



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

July 11, 2011

MR. DAVID DILLON
SENIOR MANAGER
CAMPAIGN AND INVESTIGATIONS
CHRYSLER GROUP LLC
800 CHRYSLER DRIVE CIMS-482-00-91
AUBURN HILLS, MI 48326-2757

NVS-215dgl
11V-350

Subject: OUTER TIE ROD FAILURE

DEAR MR. DILLON:

This letter serves to acknowledge Chrysler Group LLC's (Chrysler) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the vehicles listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

DODGE/RAM 1500/2008

DODGE/RAM 2500/2003-2011

DODGE/RAM 3500/2003-2011

Mfg's Report Date: June 6, 2011

NHTSA Campaign Number: 11V-350

Components: STEERING: LINKAGES: TIE ROD ASSEMBLY

Potential Number of Units Affected: 242,780

Summary:

CHRYSLER IS RECALLING CERTAIN MODEL YEAR 2008-2011 DODGE RAM 2500/3500 4X4, MANUFACTURED FROM FEBRUARY 14, 2008, THROUGH MARCH 28, 2011; MODEL YEAR 2008-2011 DODGE RAM 3500 CAB CHASSIS 4X2, MANUFACTURED FROM FEBRUARY 14, 2008, THROUGH MARCH 28, 2011; AND MODEL YEAR 2008 DODGE RAM 1500 MEGA CAB 4X4, MANUFACTURED FROM FEBRUARY 14, 2008, THROUGH AUGUST 15, 2008. BECAUSE THE LEFT TIE ROD BALL STUD MAY FRACTURE.. THIS CONDITION TENDS TO OCCUR DURING LOW SPEED PARKING LOT TYPE MANEUVERS WHEN THE CUSTOMER IS MAKING A TIGHT TURN. ADDITIONALLY, MODEL YEAR 2003-2008 DODGE RAM 2500/3500 VEHICLES MAY HAVE RECEIVED THE AFFECTED TIE ROD ASSEMBLY AS A REPLACEMENT PART DURING NORMAL SERVICE.

Consequence

THIS CONDITION COULD RESULT IN THE POTENTIAL LOSS OF DIRECTIONAL STABILITY IN THE LEFT HAND FRONT WHEEL, INCREASING THE RISK OF A CRASH.

Remedy:

DEALERS WILL INSPECT THE TIE ROD ENDS FOR RELATIVE ORIENTATION AND REPLACE THE LEFT OUTER TIE ROD AS REQUIRED AND PERFORM A FRONT END TOE ALIGNMENT AS NEEDED. THIS SERVICE WILL BE PERFORMED FREE OF CHARGE. THE MANUFACTURER HAS NOT YET PROVIDED AN OWNER NOTIFICATION SCHEDULE. OWNERS MAY CONTACT CHRYSLER AT 1-800-853-1403.

Notes:

CHRYSLER'S CAMPAIGN NUMBER IS L16. OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

Please provide the following additional information and be reminded of the following requirements:

You are required to provide an estimated date including month, day, and year, when you will send notifications to owners, dealers, and distributors as soon as it becomes available. Please be reminded that it is expected owners will be notified of a safety defect in their vehicles within 60 days of a manufacturer's notification to NHTSA of a safety defect in those vehicles.

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within 30 days after the close of the calendar quarter in which the campaign was initiated. Thereafter, quarterly reports will be due on or before 30 days after close of the calendar quarter.

Your contact for this recall will be Delia Lopez who may be reached by phone at 1-202-366-9525, or by email at Delia.lopez@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jennifer Timian', with a horizontal line extending to the right.

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigation
Enforcement