



Revised September 2020

Dealer Service Instructions for:

Safety Recall W44 / NHTSA 20V-207 Bed Step

NOTE: The service procedure and labor time has changed. Now replace the bed step brace rather than removing the bed step. Photos and manual claim submissions are no longer required.

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

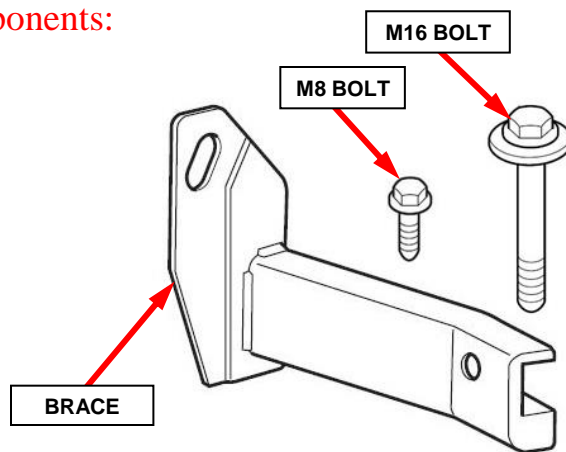
Replace the bed step support brace.

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.

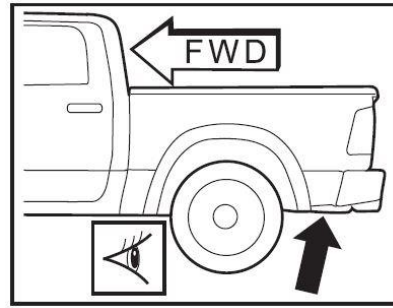
Render the recalled bed step brace unusable and discard.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Raise and support the vehicle.



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

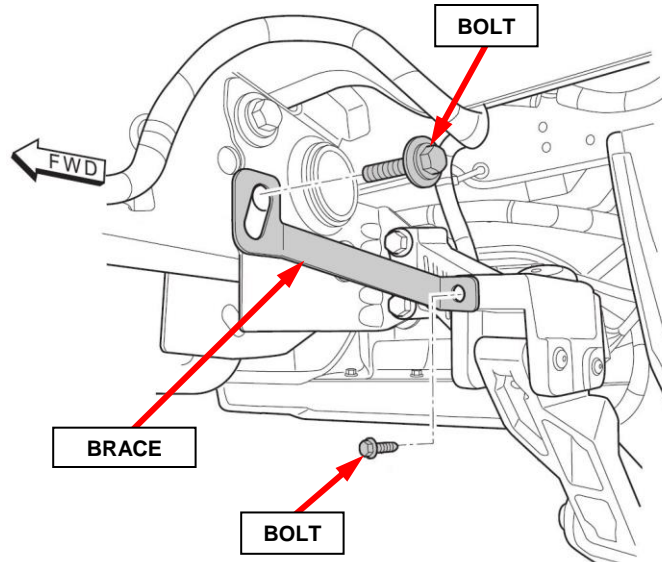


Figure 1 – Old Bed Step Brace

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

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

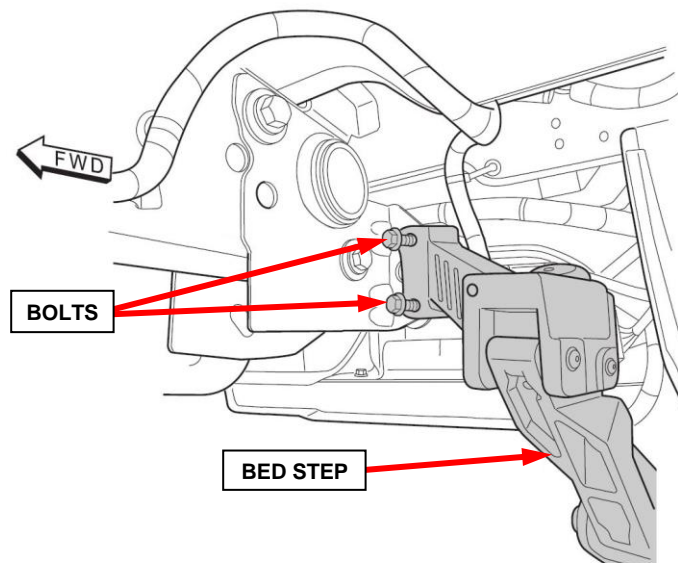


Figure 2 – Bed Step Bolts

Service Procedure [Continued]

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

NOTE: Do NOT tighten the bolts.

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

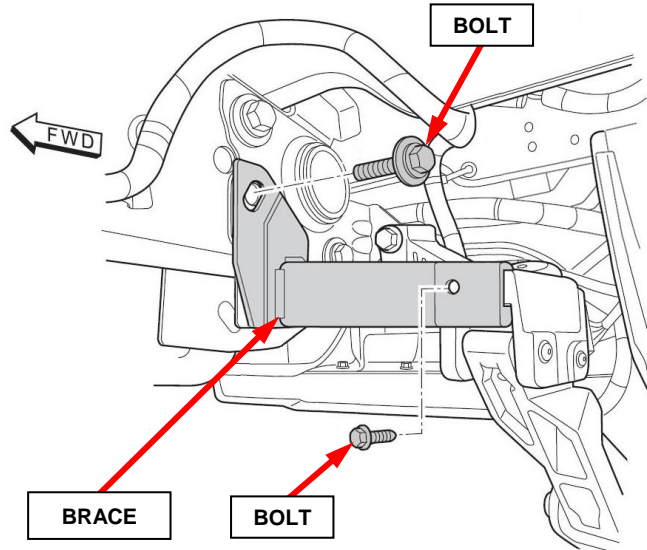


Figure 3 – New Bed Step Brace

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.)

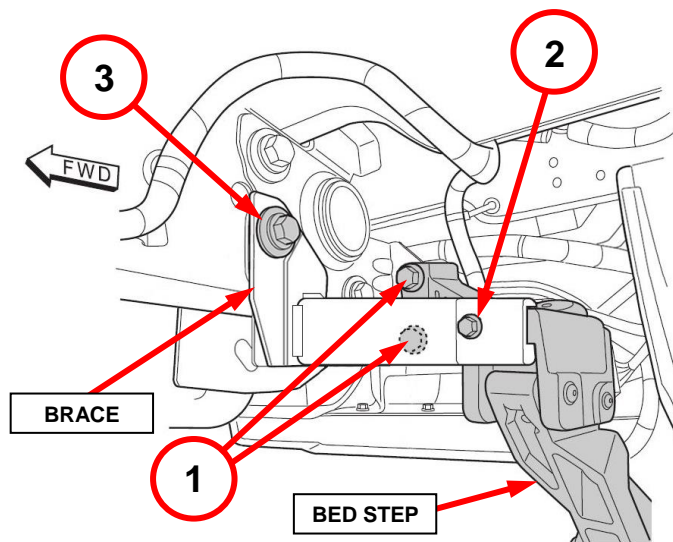


Figure 4 – Bolt Tightening Sequence

8. Lower the vehicle.

Service Procedure [Continued]

9. Check operation of the bed step to ensure it functions properly (Figure 5).

10. Return the vehicle to the customer.

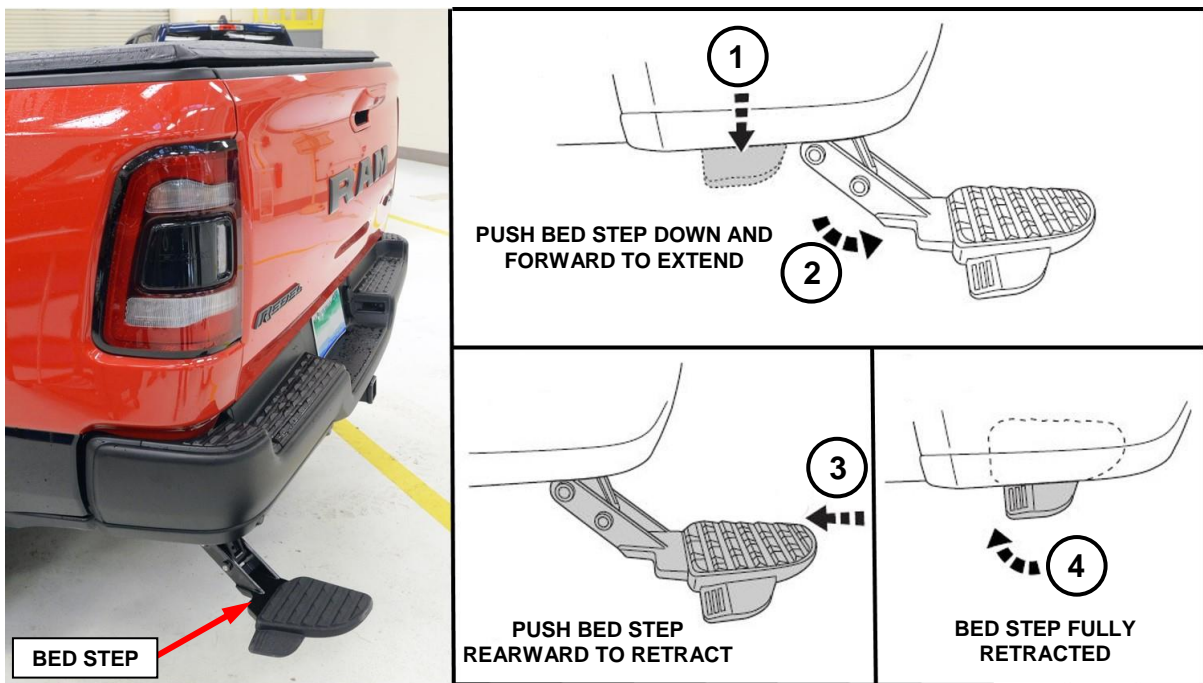


Figure 5 – Check Operation of Bed Step

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-W4-41-83	0.2 hours

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

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