



July 28, 2015

Attention: All Field and Dealership Personnel

Subject: FCA/NHTSA Consent Agreement - Handling Customer Repurchase Inquiry for N08/N49/R16

Recall	Population
N08 Rear Axle Pinion Nut	2009 - 2012 (DS) RAM Truck (1500 series) 2009 - 2012 (ND) Dodge Dakota 2009 (HB) Dodge Durango 2009 (HG) Chrysler Aspen <i>This recall applies only to the above vehicles equipped with a 9.25 rear axle (sales code DRB) or a C235 rear axle (sales code DRN)</i>
N49 Left Outer Tie Rod Assembly	2008 (DH) Dodge RAM Truck (1500 series 4x4 Mega Cab) 2008 - 2009 (DH) Dodge RAM Truck (2500 / 3500 series 4x4) 2008 - 2009 (D1) Dodge RAM Truck (3500 series 4x4) 2010 - 2012 (D2) Dodge RAM Truck (3500 series 4x4) 2010 - 2012 (DJ) Dodge RAM Truck (2500 series 4x4) 2008 - 2010 (DC) Dodge RAM Truck (3500 Cab Chassis) 2011 - 2012 (DD) Dodge RAM Truck (3500 Cab Chassis) <i>This recall applies only to the above vehicles built between February 14, 2008 and December 22, 2012 (MDH 021400 through 122218)</i>
R16 Steering Linkage	2008 - 2010 (DM) RAM Truck (4500/5500 Cab Chassis) 2011 - 2012 (DP) RAM Truck (4500/5500 Cab Chassis) <i>This recall applies only to the above vehicles built from February 20, 2007 through December 22, 2012 (MDH 022009 through 122210)</i>

Customer Verbiage

"FCA US and NHTSA have signed a consent agreement which includes the requirement to offer a buyback of certain eligible vehicles that are included in recalls N08, N49 and R16. This will only include vehicles that have not yet been repaired under these recalls."

"Vehicles that have already been repaired under N08, N49 and R16 are not eligible for repurchase."

"If you have already had your vehicle repaired, no action is required at this time."

"Customers who have not had their vehicles remedied will have the option of having the recall repair performed or having their vehicle repurchased. This offer will be extended to current owners, regardless of position of ownership (including second owner, third owner, etc.). The offer will not include any allowance for modifications or upgrades made to the vehicle, i.e. tow bed, lift/winch kit, etc.)"

"The details of the repurchase of these vehicles will be defined in the coming weeks, and all customers whose vehicles are included in these populations will be contacted, by mail in the next 60 days."

Note: Details regarding process and/or mechanism for handling repurchase are currently being finalized. Affected owners who have NOT had N08, N49 and R16 repairs completed will be contacted in the next 60 days with details.

Note: Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding N08, N49, and R16 inquiries. There is no additional information that CAC can provide at this time. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.

