



July 2020

Dealer Service Instructions for:

Safety Recall W24 / NHTSA 20V-207 Bed Step

Remedy Available

2019-2020 (DJ) Ram 2500 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 used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery. Dealers should also 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 15,600 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

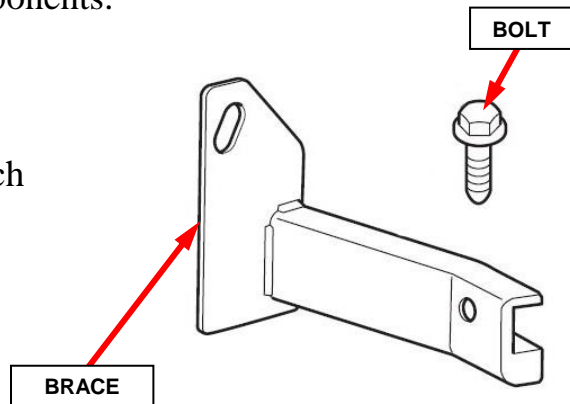
Replace the bed step support brace.

Parts Information

Part Number **Description**
CSELW241AB **Campaign Kit**

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Brace - Bed Step
1	Bolt M8 with adhesive patch



Campaign Kit Components

Parts Return

No parts return required for this campaign.

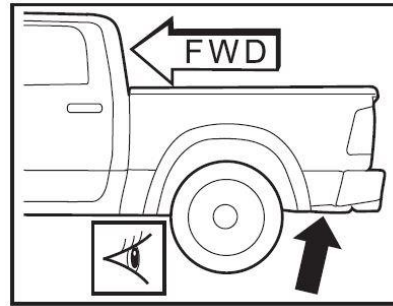
Render the recalled bed step brace unusable and discard.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Raise and support the vehicle.



2. Remove the two bolts securing the bed step brace and **SAVE** the large M16 bolt, **DISCARD** the small M8 bolt (Figure 1).

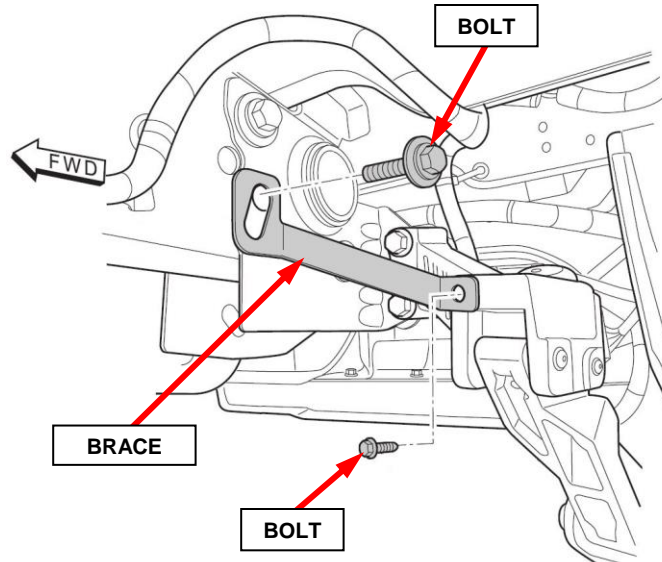


Figure 1 – Old Bed Step Brace

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

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

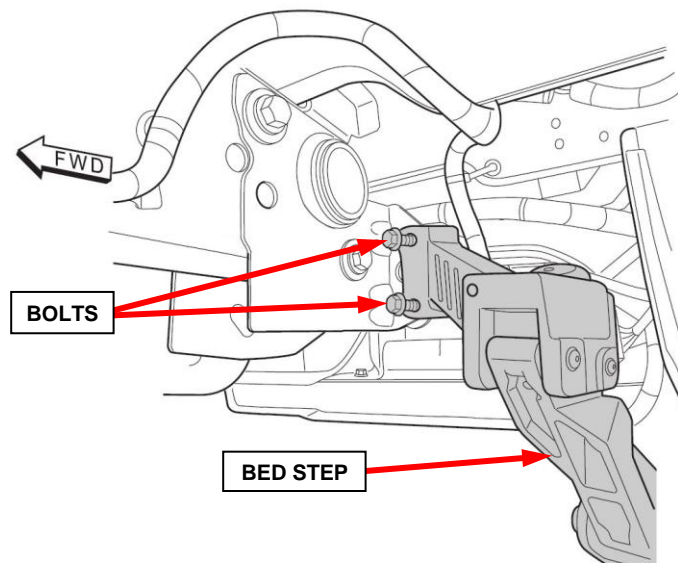


Figure 2 – Bed Step Bolts

Service Procedure [Continued]

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

NOTE: Do NOT tighten the bolts.

6. Loosely install the **NEW** M8 bolt included in the campaign kit then the M16 bolt saved from the removal step (Figure 3).

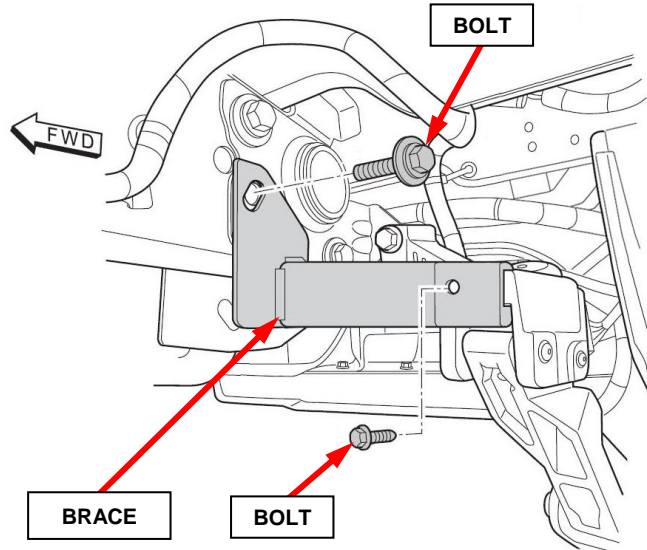


Figure 3 – New Bed Step Brace

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.
140 N·m (103 ft. lbs.)

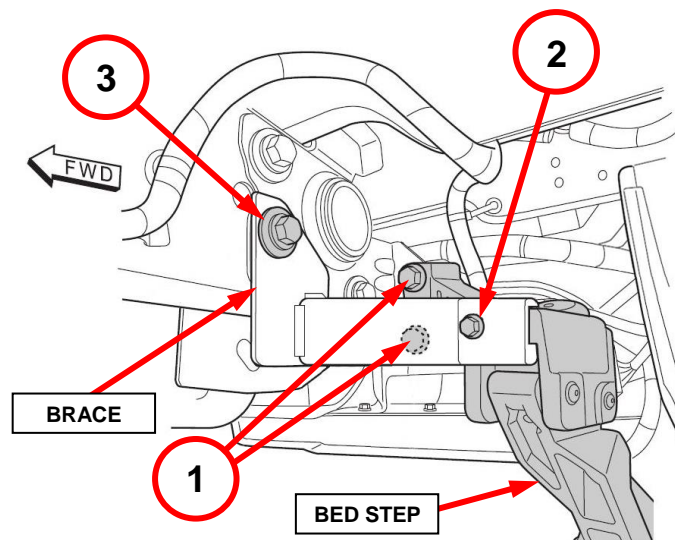


Figure 4 – Bolt Tightening Sequence

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.

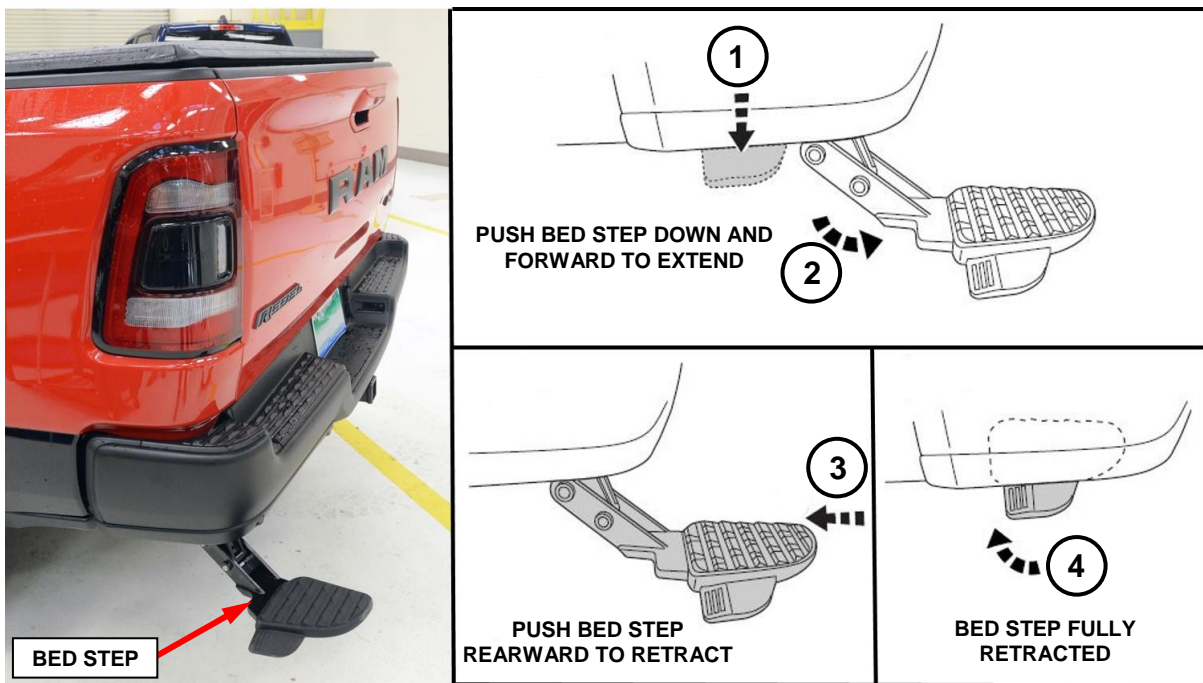


Figure 5 – Check Operation of Bed Step

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 Number	Time Allowance
Replace the Bed Step Brace	23-W2-41-82	0.2 hours

Add the cost of the recall parts package plus applicable dealer allowance to your 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.

Owner Notification and Service Scheduling

All involved vehicle owners known to FCA are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

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. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

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

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

W24/NHTSA 20V-207

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership
- 2. Call the FCA Recall Assistance Center at 1-800-853-1403.** An agent can confirm part availability and help schedule an appointment
- 3. Visit recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App.**

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall W24.

IMPORTANT SAFETY RECALL

Bed Step

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA US has decided that a defect, which relates to motor vehicle safety, exists in certain [2019 and 2020 Model Year (DJ) Ram 2500 Pickup] vehicles.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

WHY DOES MY VEHICLE NEED REPAIRS?

The bed step on your vehicle ^[1] 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.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will replace the bed step support brace. The estimated repair 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. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR,
CALL YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online. ^[3] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
FCA US LLC



Mr. Mrs. Customer
1234 Main Street
Hometown, MI 48371

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to safercar.gov.

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.