



***SAFETY RECALL K36  
REAR AXLE FLUID DRAIN-BACK FLOW RESTRICTOR***

Dear: (Name)

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

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2011 model year Ram 1500 series trucks**.

***The problem is...*** **The rear axle pinion bearing on your truck (VIN: xxxxxxxxxxxxxxxxxxxx) may not receive adequate lubrication under certain driving conditions. This lack of lubrication condition could cause the pinion bearing to seize and cause a loss of vehicle control and/or a crash without warning.**

***What your dealer will do...*** **Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will install a pinion bearing fluid drain-back flow restrictor and a new axle cover with a revised fluid fill level access hole. The work will take about 1½ hours to complete. However, additional time may be necessary depending on service schedules.

***What you must do to ensure your safety...*** Simply **contact your Chrysler, Jeep, Ram or Dodge dealer** right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**

***If you need help...*** If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at [www.dodge.com/ownersreg](http://www.dodge.com/ownersreg).

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

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 call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations  
Chrysler Group LLC  
Notification Code K36

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.