



**SAFETY RECALL K28  
LEFT TIE ROD END**

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 **2008 through 2011 model year 4500/5500 series Ram Trucks**.

***The problem is...*** **The left outer tie rod end on your truck (VIN: xxxxxxxxxxxxxxxxx) may fracture due to a misalignment condition. Under certain driving conditions, this may lead to a weakening and eventual fracture of the left outer tie rod ball stud. A fractured tie rod end could cause a loss of directional stability and 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 replace the left tie rod end and set toe using a tie rod end inclinometer tool. The work will take about one hour 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, 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 K28

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