

MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	████████████████████
CAIR #	N/A
DATE OF INCIDENT	N/A
DATE OF NOTICE	5/30/17
MODEL/MODEL YEAR	2017 Ram 2500 Power Wagon Crew Cab
VIN	████████████████████
MILEAGE	1,054
OWNER	██████████ ouse ██████████ Britton, MI ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Steering; Electric Steering Gear, Box Steering; Tie Rod
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	The owner visited the dealership five times complaining of loose steering. On ██████████ at 1,054 miles, the owner reported that the steering wheel made noise and had play in it before it started to turn. The dealer's notes indicate it found numerous nuts/bolts out of specification and torqued the entire front end of the vehicle. On ██████████ at 1,390 miles, the owner reported that the steering felt loose like it was not connected. The dealer replaced the gear box and adjusted the front toe. On ██████████ at 11,099 miles, the owner reported that the steering seemed loose again. The dealer checked the front suspension and did not find a problem. The dealer did find that the front track bar had play in the bushings and replaced the front track bar/bracket. On ██████████ at 16,991 miles, the customer reported that the steering felt loose when hitting bumps. The dealer test drove the vehicle and checked all suspension components and alignment with no problem found. On ██████████ at 22,049 miles, the owner reported that the steering lagged in response and the vehicle drifted left to right. The dealer did not find a problem.
ANALYSIS	FCA US did not inspect the subject vehicle.

MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	██████████████████
CAIR #	N/A
DATE OF INCIDENT	N/A
DATE OF NOTICE	██████████
MODEL/MODEL YEAR	2015 Ram 2500 Laramie Crew Cab 4x4
VIN	██████████████████████████████
MILEAGE	7,269
OWNER	██████████████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Steering; Steering Wheel/Column; Broke turned upside down while driving
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	The owner visited the dealership on ██████████ at 7,269 miles, stated that when driving the steering wheel turned upside down. The dealer noted the nuts for the draglink turnbuckle had a cam loose and had backed off. An alignment was performed.
ANALYSIS	FCA US did not inspect the subject vehicle.

MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	██████████
CAIR #	N/A
DATE OF INCIDENT	N/A
DATE OF NOTICE	1/13/17
MODEL/MODEL YEAR	2014 Ram 2500 Crew Cab 4x4
VIN	████████████████████
MILEAGE	35,043 miles
OWNER	██████████ ████████████████████ Anaheim, CA ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Steering; Steering Wheel/Column; Alignment Steering; Component-Not Specified; Noise
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	The owner visited the dealership one time for a steering wheel concern. On ██████████ 35,043 miles, the owner reported that the steering was off center, the steering felt very loose, and the vehicle pulled to the right. The dealer noted it found that the jam nuts for the steering adjuster had backed off allowing wheel to move. The dealer recentered the steering wheel and installed Loctite on the jam nuts.
ANALYSIS	FCA US did not inspect the subject vehicle.

MATTER #	██████████
FILE TYPE	Lawsuit
FILE NAME	██████████
CAIR #	N/A
DATE OF INCIDENT	N/A
DATE OF NOTICE	3/1/18
MODEL/MODEL YEAR	2016 Ram 3500 Laramie Mega Cab 4x4
VIN	████████████████████
MILEAGE	6,542 miles
OWNER	██████████ ██████████ Granite Bay, CA ██████████
COURT	Superior Court, Placer, CA
DOCKET #	██████████
ALLEGED DEFECT	Steering wheel off center, loose track bar
CRASH	No
PROPERTY DAMAGE	None
INJURIES	0
FATALITIES	0
DESCRIPTION	<p>The owner visited the dealership four times with steering complaints. On June ██████████ 6,542 miles, the owner stated the steering wheel was sideways when the tires were straight. The dealer noted that the track bar bolts had backed off causing the wheel alignment to be off. The dealer realigned the vehicle and verified that the steering wheel was centered. On ██████████ at 6,639 miles, the owner reported a track bar issue and that the steering wheel went off center again. The dealer added a thread locker to the threads of the nuts to tighten up the track bar. On ██████████ at 12,462 miles, the owner requested a four-wheel alignment be performed as the vehicle pulled right and the steering wheel was off center. The owner also reported that the track bar continued to come loose. The dealer noted that the lock nuts for the drag link had backed off, and the truck pulled to the right. The dealer replaced the lock nuts and aligned the truck adding more cast and re-centering the wheel. On ██████████ at 13,145 miles, the owner reported that the tie rod jam nuts came loose. The dealer notes that the steering link lock nuts were loose and replaced the complete steering link assembly. A blue thread lock was added to the jam nuts on the adjuster and a front-end alignment to straighten the steering wheel was performed.</p>
ANALYSIS	FCA US did not inspect the subject vehicle.

MATTER #	██████████
FILE TYPE	Lawsuit
FILE NAME	██
CAIR #	N/A
DATE OF INCIDENT	N/A
DATE OF NOTICE	5/11/18
MODEL/MODEL YEAR	2017 Ram 2500 St Crew Cab 4x4
VIN	██
MILEAGE	2,907 miles
OWNER	████████████████████ ████████████████████ Escondido, CA ██████████
COURT	Superior Court, San Diego, CA
DOCKET #	██
ALLEGED DEFECT	Steering; Steering Wheel/Column; Vibration Suspension; Component-Not Specified; Alignment Steering; Component-Not Specified; Pull/Grab
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	The owner visited the dealership five times with complaints regarding the steering and a loose front end. On ██████████ at 2,907 miles, the owner reported the steering has play. The dealer did not verify play in suspension but did find front suspension noise when driving over bumps. To correct the noise, the dealer replaced the right front coil and aligned the front coils. On ██████████ at 3,634 miles, the owner reported that the vehicle pulled to the right. The dealer performed a front wheel alignment, set the front toe, centered the steering wheel and rotated the tires to correct the concern. On ██████████ at 8,418 miles, the dealer performed wheel alignment. On ██████████ at 15,412 miles, the owner reported a violent shake when driving on the freeway. The dealer noted the draglink adjuster lock nut was loose and free spinning. The dealer tightened the lock nut, checked the secondary lock nut to ensure tightness and test drove the vehicle to verify the repair. On ██████████ at 17,609 miles, the owner reported a thumping noise and that the front end felt loose. The dealer found the front track bar bushings were worn out causing the vehicle to sway on the road and the drag

	links inner and outer joints were popping out of place. The dealer replaced the track bar, drag links, and dampener to correct the loose front suspension.
ANALYSIS	FCA US did not inspect the subject vehicle.

MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	██████████)
CAIR #	N/A
DATE OF INCIDENT	N/A
DATE OF NOTICE	10/20/15
MODEL/MODEL YEAR	2015 Ram 3500
VIN	████████████████████
MILEAGE	15,950 miles
OWNER	██████████ ██████████. Conroe, TX ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Steering; Component-Not Specified; steering not aligned Suspension; Tie Rods/Drag Links
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	The owner visited the dealership two times with a complaint regarding the steering wheel. On ██████████ at 15,950 miles, the owner reported that the steering wheel changed angles all the time. The dealer inspected all fasteners and found no issue at that time. On ██████████ at 16,317 miles, the owner reported that he could not steer. The dealer noted stripped threads on the drag link. The dealer replaced the drag link complete with rod end and then set the toe.
ANALYSIS	FCA US did not inspect the subject vehicle.

MATTER #	██████████
FILE TYPE	Pre-Litigation
FILE NAME	██████████████████
CAIR #	██████████ ██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	1/26/2018
MODEL/MODEL YEAR	2017 Ram 3500 Laramie Crew Cab 4x4
VIN	██████████████████
MILEAGE	26,658
OWNER	██████████ ██████████████████ Laurel, MT ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Steering; Linkage; Broke
CRASH	Yes
PROPERTY DAMAGE	Yes
INJURIES	0
FATALITIES	0
DESCRIPTION	The owner contacted FCA US stating that a part broke while driving on the highway which caused him to be in an accident damaging front driver side of vehicle. The vehicle was towed to the dealer. The owner provided no additional information and did not identify the part that allegedly broke.
ANALYSIS	On ██████████ at 26,658 miles, the owner presented his vehicle to the dealer stating that the tie adjuster sleeve came apart and caused vehicle to veer into a guardrail. The dealer replaced the drag link and performed a wheel alignment. The dealer did not submit a warranty claim for this repair. The owner did not want FCA US to inspect the vehicle. Based upon the facts known to date, there is no indication that this incident was the result of a design or manufacturing defect in the subject vehicle.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	2/20/2019
MODEL/MODEL YEAR	2017 Ram 2500 SLT Mega Cab 4x4
VIN	[REDACTED]
MILEAGE	9,815
OWNER	[REDACTED] [REDACTED] Santa Maria, CA [REDACTED]
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Steering; Steering Wheel/Column; Performance
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	The owner's husband contacted FCA US stating he had an accident caused by the Recall V06 condition. He stated he experienced front end shaking at freeway speeds and had found the jam nuts on the drag link loose multiple times. When FCA US inspected the subject vehicle there was damage to lower front fascia and oil cooler, but the owner's husband stated "the collision damage was not a result of the suspension issue, I just included it so FCA would look at my vehicle."
ANALYSIS	FCA US' inspection of the vehicle ¹ revealed that the vehicle drove normally during a 10 mile test drive. The drag link jam nuts were both tight. A review of FCA US's warranty repair records for this vehicle show no dealer visits for any complaint regarding the jam nuts or drag link. This vehicle has been modified with a lift kit and steering dampers. Based upon the facts known to date, there is no indication of any design or manufacturing defect in the subject vehicle.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	12/8/2017
MODEL/MODEL YEAR	2015 Ram 2500 ST Crew Cab 4x4
VIN	[REDACTED]
MILEAGE	18,985
OWNER	[REDACTED] Laytonville, CA [REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Steering; Steering Wheel/Column; Defective
CRASH	Yes
PROPERTY DAMAGE	Yes
INJURIES	1
FATALITIES	0
DESCRIPTION	<p>The vehicle owner contacted FCA US's Roadside Assistance on [REDACTED] to have the vehicle towed stating the front linkage was out. On [REDACTED] he called customer assistance stating that on [REDACTED] around 1:30 pm he was driving on a curvy road, when he lost control of the vehicle because he lost steering. One turn before he lost control, there was a hesitation and a noise. He tried to downshift to stop, but it took about 400 feet to stop and the vehicle went off the road. He stated a mechanic informed him he lost control due to a break in the steering linkage. He believes the vehicle bottomed out. When FCA US inspected the vehicle, the owner stated he was driving on a four lane highway at 65 mph. As he approached an area of the road going into a curve he heard a pop noise. At that point he discovered he no longer had any steering. He was going into a left 90 degree curve, went off the road at a 45 degree right angle, and went into a six inch deep ditch. His vehicle continued along the ditch for proximally 400 feet then bounced out and back on the road. He stated that braking and trying to down shift, plus the ditch, helped him keep his truck on his side of the four lane road, and stopped his truck from running completely off the road. The owner believed the truck bottomed out. He believes that a cross member may also be bent, caused by this accident.</p>

ANALYSIS	FCA US' inspection of the vehicle ¹ revealed no indication of manufacturer related concern that caused or contributed to the incident. The steering linkage was disconnected, but it was unclear how this occurred. There was mud and debris throughout the underbody including the suspension and steering components which may have contributed to this. The driver/owner stated he sustained the following injuries: 1) left eye, injured from hitting door glass; 2) bruised ribs; 3) Right Leg, near the seatbelt location bruised; 4) lower back, minor pain, and; 5) left side neck pain. Based upon the facts known to date, there is no indication that this incident or injury was the result of a design or manufacturing defect in the subject vehicle.
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¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER #	██████████
FILE TYPE	Lawsuit
FILE NAME	██████████
CAIR #	N/A
DATE OF INCIDENT	N/A
DATE OF NOTICE	8/24/17
MODEL/MODEL YEAR	2016 Ram 2500 Power Wagon Crew Cab
VIN	████████████████████
MILEAGE	35,890 miles
OWNER	██████████
COURT	Superior Court, Middlesex, PA
DOCKET #	██████████
ALLEGED DEFECT	Driveability; Component-Not Specified; Alignment Steering; Steering Wheel/Column; excessive play
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	On ██████████ at 35,890 miles, the owner reported a clunking sound when turning. The dealer technician noted the adjuster sleeve for the drag link nut was loose. The nut was retorqued.
ANALYSIS	FCA US did not inspect the subject vehicle.

MATTER #	██████████
FILE TYPE	Lawsuit
FILE ██████████	██████████████████
CAIR #	N/A
DATE OF INCIDENT	N/A
DATE OF NOTICE	12/19/17
MODEL/MODEL YEAR	2015 Ram 3500
VIN	██████████████████
MILEAGE	14,589 miles
OWNER	██████████ ██████████████████ Edisto Island, SC ██████████
COURT	██████████████████████████████
DOCKET #	██████████████████
ALLEGED DEFECT	Steering; Gear w/Power Rack & Pinion Steering; Component-Not Specified; Noise Steering; Steering Wheel/Column
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	The owner visited the dealership two times with a complaint regarding the steering wheel. On ██████████ at 14,589 miles, the owner reported the steering wheel was upside down. The dealer tech noted the drag link adjuster was loose and backed off. The tech re-centered the steering wheel and set the static toe. On ██████████ at 15,058 miles, the owner reported the vehicle pulled to the right and the steering wheel was a little off. The dealer tech re-centered the steering wheel.
ANALYSIS	FCA US did not inspect the subject vehicle.

MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	████████████████████
CAIR #	N/A
DATE OF INCIDENT	N/A
DATE OF NOTICE	3/7/19
MODEL/MODEL YEAR	2016 Ram 2500 Laramie Crew Cab 4x4
VIN	████████████████████
MILEAGE	1,386 miles
OWNER	████████████████████ ████████████████████ Bakersfield, ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Steering; Steering Wheel/Column; Alignment Driveability; Component-Not Specified; excessive play in front end Suspension; Linkage; drag link adjustment sleeve
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	On ██████████ at 1,386 miles, and again on ██████████ 2016, at 1,430 miles, the owner visited his dealership reporting that the front end suspension drag links needed to be tightened. On both visits the dealer technician tightened the drag link adjusting sleeve to toe specifications.
ANALYSIS	FCA US did not inspect the subject vehicle.

MATTER #	██████████
FILE TYPE	Non-Binding Arbitration
FILE NAME	██████████████████
CAIR #	N/A
DATE OF INCIDENT	N/A
DATE OF NOTICE	5/18/17
MODEL/MODEL YEAR	2015 Ram 3500 Longhorn Crew Cab 4x4
VIN	██████████████████
MILEAGE	10,865 miles
OWNER	██████████████████ ██████████████████ Elm Mott, TX ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Steering; Component-Not Specified
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	The owner visited the dealership twice with complaint of loose steering. On ██████████ at 10,865 miles, the customer reported the steering track bar came loose. The technician replaced the adjuster and pitman arm tie rod end and then performed a two wheel alignment. On ██████████ at 19,924 miles, the customer reported that the steering wheel has no effect on the truck and the drag link had backed off. The technician verified the concern but found no sign of damage. The technician reattached the adjustment collar and straightened the steering wheel and tightened the lock nuts as tight as possible. The customer also reported a noise coming from the front end. The outer drag link was replaced.
ANALYSIS	FCA US did not inspect the subject vehicle.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	2/14/2019
MODEL/MODEL YEAR	2016 Ram 2500 Laramie Crew Cab 4x4
VIN	[REDACTED]
MILEAGE	84,000
OWNER	[REDACTED] Aromas, CA [REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Suspension; Linkage; Broke
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	The vehicle owner contacted FCA US stating that the drag link came off the truck and he almost hit another vehicle. The vehicle was towed to his home. He advised FCA US that the vehicle was stuck in a muddy field on a ranch and no tow truck would be able to get it out. He stated he had ordered a replacement nut for the steering linkage so he could have the ranch mechanic connect it, then get a tractor to pull the vehicle out of the mud so it could be towed to dealer. He stated he would call back when the vehicle was ready to inspect.
ANALYSIS	The owner has not yet made the vehicle available for FCA US to inspect. Based upon the facts known to date, there is no indication that this incident was the result of a design or manufacturing defect in the subject vehicle.

MATTER #	██████████
FILE TYPE	Lawsuit
FILE NAME	████████████████████
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	12/29/15
MODEL/MODEL YEAR	2015 Ram 2500 St Crew Cab 4x4
VIN	████████████████████
MILEAGE	9,132 miles
OWNER	████████████████████ ████████████████████ San Jose, CA ██████████
COURT	Superior Court, Santa Clara, California
DOCKET #	██████████
ALLEGED DEFECT	Steering; Steering Wheel/Column Steering; Component-Not Specified; Pull/Grab Suspension; Component-Not Specified; Alignment Steering; Component-Other; drag link fastners Driveability; Component-Other; lock nuts
CRASH	Unknown
PROPERTY DAMAGE	Unknown
INJURIES	0
FATALITIES	0
DESCRIPTION	On ██████████ the owner contacted FCA US stating that he was in an accident in May because his steering was so loose. The vehicle had already been repaired by the insurance company. FCA US has no other information regarding this alleged incident. No injuries were reported. Warranty Repair Records indicate the following: ██████████ at 9,132 miles and ██████████ at 9,782 miles, the owner reported the steering wheel was not centered. At each visit the technician found the drag link fasteners loose and tightened them, and performed an alignment. On ██████████ at 14,506 miles, the owner reported that the steering wheel was off center and the vehicle pulled to the right. The technician realigned the vehicle again, swapped the front tires for a radial pull, and determined that after the alignment everything was okay.
ANALYSIS	FCA US did not inspect the subject vehicle.

MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	██
CAIR #	██████████
DATE OF INCIDENT	N/A
DATE OF NOTICE	11/13/15
MODEL/MODEL YEAR	2014 Ram 2500 Slit Crew Cab 4x4
VIN	██
MILEAGE	13,845
OWNER	████████████████████ ████████████████████ Surprise, AZ ██████████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Shift/Gear Selector/Linkage Steering; Component-Not Specified; Noise
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	On ██████████ at 13,845 miles, the owner visited a dealer reporting a pop noise in the front end heard when turning and when sitting still. The dealer technician re-torqued all front steering and suspension nuts and bolts and test drove the vehicle to verify the noise was gone.
ANALYSIS	FCA US did not inspect the subject vehicle.

MATTER #	██████████
FILE TYPE	Non-Binding Arbitration
FILE NAME	██████████████████
CAIR #	N/A
DATE OF INCIDENT	N/A
DATE OF NOTICE	6/29/17
MODEL/MODEL YEAR	2016 Ram 2500 Laramie Crew Cab 4x4
VIN	██████████████████
MILEAGE	19,429 miles
OWNER	██████████ ██████████ Collins, MS ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Driveability; Component-Not Specified; Noise Steering; Component-Not Specified; Noise
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	On ██████████ at 19,429 miles, the owner reported to his dealer that there was a loose bolt under the vehicle. The dealer noted that the technician tightened all bolts under the front end of the vehicle.
ANALYSIS	FCA US did not inspect the subject vehicle.

MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	██████████
CAIR #	N/A
DATE OF INCIDENT	N/A
DATE OF NOTICE	01/22/16
MODEL/MODEL YEAR	2014 Ram 2500 Longhorn Mega Cab 4x4
VIN	████████████████████
MILEAGE	3,828 miles
OWNER	██████████ ██████████ Chandler, AZ
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Steering; Steering Wheel/Column
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	The owner visited the dealership four times with a complaint regarding the steering wheel. On ██████████ at 3,828 miles, the owner reported the vehicle pulled to the right. A front end alignment was performed to correct the concern. On ██████████ at 15,119 miles, the owner reported excessive play in the steering wheel and the wheel off center. The technician found the pitman arm at the steering box was loose and re-torqued the steering pitman arm and centered the steering wheel. On ██████████ at 19,453 miles, the owner reported the steering wheel was not centered and the front end made a popping noise when turning. The technician determined the track bar bracket was making the noise and re-torqued the track bar bracket and centered the steering wheel. On ██████████ at 23,196 miles, the owner reported the steering wheel was tilted to the left and it had increasingly tilted to the left since last service. The dealer tech noted both jam nuts for the steering linkage were loose. The technician centered the steering wheel and tightened the jam nuts.
ANALYSIS	FCA US did not inspect the subject vehicle.

MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	██████████)
CAIR #	N/A
DATE OF INCIDENT	N/A
DATE OF NOTICE	1/8/18
MODEL/MODEL YEAR	2016 Ram 2500 Laramie Mega Cab 4x4
VIN	████████████████████
MILEAGE	343 miles
OWNER	██████████ ██████████ Yuma, AZ ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Steering; Component-Not Specified Suspension; Component-Not Specified Driveability; Component-Not Specified; Alignment
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	On ██████████ at 343 miles, the owner reported the vehicle pulled to the right and the steering was off center. The technician set the front toe adjustment and centered the steering wheel. On ██████████ at 7,399 miles, the owner told the dealer the vehicle was still pulling to the right and the technician performed an alignment. On ██████████ at 10,789 miles, the owner again reported the vehicle was pulling to the right and the tires were showing wear. The technician checked the alignment and noted it was okay. On ██████████ at 12,102 miles, the owner reported the vehicle was hard to turn and the steering wheel was off center. The technician noted the steering linkage adjuster nuts were loose. The nuts were retorqued and the steering wheel was re-centered. On ██████████ at 18,604 miles, aftermarket ball joints were installed and a front end alignment was performed. On ██████████ at 19,599 miles, the dealer replaced two tires (goodwill). On ██████████ at 31,023 miles, the dealer balanced the tires to address the owner's complaint of a vibration.
ANALYSIS	FCA US did not inspect the subject vehicle.

MATTER #	██████████
FILE TYPE	Lawsuit
FILE NAME	██████████
CAIR #	N/A
DATE OF INCIDENT	N/A
DATE OF NOTICE	9/25/17
MODEL/MODEL YEAR	2014 Ram 3500 SLT Crew Cab 4x4
VIN	████████████████████
MILEAGE	54,083 miles
OWNER	██████████ ████████████████████ Gilroy, CA ██████████
COURT	Superior Court, Santa Clara, CA
DOCKET #	██████████
ALLEGED DEFECT	Steering; Component-Not Specified
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	On ██████████ at 54,083 miles, the owner visited his dealer reporting the steering wheel was upside down. The technician noted the steering adjuster nuts were loose. The technician adjusted the steering wheel to a straight position, tightened the nut and applied blue Loctite.
ANALYSIS	FCA US did not inspect the subject vehicle.

MATTER #	██████████
FILE TYPE	Non-Binding Arbitration
FILE NAME	████████████████████
CAIR #	N/A
DATE OF INCIDENT	N/A
DATE OF NOTICE	7/20/17
MODEL/MODEL YEAR	2014 Ram 2500 St Crew Cab 4x4
VIN	████████████████████
MILEAGE	16,186 miles
OWNER	████████████████████ ████████████████████ Cumberland, MD ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Steering; Component-Not Specified
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	The owner visited the dealership four times with steering wheel complaints. On ██████████ (16,186 miles), the owner reported the nut on the front end kept coming loose and parts were ordered for the repair. On July 25, 2016 (28,555 miles), the owner reported that the nut on the steering kept backing off. The technician performed Recall R46 - track bar bracket. On ██████████ (35,699 miles), the owner reported steering concerns and that the bolt backed off again. The technician replaced the nuts, socket and adjuster. On ██████████ (40,391 miles), the owner reported the front end felt loose. The technician was advised by STAR to re-torque the nuts and use Loctite.
ANALYSIS	FCA US did not inspect the subject vehicle.

MATTER #	[REDACTED]
FILE TYPE	Legal Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	6/8/18
MODEL/MODEL YEAR	2017 Ram 2500 St Crew Cab 4x4
VIN	[REDACTED]
MILEAGE	21,341
OWNER	[REDACTED] [REDACTED] Machiasport, ME [REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Steering; Steering Wheel/Column; Lock up
CRASH	Yes
PROPERTY DAMAGE	Yes
INJURIES	0
FATALITIES	0
DESCRIPTION	The owner reported that he was driving to the dealer because he was having issues with the steering, when he went off the road and hit some trees because the vehicle continued to drift right even though he was steering to the left.
ANALYSIS	FCA US' inspection of the vehicle ¹ revealed that there is no indication a steering related condition caused or contributed to the accident. The damage to the steering and suspension components was found to be impact damage. The insurance company involved declared the vehicle a total loss. No injuries were reported. Based upon the facts known to date, there is no indication that this incident was the result of a design or manufacturing defect in the subject vehicle.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER #	██████████
FILE TYPE	Non-Binding Arbitration
FILE NAME	████████████████████
CAIR #	N/A
DATE OF INCIDENT	N/A
DATE OF NOTICE	3/15/16
MODEL/MODEL YEAR	2015 Ram 2500 St Crew Cab 4x4
VIN	████████████████████
MILEAGE	4,342 miles
OWNER	████████████████████ ██████████ Georgetown, TX ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Steering; Component-Not Specified; Alignment
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	The owner visited the dealership four times for a complaint regarding the steering wheel. On ██████████ at 4,342 miles, the owner reported the vehicle drifted right on the highway, and the technician performed a toe adjustment and centered the steering wheel. On ██████████ at 5,984 miles, the dealer centered the steering wheel again. On ██████████ at 20,582 miles, the owner reported the steering wheel was off 180 degrees. The dealer technician noted a loose drag link and damaged threads. The drag link was replaced, and the steering wheel was centered. On ██████████ at 21,083 miles, the owner reported a sway in the steering wheel. The dealer technician torqued all suspension components and body bushing, tightened loose grill guard mounting bolts, replaced the left front shock, checked the alignment and adjusted the caster.
ANALYSIS	FCA US did not inspect the subject vehicle.

MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	██████████████████
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	7/14/17
MODEL/MODEL YEAR	2015 Ram 3500 Slt Crew Cab 4x4
VIN	██████████████████████████████
MILEAGE	45,935 miles
OWNER	██████████ ██████████████████████ Los Angeles, CA 9██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Steering; Steering Wheel/Column; Alignment
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	The owner visited the dealership three times for a steering wheel concern. On ██████████ at 34,857 miles, the customer reported the steering wheel was off center. The technician inspected the steering column and found it was properly installed with all bolts torqued and secured. An alignment was performed. On ██████████ at 45,935 miles, the customer reported he lost steering while driving. The technician found the ball joint was broken off at the drag link to the steering knuckle. The technician installed a new drag link and adjustment sleeve and performed an alignment. ██████████ at 46,455 miles, the customer reported the steering wheel was upside down. The technician centered the steering wheel, torqued loose locking nuts on the drag link, and performed an alignment.
ANALYSIS	FCA US did not inspect the subject vehicle.

MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	██
CAIR #	N/A
DATE OF INCIDENT	N/A
DATE OF NOTICE	1/13/16
MODEL/MODEL YEAR	2014 Ram 2500 St Crew Cab 4x4
VIN	██
MILEAGE	11,769 miles
OWNER	████████████████████ ████████████████████ Santa Rosa, CA ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Steering; Steering Wheel/Column; adjuster nut Steering; Component-Other; track bar nut
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	On ██████████ at 11,769 miles, the owner visited the dealer reporting that the front steering wheel adjuster nut kept loosening up while driving causing the vehicle to go out of alignment. The dealer technician replaced the front track bar, the jam nuts, tie rod and outer drag link.
ANALYSIS	FCA US did not inspect the subject vehicle.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	2/13/2019
MODEL/MODEL YEAR	2017 Ram 2500 Laramie Mega Cab 4x4
VIN	[REDACTED]
MILEAGE	17,878
OWNER	[REDACTED] Montgomery, AL [REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Steering; Steering Wheel/Column; Performance
CRASH	Yes
PROPERTY DAMAGE	Yes
INJURIES	0
FATALITIES	0
DESCRIPTION	Owner stated that the front drag link was separating which caused him to lose control of his vehicle and hit a guardrail. He stated that at the time of the accident he noticed both lock nuts on the drag link were backed off and he felt that was what caused this incident. He stated that the left side of the vehicle went off the edge of the road and he was afraid to pull the vehicle back onto the road because he felt it might cause a roll over situation.
ANALYSIS	The owner advised that he had an alignment performed at a Firestone shop prior to the inspection, so a proper inspection could not be performed. FCA US' inspection of the vehicle ¹ revealed that the steering linkage was tight and in place with no issues. Based upon the facts known to date, there is no indication that this incident was the result of a design or manufacturing defect in the subject vehicle.

¹ This inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

MATTER #	██████████
FILE TYPE	Non-Binding Arbitration
FILE NAME	████████████████████
CAIR #	N/A
DATE OF INCIDENT	N/A
DATE OF NOTICE	12/13/17
MODEL/MODEL YEAR	2016 Ram 2500 Laramie Crew Cab 4x4
VIN	████████████████████
MILEAGE	6,163 miles
OWNER	████████████████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Steering; Steering Wheel/Column-Tilt
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	<p>The owner visited the dealership five times for a complaint regarding the steering wheel. On ██████████ at 6,163 miles, the owner reported the steering wheel was off center and the vehicle swayed to the right. The technician performed an alignment and centered the toe and the steering wheel. On ██████████ at 6,484 miles, the owner reported the steering was off center to the left. The technician centered the steering wheel. On June 16, 2017 at 8,870 miles, the owner reported the steering was off center to the left. The technician performed a two wheel alignment. On ██████████ at 10,824 miles, the owner reported that when braking and driving, the vehicle pulls to right. The technician noted the right front steering track bar lock nut was loose and the ball joints had play. The technician replaced the right front steering track bar and performed a two wheel alignment. On ██████████ at 11,160 miles, the owner reported that the vehicle pulls to the right. The steering linkage nut and socket were replaced.</p>
ANALYSIS	FCA US did not inspect the subject vehicle.

MATTER #	██████████
FILE TYPE	Non-Binding Arbitration
FILE NAME	████████████████████
CAIR #	N/A
DATE OF INCIDENT	N/A
DATE OF NOTICE	11/21/16
MODEL/MODEL YEAR	2016 Ram 3500 St Crew Cab 4x4
VIN	████████████████████
MILEAGE	6,759 miles
OWNER	██████████ ██████████ Vicksburg, MS ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Steering; Component-Not Specified; Alignment
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
DESCRIPTION	The owner visited the dealership three times for a complaint regarding the steering wheel. On ██████████ at 6,759 miles, the owner reported that the steering wheel was off center. The technician tightened the loose steering linkage. On ██████████ at 7,471 miles, the owner reported the steering wheel turned on its own. The technician aligned the front end. When the owner reported that the wheel was off center on ██████████. The dealer found no problem with the steering wheel at that time.
ANALYSIS	FCA US did not inspect the subject vehicle.