



New Safety Recall Advanced Communication – Z08

FCA US LLC (FCA US) has announced a safety recall on certain 2019 through 2020 Model Year (D2) Ram 3500 Pickup, (DD) Ram 3500 Cab Chassis, (DJ) Ram 2500 Pickup, (DF) Ram 3500 (GVWR less than 10K Lb.) Cab Chassis, and (DP) Ram 4500/5500 Cab Chassis vehicles.

REASON FOR THIS SAFETY RECALL

Some of the above vehicles may have been built with an improperly formed wiper arm head joint that did not fully form the splines of the head joint on the wiper arm. This can allow the joint to strip and result in the wiper arm failing to operate properly when the system is activated. Prior to complete wiper system failure, the driver may notice that one or both wipers do not clear the windshield properly or that the wipers are not in their proper rest positions. An improperly functioning wiper system may, in certain circumstances, lead to a diminution in road visibility which can cause vehicle crash without prior warning.

SERVICE ACTION

FCA US will conduct a voluntary safety recall to retorque the wiper nuts to the required torque on all affected vehicles. The remedy for this condition is not currently available. Dealers will be notified of the launch of this safety recall by way of established communication methods. This recall is estimated to launch in 1st Quarter of 2022.

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