



REVISED Safety Recall Advanced Communication – Y26

FCA US LLC (FCA US) has announced a safety recall on certain 2012 through 2021 Model Year (D2) Ram 3500 Pickup, (DD) Ram 3500 Cab Chassis, (DP) Ram 4500/5500 Cab Chassis trucks.

VINs identified as being involved in this campaign are currently live and searchable.
Stop sale is in effect for the above-identified vehicles.

Vehicles impacted by a stop sale are eligible for reimbursement allowance through the Recall Floorplan Reimbursement Policy (RFPRP), which can be requested upon recall claim submission.

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. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Involved vehicles can be determined by using the VIP inquiry process.

REASON FOR THIS SAFETY RECALL

Some of the above vehicles with flanged lug nuts may have their lug nuts over-torqued during service due to an incorrect torque specification in the Service & Owner's manuals. A yielded wheel stud may eventually break, which could lead to a wheel separating from the vehicle during operation. A wheel separating from the vehicle could cause a vehicle crash without prior warning and/or the wheel/tire could pose a risk to other vehicles or pedestrians.

SERVICE ACTION

FCA US will conduct a voluntary safety recall to inspect the wheel studs and update the torque specification in owner's information and published service documents. Vehicles found with studs that are potentially yielded will have a new stud installed and the lug nuts tightened to the updated torque specification. Dealers will be notified of the launch of this safety recall by way of established communication methods. This recall is estimated to launch in the 3rd Quarter of 2021.

ADDITIONAL INFORMATION

Vehicles placed in this campaign are either sold, available via bailment or fleet, or have a claim or narrative pertaining to possible wheel and tire removal. If justification can be provided that a vehicle in this campaign has NOT had the wheels and tires removed, re-torqued or modified, a request can be submitted for review for a potential change to the campaign number. Note that sold units are not eligible for this process.

Please follow the process below to submit a request, along with the required documentation:

- Contact your RAM Area Manager or Small Business Sales Specialist to discuss your situation and confirm the vehicle does in fact meet the requirements to move forward with the request.
- Follow the instructions on the next page to provide documentation and your acknowledgement of the information provided in the letter below.
- Submit the documentation back to your RAM Area Manager or Small Business Sales Specialist.
- The Vehicle Safety and Regulatory Compliance team and Office of the General Counsel will review for disposition.

If approved, the vehicle will be manually transferred from Y26 to Y36 and the appropriate recall instructions will need to be followed by the dealer.

We ask that you please take the time to ensure that your personnel are aware of this communication and are prepared to execute a customer friendly process for inquiries regarding involved vehicles.

Customer Services Field Operations
FCA US LLC

DEALER REQUEST TO EVALUATE VIN(S) IN Y26 SAFETY CAMPAIGN

Instructions:

- Copy and paste the text below onto dealer and/or bailment company letterhead
 - o Note: depending on vehicle location, may require BOTH dealer and bailment company letters (i.e. if vehicle moved locations)
 - Add VINs and rationale/reason for transfer (i.e. unwound sale, upfit w/o wheel/tire removal, etc.)
 - Sign and date as appropriate by Service Manager or higher level management
 - Submit to appropriate company representative
-

ATTN: FCA US LLC Vehicle Safety & Regulatory Compliance / Office of the General Counsel

I am aware that FCA US LLC (FCA US) has announced a safety recall on certain 2012 through 2021 Model Year (D2/DD/DP) RAM 3500-5500 vehicles. Some of the above vehicles with flanged lug nuts may have their lug nuts over-torqued during service due to an incorrect torque specification in the Service & Owner's manuals. Reference campaigns #Y26 and #Y36.

The following VIN(s) are currently live and searchable under campaign #Y26. I certify that this/these VIN(s) have not had ANY of the four (4) wheels and tires removed, re-torqued or modified. Therefore, I am requesting review of these VIN(s) for transfer from campaign #Y26 to #Y36. I will then appropriately close campaign #Y36 according to the FCA US released dealer instructions posted on Dealer Connect under Recall Central.

VIN(s)

XXXXXXXXXXXX Reason: _____

XXXXXXXXXXXX Reason: _____

XXXXXXXXXXXX Reason: _____

Service Manager

Date

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

Y26/NHTSA 21V-398

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

1. Visit recalls.mopar.com to sign up for email or SMS notifications for when remedy parts become available. You will be asked to provide your Vehicle Identification Number (VIN), provided above
2. Scan below using your smartphone or tablet to sign up to be notified when remedy parts become available
3. Wait for FCA US to contact you again, by mail, with a follow-up recall notice when remedy parts are available
4. Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can sign you up to be notified when remedy parts become available, or answer any other questions you may have

QR Code

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall Y26.

IMPORTANT SAFETY RECALL

Wheel Studs

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 [2012 – 2020 Model Year (D2) Ram 3500 Pickup, (DD) Ram 3500 Cab Chassis, and (DP) Ram 4500/5500 Cab Chassis] trucks.

WHY DOES MY VEHICLE NEED REPAIRS?

The flanged wheel lug nuts on your vehicle ^[1] may have been over-torqued during service to an incorrect torque specification in the Service & Owner's manuals. **A yielded wheel stud may eventually break, which could lead to a wheel separating from the vehicle during operation. A wheel separating from the vehicle could cause a vehicle crash without prior warning and/or the wheel/tire could pose a risk to other vehicles or pedestrians.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

The remedy for this condition is not currently available. We are making every effort to finalize the remedy as quickly as possible, and will service your vehicle free of charge (parts and labor).

FCA US will contact you again, by mail, with a follow-up recall notice when the remedy is available. Once you receive your follow-up notice, simply contact your Chrysler, Jeep®, Dodge or RAM dealer right away to schedule a service appointment ^[2]. Additional options for your next steps are included on the left side of this notification. We appreciate your patience.

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.