



December 2022

Dealer Service Instructions for:

# Safety Recall ZB8 / NHTSA 22V-904 Tailgate Latch Alignment

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## Remedy Available

2019-2022 (D2) Ram 3500 Pickup  
2019-2022 (DJ) Ram 2500 Pickup  
2019-2022 (DT) Ram 1500 Pickup

*NOTE: For 2019, this recall applies only to the above vehicles without Tailgate Warning Lamp (sales code LAN), or Parallel and Perpendicular Park Assist (sales code XH5) or Multifunction Tailgate (sales code MWK).*

*For 2020 – 2022 vehicles, this recall applies only to the above vehicles without Parallel and Perpendicular Park Assist (sales code XH5) or Multifunction Tailgate (sales code MWK).*

**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 tailgate on about 1,234,650 of the above vehicles may have been built with one or both tailgate strikers misaligned. Misaligned tailgate strikers may cause a failure to properly latch the tailgate. An improperly latched tailgate may result in an unintended tailgate opening while driving or stationary.

An unintended tailgate opening while driving may result in a loss of unsecured cargo, potentially creating a road hazard to operators and occupants of other vehicles and can cause such vehicles to crash without prior warning.

## **Repair**

Check tailgate function, and adjust the tailgate strikers as needed.

## **Parts Information**

No parts are required to perform this service procedure.

## **Parts Return**

No parts return required for this campaign.

## **Special Tools**

No special tools are required to perform this service procedure.

**Service Procedure****A. Inspect Tailgate Operation**

**NOTE: The goal of this repair is the eliminate tailgate binding and minimize the force required to fully latch the tailgate. Fitting the tailgate for flushness is secondary to the ensuring the tailgate has no binding.**

**NOTE: Assure that no component, equipment, tonneau cover or debris is inhibiting proper tailgate operation.**

1. If the vehicle has a tonneau cover, fold it back away from the tailgate. Make sure no tonneau rail or seal is touching the tailgate.

**NOTE: The intention of the test at Step 2 is to see if the strikers hold the tailgate up after it is unlatched.**

2. Test the tailgate function by:

- Unlatch the tailgate by pressing the handle.
- Hold the tailgate upright for a few seconds to prevent the auto drop.
- Allow the gate to free fall.
- Lift the tailgate to the upright position, but do not latch it.
- Allow it to free fall again.
- Repeat this test a 3rd time.

3. Does the tailgate fall open on its own?

- If yes, the strikers are adjusted properly and not dragging. Close the recall and claim the appropriate labor time.
- If no, continue with **Step 4**.

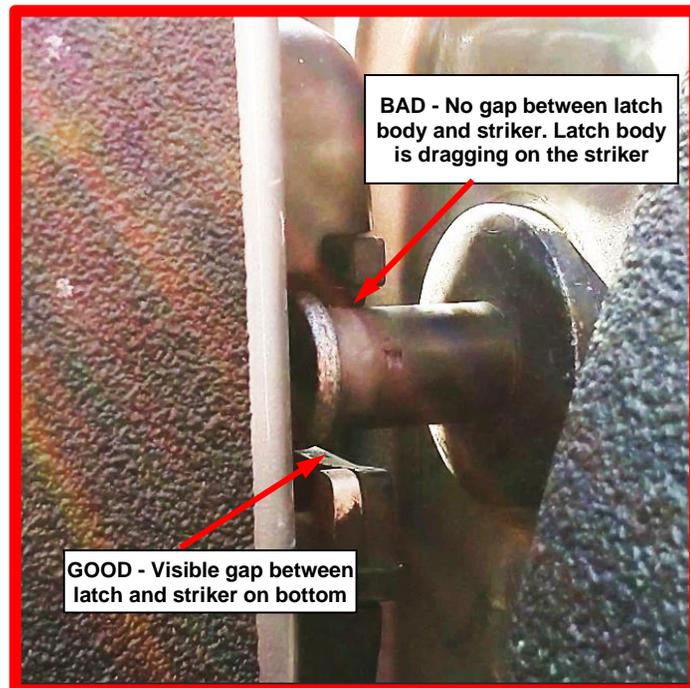
**NOTE: While adjusting strikers, keep flush in mind but always prioritize closing efforts.**

**Service Procedure [Continued]**

4. Make sure up / down position of both strikers hits the center of the latch opening. This can be seen visually by bringing the tailgate up to the striker on each side. A striker binding on the top or bottom latch opening can bind and prevent it from opening. This can most easily be reviewed from inside the box as seen in Figure 1 and Figure 2. Adjust each striker up/down if required to center it to the latch.



**Figure 1 – Striker with Proper Clearance**



**Figure 2 – Striker without Proper Clearance**

**Service Procedure [Continued]**

5. Adjust the strikers fore/aft to ensure good closing effort.
6. Secure the striker:
  - For DJ and D2 vehicles, 34 N·m (25 ft. lbs).
  - For DT vehicles, 49 N·m (36 ft. lbs).
7. Repeat the inspection in Step 5.
8. Repeat the test at Step 2 to confirm that the tailgate drops freely.
9. Return the vehicle to the owner.

**NOTE: Notify the customer that tonneau cover binding could give the customer a false appearance that the tailgate is latched, and to always pull back on the tailgate after closing to insure it's latched securely.**

**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:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Inspect Tailgate Strikers for Alignment	23-ZB-81-81	0.2 hours
Inspect and Adjust Tailgate Strikers	23-ZB-81-82	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.

**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

ZB8/NHTSA 22V-904

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 ZB8.

# IMPORTANT SAFETY RECALL

## Tailgate Latch Alignment

Dear [Name],

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

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain [2019-2022 (D2) Ram 3500 Pickup, 2019-2022 (DJ) Ram 2500 Pickup, 2019-2022 (DT) Ram 1500 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 tailgate on your vehicle <sup>[1]</sup> may have been built with one or both tailgate strikers misaligned. Misaligned tailgate strikers may cause a failure to properly latch the tailgate. An improperly latched tailgate may result in an unintended tailgate opening while driving or stationary.

**An unintended tailgate opening while driving may result in a loss of unsecured cargo, potentially creating a road hazard to operators and occupants of other vehicles and can cause such vehicles to crash without prior warning.**

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will inspect the tailgate striker alignment to the box latch and adjust if necessary. 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](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[3]</sup> 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](http://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.