



March 2021

Dealer Service Instructions for:

Safety Recall Y14 / NHTSA 21V-037 Brake Clip

Remedy Available

2020-2021 (DS) Ram 1500 Pickup

NOTE: This recall applies only to the above vehicles equipped with non-adjustable pedals (sales code XA8).

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 brake clip which retains the master cylinder push rod to the brake pedal on about 659 of the above vehicles may be missing. A vehicle built without the clip could allow the master cylinder push rod to disconnect from the brake pedal pin, separating the brake pedal from the brake system. A disconnected master cylinder push rod results in the driver being unable to apply the service brakes using the brake pedal, which can cause a vehicle crash without prior warning. The parking brake function is unaffected.

FCA US recommends that owners DO NOT DRIVE their vehicles until they receive instructions on how to have their vehicle inspected, and repaired if necessary.

Repair

Inspect for a clip installed on the pivot pin securing the master cylinder push rod to the brake pedal arm. If the clip is missing, install a clip.

Alternate Transportation

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if inspection determines that the clip is missing and the vehicle must be held overnight. Customer vehicle must not be driven prior to the inspection/repair.

Parts Information

Due to the small number of involved vehicles expected to require the clip and the likelihood that dealers may already have these clips in stock, no parts will be distributed initially. **Clip packages should be ordered only after inspection determines that clip is required.**

<u>Part Number</u>	<u>Qty.</u>	<u>Description</u>
04581512AA	1	CLIP, Master Cylinder Push Rod Pin (MSQ 12)

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Open the driver side front door.
2. As needed, position the driver seat rearward to gain access to the brake pedal below the instrument panel (Figure 1).

NOTE: For improved visibility, use a light source to illuminate the brake pedal area under the instrument panel.



Figure 1 – Gain Access to Brake Pedal

3. Follow the brake pedal arm up under the instrument panel to where the master cylinder push rod connects to the brake pedal arm (Figure 2).

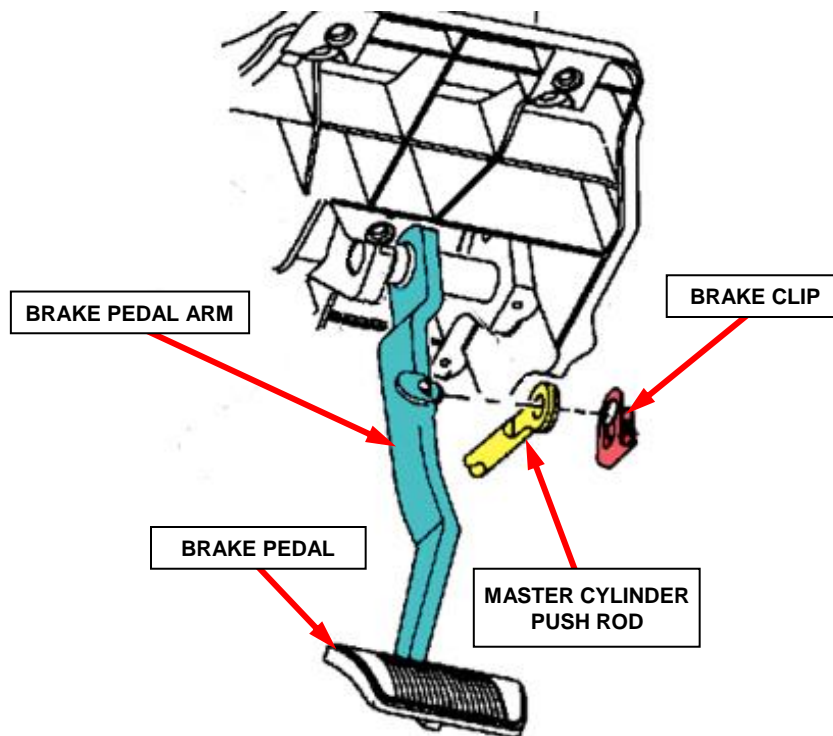


Figure 2 – Brake Master Cylinder Push Rod to Brake Pedal Arm Connection

Service Procedure [Continued]

- 4. Is there a clip installed securing the master cylinder push rod to the brake pedal arm? (Figure 3).
 - **YES, clip installed:** There is no need to do anything. Claim the Inspection LOP to complete the recall on this vehicle.
 - **NO, clip is missing:** Proceed to **Step 5** of the procedure on **Page 5**.

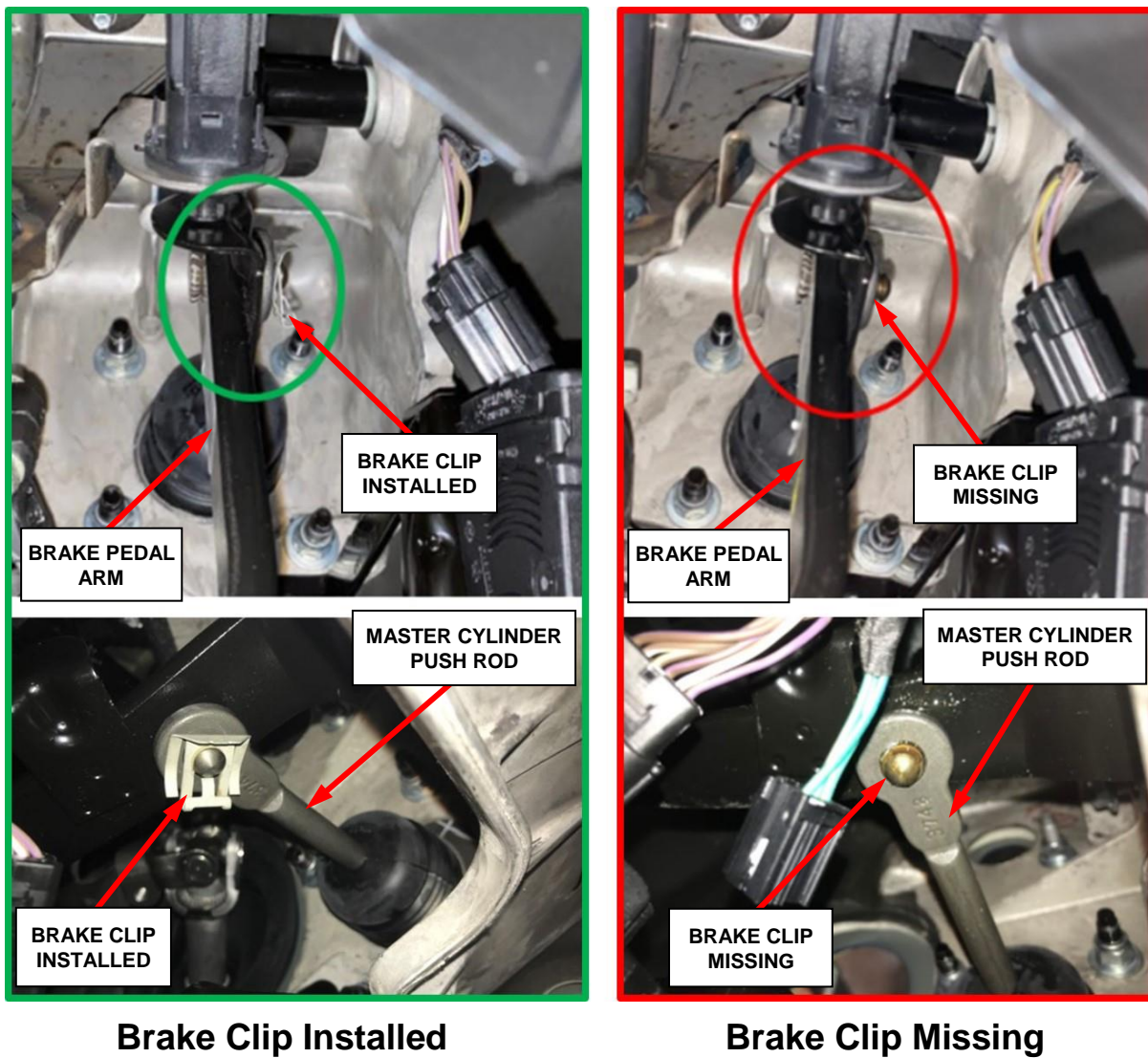


Figure 3 – Inspect for a Clip Securing the Brake Master Cylinder Push Rod to the Brake Pedal Arm

Service Procedure [Continued]

5. If clip is missing, install a clip onto the brake pedal pivot pin securing the master cylinder push rod to the brake pedal arm (Figure 4).

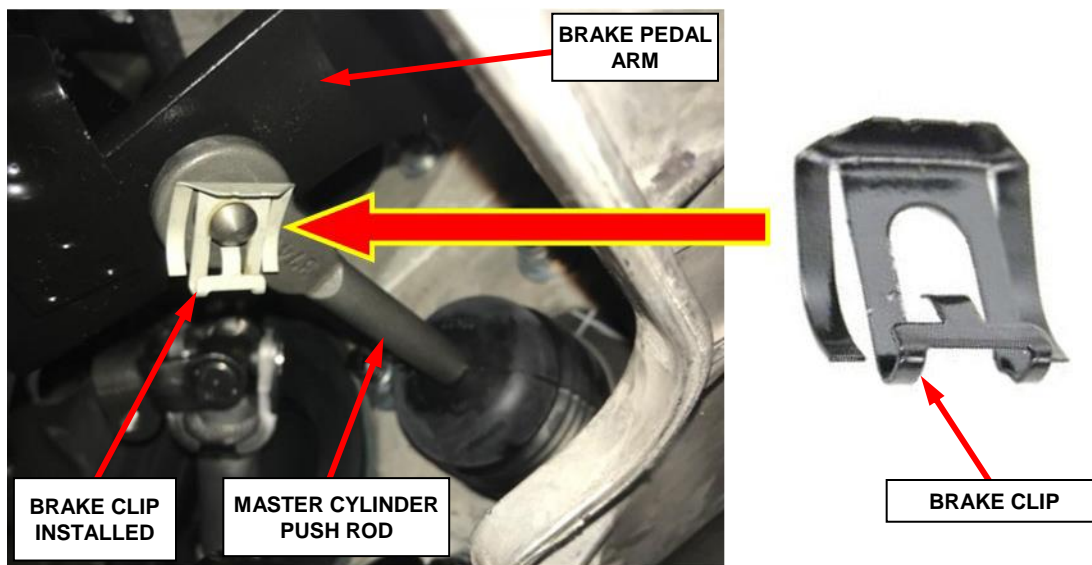


Figure 4 – Install Clip Securing the Brake Master Cylinder Push Rod to the Brake Pedal Arm

6. Claim the Repair LOP to complete the recall on this vehicle.
7. Return the vehicle to the customer or dealer inventory.

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 one of the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Inspect for Brake Clip (Clip Installed – Not Missing)	05-Y1-41-81	0.2 hours
Inspect and Install Brake Clip	05-Y1-41-82	0.2 hours

Related Operation

Mobile Repair	95-02-02-50	■
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Mobile Service Reimbursement is available for this campaign. Dealer to include standard dealer entry and mark-up for parts, standard dealer entry and labor rate for service, as well as this special services code for mobile allowance. The Special Services LOP will only be paid once per VIN and this LOP will only be paid on the recall claim for Y14. For additional details, please view the Mobile Service Implementation Guide in DealerCONNECT on the Recall Central Page, under the Recall Guides portlet.

Add the cost of the recall part 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.

Dealers are encouraged to consider alternative scheduling and servicing approaches for this recall. This repair does not require hoists or other full service facility special equipment and is a Mobile Service approved repair.

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

Y14/NHTSA 21V-037

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 Y14.

IMPORTANT SAFETY RECALL

Brake Clip

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 [2020 and 2021 Model Year (DS) Ram 1500 Pickup] vehicles equipped with non-adjustable pedals.

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 brake clip which retains the master cylinder push rod to the brake pedal on your vehicle [1] may be missing. A vehicle built without the clip could allow the master cylinder push rod to disconnect from the brake pedal pin, separating the brake pedal from the brake system. **A disconnected master cylinder push rod results in the driver being unable to apply the service brakes using the brake pedal, which can cause a vehicle crash without prior warning. The parking brake function is unaffected.**

FCA US recommends that owners DO NOT DRIVE their vehicles until they receive instructions on how to have their vehicle inspected, and repaired if necessary.

You should have already received a phone call about this issue. If you have not been contacted or have not had your brake clip inspected, contact your Chrysler, Jeep, Dodge or RAM dealer immediately to have an on-site vehicle inspection performed.

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 inspect for the brake clip and install a brake clip if it is missing. The estimated repair time is 15 minutes. 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.