



Revised May 2020

Dealer Service Instructions for:

Safety Recall W44 / NHTSA 20V-207 Bed Step

NOTE: For used vehicles being sent to auction, remove the bed step but do NOT provide the disclosure letter (included at the end of these dealer instructions) to the customer.

Remedy Available

2019-2020 (DJ) Ram 2500 Pickup

2019-2020 (D2) Ram 3500 Pickup

NOTE: This recall applies only to the above vehicles equipped with a Bed Step.

NOTE: Some vehicles above may have been identified as not involved in this recall and therefore have been excluded from this recall.

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The Bed Step on about 9,200 of the above vehicles 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

Remove the bed step and photograph with VIN for claim submission. Provide the disclosure letter (included at the end of these dealer instructions) to the customer.

NOTE: Perform this repair ONLY to vehicles that have a purchasing customer. All other unsold vehicles which do not have a purchasing customer may wait until remedy is available.

NOTE: For used vehicles being sent to auction, remove the bed step but do NOT provide the disclosure letter (included at the end of these dealer instructions) to the customer.

Parts Information

No parts are required to perform this service procedure.

Parts Return

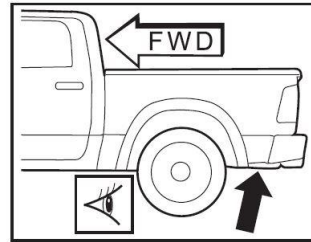
Photograph the bed step and brace with VIN for proof of recall completion when submitting the claim. Then render the recalled bed step and brace unusable and discard.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Raise and support the vehicle.



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

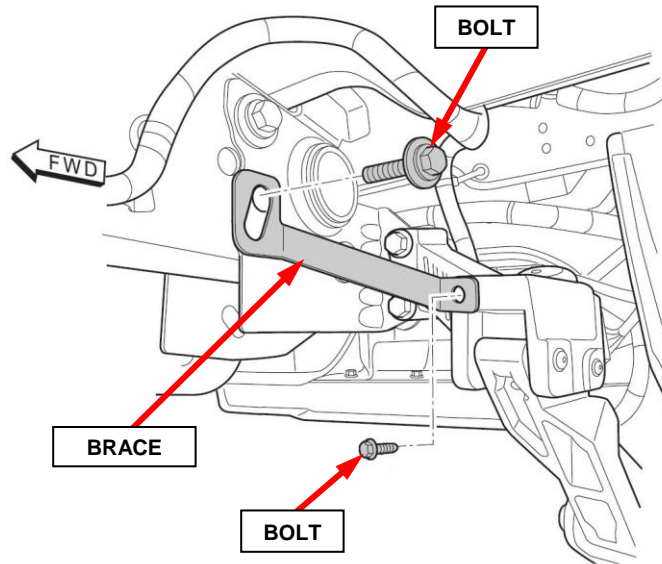


Figure 1 – Bed Step Brace

3. Remove and **SAVE** the two bolts securing the bed step then remove the bed step (Figure 2).

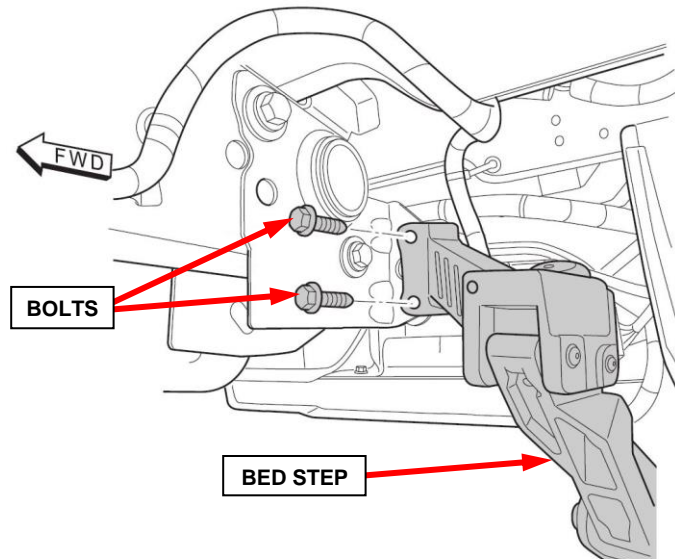


Figure 2 – Bed Step

Service Procedure [Continued]

4. Install the two bolts securing the bumper bracket to the bumper. Tighten the bolts to 68 N·m (50 ft. lbs.) (Figure 3).
5. Install the bolt securing the hitch bracket to the vehicle frame. Tighten the bolt to 140 N·m (103 ft. lbs.) (Figure 3).

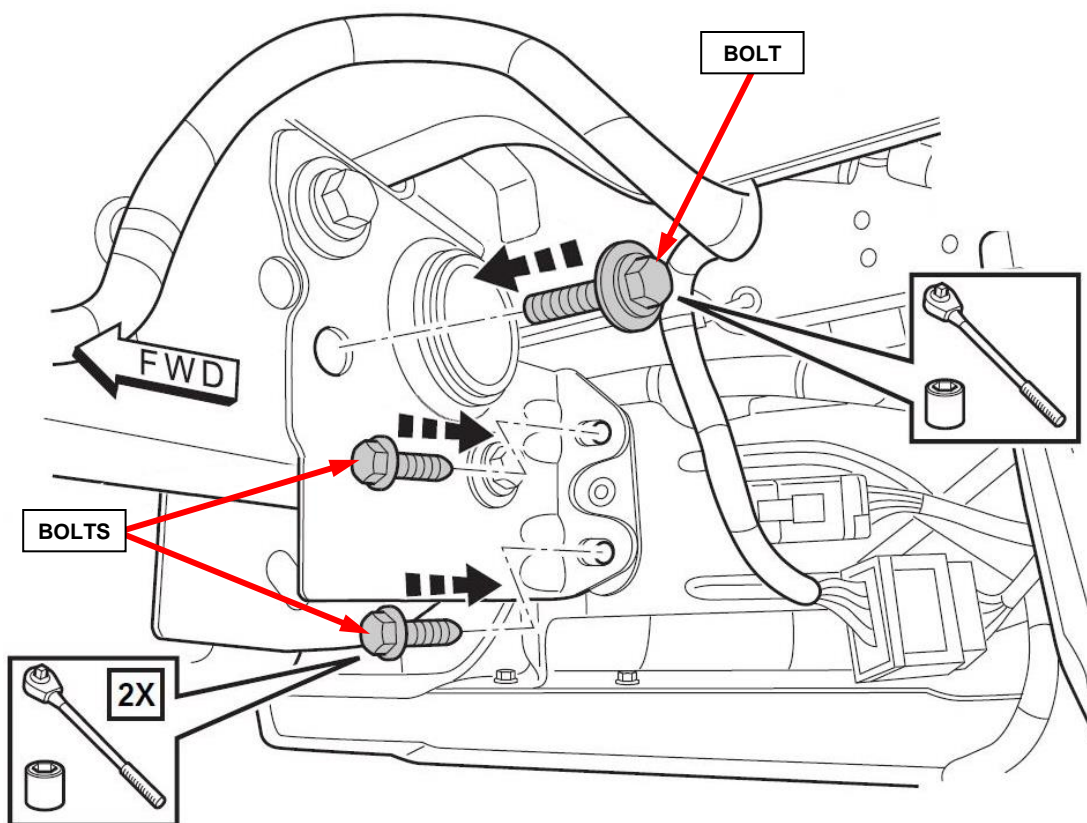


Figure 3 – Install and Tighten Fasteners

6. Lower the vehicle.

Service Procedure [Continued]

7. Using a paint marker, write the Vehicle Identification Number (VIN) on the bed step. Then photograph the bed step with brace making sure VIN is clearly visible in the photograph. This photograph will be required during recall completion claim submission (Figure 4).

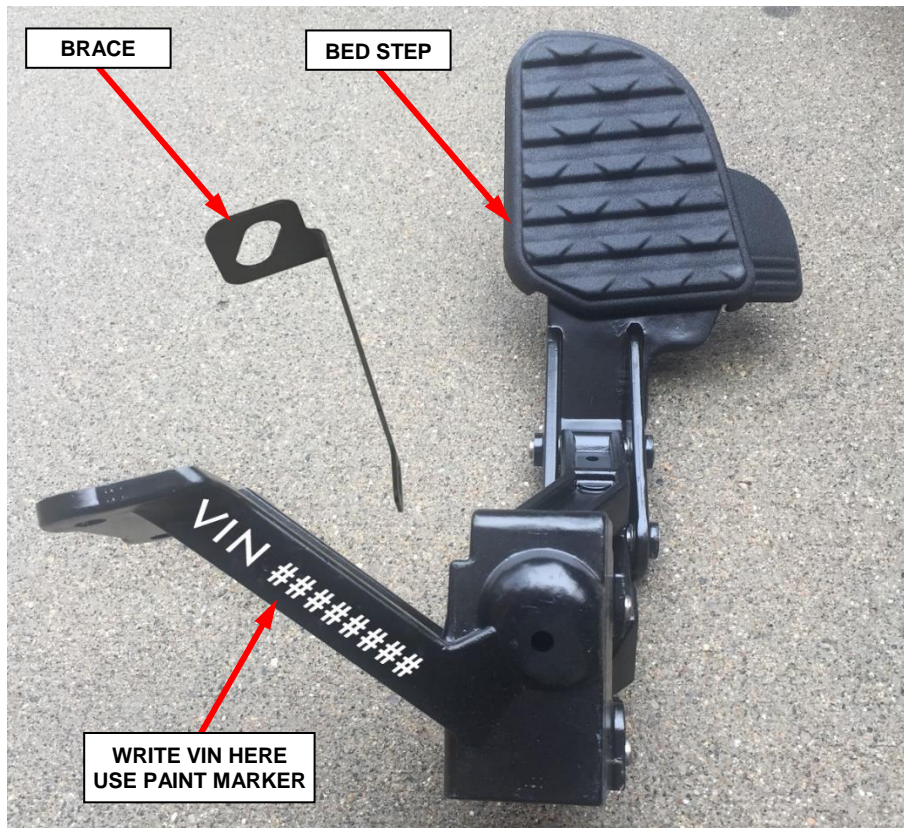


Figure 4 – Photograph Bed Step and Brace with VIN

8. Render the recalled bed step and brace unusable and **DISCARD**.
9. Print and provide the disclosure letter (included at the end of these dealer instructions) to the customer.

NOTE: For used vehicles being sent to auction, remove the bed step but do NOT provide the disclosure letter (included at the end of these dealer instructions) to the customer.

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 numbers and time allowances:

	Labor Operation Number	Time Allowance
Remove the Bed Step Assembly	23-W4-41-82	0.4 hours

NOTE: Digital photograph showing bed step and brace with VIN written with paint marker on bed step must be submitted with recall 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.

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.

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

A second phase of this campaign will be launched to reinstall the complete bed step assembly once replacement kits are available. The process will be communicated to dealers once available.

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

NOTICE
DEPLOYABLE BED STEP / BED UTILITY GROUP

THIS VEHICLE WAS MANUFACTURED WITH AN OPTIONAL DEPLOYABLE BED STEP, EITHER AS A STAND ALONE OPTION OR AS PART OF THE “BED UTILITY GROUP” PACKAGE. THE DEPLOYABLE BED STEP HAS BEEN REMOVED FROM YOUR VEHICLE, BECAUSE IT WAS SUBJECT TO A SAFETY RECALL. THE OTHER FEATURES AND FUNCTIONS OF YOUR VEHICLE ARE NOT AFFECTED BY THE DEPLOYABLE BED STEP SAFETY RECALL.

YOU WILL SOON RECEIVE NOTICE FROM FCA US LLC FOR THE INSTALLATION OF A NEW DEPLOYABLE BED STEP ON YOUR VEHICLE, AT NO COST TO YOU. THE NOTICE WILL TELL YOU WHEN THE NEW STEP IS AVAILABLE, AND INSTRUCT YOU TO MAKE A SERVICE APPOINTMENT WITH AN AUTHORIZED DEALER FOR INSTALLATION. THE ESTIMATED INSTALLATION TIME IS LESS THAN ONE HOUR. IN ADDITION, YOUR DEALER WILL REQUIRE YOUR VEHICLE FOR PROPER CHECK-IN, PREPARATION, AND CHECK-OUT DURING YOUR VISIT, WHICH MAY REQUIRE MORE TIME. THE NEW DEPLOYABLE BED STEP ASSEMBLY WILL NOT BE THE SAME AS THE STEP TAKEN OFF YOUR VEHICLE, AND IS NOT SUBJECT TO SAFETY RECALL. ALL PARTS AND LABOR TO INSTALL THE NEW DEPLOYABLE BED STEP WILL BE FREE TO YOU.

BEFORE YOU RECEIVE NOTICE OF THE AVAILABILITY OF THE NEW STEP, YOU CAN CHECK ON THE STATUS OF RECEIVING YOUR FREE REPLACEMENT DEPLOYABLE BED STEP BY GOING TO WWW.MOPAR.COM. CLICK THE LINK “CHECK FOR RECALLS” AND THEN INPUT THE VEHICLE IDENTIFICATION NUMBER (VIN). THE PART AVAILABILITY STATUS WILL BE DISPLAYED IN THE “CAMPAIGN STATUS” SECTION FOR THIS CUSTOMER SATISFACTION NOTIFICATION CAMPAIGN.

IF YOU HAVE ANY QUESTIONS ABOUT THIS NOTICE, PLEASE CALL FCA RECALL ASSISTANCE CENTER AT 1-800-853-1403