

**N08, N49 & R16 Recall Customer Handling Guidelines**  
**August 20, 2015**

**Eligible Vehicles**

Only unremedied (Incomplete Status) as of July 24, 2015 for the following recalls:

- **N08** - The rear axle pinion nut on the vehicle may loosen due to undersized pinion shaft splines. A loose pinion nut could cause the rear axle to seize or cause the driveshaft to separate resulting in a loss of motive power.
  - 2009-2012 Ram 1500 trucks manufactured from Feb. 27, 2008, through June 30, 2009, and from Dec. 1, 2009, through Oct. 20, 2011
  - 2009-2011 Dodge Dakota trucks manufactured from Feb. 27, 2007, through June 30, 2009, and from Dec. 1, 2009, through Sept. 30, 2011
  - 2009 Chrysler Aspen trucks manufactured from Jan. 3, 2008, through Dec. 18, 2008
  - 2009 Dodge Durango trucks manufactured from Jan. 3, 2008, through Dec. 18, 2008.
  
- **N49** - The left tie rod ball stud on the truck may fracture under certain driving conditions.
  - 2008-2012 MY Ram 2500 4x4 and 3500 4x4 trucks
  - 2008-2012 Dodge Ram 3500 4x2 Cab Chassis
  - 2008 Dodge Ram 1500 Mega Cab 4x4 vehicles
  
- **R16** - The left tie rod ball stud on the truck may fracture under certain driving conditions.
  - 2008-2012 Ram 4500 and 5500 trucks manufactured from Feb. 20, 2007, through Dec. 22, 2012

## Customer Options

Eligible customers will have their choice of **only** 1 of 3 options.

1. **Complete the recall** and receive a \$100 Visa Prepaid Card
2. **Receive a repurchase** offer at Fair Market Value plus 10%
  - a. September 1, 2015 Customers can go to [fcarecall.com](http://fcarecall.com) to see their estimated repurchase value
  - b. Cost of Vehicle Modifications are excluded unless verification provided showing modification was part of the original purchase
  - c. October 1, 2015 Customers can contact their dealership to arrange for an inspection
    - i. Dealers will be instructed to call a third party administrator to arrange for an inspection appointment
    - ii. At Inspection, final offer will be presented to customer
    - iii. Customer has three options
      1. Complete vehicle recall and receive \$100 Prepaid Card
      2. Accept repurchase offer
      3. Through January 4, 2016 work with dealer to trade in vehicle utilizing the Trade In Bonus Incentive (see Option 3)
3. **Trade In Offer** (Available August 20, 2015 – January 4, 2016)
  - a. Customer works with dealer to establish trade value
  - b. Dealer takes in the trade, in conjunction with new vehicle sale
  - c. Customer receives all current applicable incentives Plus \$2,000 Bonus Incentive on Ram Brand products or \$1,000 Bonus Incentive for Chrysler, Jeep, Dodge or Fiat products (some exclusions apply – reference Incentive Program Rules)

## **Dealer Handling Guidelines**

### **Option 1 Customer Completes Recall and Receives \$100 Visa Prepaid Card**

- Dealer completes recall and submits recall claim
- Dealer provides customer Repair Order
- Customer will be able to retrieve the Prepaid Card Redemption Form via [fcarecall.com](http://fcarecall.com) website or contact Customer Care at 866-814-1480
- Dealers can also obtain Prepaid Card Redemption Form on DealerConnect under the Service Tab/Repair Information
- Customer submits paperwork to Program Administration to receive \$100 Visa Prepaid Card
  - o Program Administration information is available on the Prepaid Card Redemption Form
  - o Customers are eligible for Prepaid card if recall was completed on or after July 24, 2015

### **Option 2 Customer Repurchase**

- Instructions for dealer handling will be provided at a later date when finalized

### **Option 3 Trade Assistance Incentive**

- Refer to Incentive Rules for Program 39CGJ
- Dealer works with customer to establish trade value
- Dealer takes in the trade, in conjunction with new vehicle sale
- Dealer completes recall immediately upon trade in, and submits recall claim
- Dealer claims incentive money after recall claim is entered and validated in Warranty System
- If customer orders a new vehicle
  - o Dealer must perform the recall prior to releasing vehicle back to the customer
  - o Incentive Sold Order Protection Rules will apply