

## EA19-004 KEYWORD SEARCH CRITERIA

Model Year(s)	Vehicle Family (ies)
2013-2018	Ram 2500 & 3500 4x2 or 4x4
	(remedied under 19V-021) as of July 25, 2025

Column 1		Column 2		Column 3
Drag link		Backed off		Monroney
Nut		Broke		Build Sheet
Lost steering		Broken		
Steer		Break		
Steering linkage		Loose		
Tie rod		Failure		
Steering adjuster	And	Separation	But Not	
Tierod		Snapped		
Weld		Loss		
		Apart		

### Categorization Criteria

#### **Responsive:**

Subject vehicles: all MY 2013-2018 Ram 2500 and 3500 vehicles, equipped with either a “4x2 style” drivetrain or a “4x4 style” drivetrain that has been remedied under Recall No. 19V-021 and manufactured for sale or lease in the United States, including, but not limited to, the District of Columbia, and current U.S. territories and possessions.

Alleged Defect - Separation of steering linkage at the drag link adjuster resulting in loss of steering control or loosening of either or both jam nuts at the adjuster.

**Maybe Responsive:** Loss of steering control due to unknown cause.

**Not Responsive:** Loss of steering control unrelated to loosening of either or both jam nuts at the drag link adjuster.

Other examples include:

- Broken jam nut welds
- Reimbursement claims for prior drag link repair
- Collateral damage to other components due to drag link or repair
- Customer not satisfied with weld repair; wants replacement of drag link
- Customer states cannot align vehicle due to weld repair