



March 7, 2014

TO: CHRYSLER GROUP DEALERSHIPS
ATTN: DEALER PRINCIPAL, SERVICE MANAGER, PARTS MANAGER & GENERAL MANAGER

SUBJECT: PART NUMBER CBUEN491AA STEERING LINKAGE PACKAGE

The purpose of this communication is to provide an update on the parts situation for part # **CBUEN491AA** and the affected Recalls N49 and N62.

Recall N49 – 2008-2012 DR/DH/D1/D2/DJ/DC/DD (RAM Truck) Safety Recall N49 / NHTSA 13V-529 Left Outer Tie Rod Assembly: The parts are the same as those needed for Recall N62, and there is an order restriction on the parts.

Recall N62 – 2003-2008 DR/DH/D1/D2/DJ/DC/DD (RAM Truck) Safety Recall N62 / NHTSA 13V-528 Left Outer Tie Rod Assembly: The parts are the same as those needed for Recall N49, and there is an order restriction on the parts.

Status:

We are investigating a concern regarding difficulty to install the part allegedly due to the misalignment of the ball stud. Based on this investigation, we are in the process of re-certifying the part and developing a new part number which will be applicable to the aforementioned recalls.

The tie rod ends are being re-certified and a new part number is being developed. Re-certified parts are expected to be available for distribution to dealers in limited quantities beginning the week of April 14, 2014. We will update you if there are any changes.

Please inform customers that every effort is being made to expedite the investigation and re-certification of the parts to make them available to complete the open recalls.

There is an inspection procedure available: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the applicable service procedure N49 or N62). Vehicles found with original style steering linkage can be immediately returned to the customer.

We will continue to provide communication and updates as information and statuses change. Thank you for your understanding and cooperation as we work through this situation.

Reminder: On February 27, 2014 Chrysler sent dealers the following request to return dealer inventory CBUEN491AA Steering Linkage Package to Facing PDC using Return Code 02, before March 21, 2014.

This email was distributed to the following dealership mailboxes:
Parts, Service, General, Dealer Principal, Sales

Immediately return following part number: CBUEN491AA for quality verification. The replacement part number is: CBUEN491AA with orange stripe for certification.

Please return parts back to your Facing PDC using Return Code 02, before March 21, 2014. Replacement inventory will be available soon.

Direct all questions via email to: KG228@CHRYSLER.COM.

