**Manufacturer Name :** Chrysler (FCA US LLC)

**Submission Date :** JUN 18, 2020

**NHTSA Recall No. :** 20V-207

**Manufacturer Recall No. :** W24, W44, W54



### Manufacturer Information :

**Manufacturer Name :** Chrysler (FCA US LLC)

**Address :** 800 Chrysler Drive  
CIMS 482-00-91 Auburn Hills MI  
48326-2757

**Company phone :** 1-800-853-1403

### Population :

**Number of potentially involved :** 37,579

**Estimated percentage with defect :** 100 %

### Vehicle Information :

**Vehicle 1 :** 2019-2020 Ram 3500

**Vehicle Type :**

**Body Style :** PICKUP TRUCK

**Power Train :** NR

**Descriptive Information :** Some 2019-2020 MY Ram 3500 pickup trucks may have been built with a bed step which may fail in certain angular or side-load loading conditions.

The vehicle population was determined to include all vehicles built with a bed step from the beginning of 2019 MY production on January 8, 2019, through March 1, 2020, when the bed step was removed from production. Plant production records were used to identify the vehicles included in the recall.

Similar vehicles not included in the recall were not equipped with a bed step, or built after the bed step was removed from production.

The total affected vehicles for this model is 11,757.

**Production Dates :** JAN 08, 2019 - MAR 01, 2020

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

Vehicle 2 : 2019-2020 Ram 2500

Vehicle Type :

Body Style : PICKUP TRUCK

Power Train : NR

**Descriptive Information :** Some 2019-2020 MY Ram 2500 pickup trucks may have been built with a bed step which may fail in certain angular or side-load loading conditions.

The vehicle population was determined to include all vehicles built with a bed step from the beginning of 2019 MY production on October 18, 2018, through March 1, 2020, when the bed step was removed from production. Plant production records were used to identify the vehicles included in the recall.

Similar vehicles not included in the recall were not equipped with a bed step, or built after the bed step was removed from production.

The total affected vehicles for this model is 25,822.

**Production Dates :** OCT 18, 2018 - MAR 01, 2020

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

## Description of Defect :

**Description of the Defect :** 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.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** A bed step that suddenly and unexpectedly fails while in use can increase the risk of an injury to the user.

**Description of the Cause :** NR

**Identification of Any Warning that can Occur :** None

## Involved Components :

**Component Name 1 :** Step Kit - Rear

**Component Description :** Rear Bed Step

**Component Part Number :** 82215842AC

Component Name 2 : Step Kit - Rear

Component Description : Rear Bed Step

Component Part Number : 82215842AD

## Supplier Identification :

### Component Manufacturer

Name : Mytox Magna

Address : 251 Aviva Park

Woodbridge FOREIGN STATES L4L9C1

Country : Canada

## Chronology :

- On February 26, 2020, FCA US LLC ("FCA US") Mopar Body Engineering notified the FCA US Vehicle Safety and Regulatory Compliance ("VSRC") organization of a potential issue with the bed step breaking when in use after a side-load is applied to the step.
- From February 27, 2020, through March 3, 2020, FCA US VSRC reviewed field data to understand the scope of the issue.
- On February 28, 2020, FCA US Mopar Body Engineering performed testing to determine bed step performance in certain side-loading conditions.
- Between February 27, 2020, and March 30, 2020, FCA US VSRC and FCA US Engineering met to review the issue, the potential safety consequence, the component test results, and understand the suspected scope of vehicles affected.
- As of March 30, 2020, FCA US identified zero CAIRs, 27 warranty claims, and zero field reports potentially related to this issue.
- As of March 30, 2020, FCA US is not aware of any accidents or injuries potentially related to this issue.
- On April 02, 2020, FCA US determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall of the affected vehicles.

## Description of Remedy :

**Description of Remedy Program :** FCA US will conduct a voluntary safety recall to replace the bed step support brace on all sold vehicles (W24 - Ram 2500, W54 - Ram 3500), and remove the bed step assembly from all unsold vehicles (W44). W44 will be revised to the W24/54 remedy when available.

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.

**How Remedy Component Differs from Recalled Component :** The remedy is to change the support brace to a different design or remove the bed step. Remedy Part Number 68526144AA (Ram 2500) and 68531865AA (Ram 3500).

**Identify How/When Recall Condition was Corrected in Production :** NR

## Recall Schedule :

**Description of Recall Schedule :** \*\*06/18/2020: FCA US will publish dealer instructions and begin notifying owners with final owner notification on or about 08/06/2020 (Ram 2500) and 10/22/2020 (Ram 3500).

\*\*04/09/2020: FCA US will notify dealers and begin notifying owners on or about 05/29/2020.

**Planned Dealer Notification Date :** MAY 29, 2020 - MAY 29, 2020

**Planned Owner Notification Date :** MAY 29, 2020 - MAY 29, 2020

\* NR - Not Reported