

VEHICLE SAFETY OFFICE > Safety Recall

Equipment Safety Recall U40 – Mopar Gooseneck Ball Kit - Dealer Notification - Interim Owner Letter

By **Vehicle Safety Office** on Friday, June 22, 2018

Equipment Safety Recall U40 – Mopar Gooseneck Ball Kit

The above equipment recall interim owner letter including maintenance and use instructions has been mailed to equipment owners. Please review the attached interim owner letter and maintenance and use instructions to familiarize yourself with this issue.

Equipment Safety Recall U40 – Mopar Gooseneck Ball Kit

NOTE: The interim owner letter mailing for this recall began on 06/21/2018, in compliance with customer notification requirements.

Please take the time to ensure that your personnel are prepared to execute a customer friendly process for involved equipment owner inquiries.

Thank you,
Customer Services Field Operations
FCA US LLC

ATTACHED: U40 Combo Interim I-sheet.pdf

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

U40/NHTSA 18E-028

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

1. Wait for FCA US to contact you again, by mail, with a follow-up recall notice when remedy parts are available
2. Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can sign you up to be notified when remedy parts become available, or answer any other questions you may have

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall U40.

IMPORTANT SAFETY RECALL

Mopar Gooseneck Ball Kit

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain aftermarket Mopar gooseneck ball kits.

WHY DOES MY VEHICLE NEED REPAIRS?

FCA records indicate that you may have purchased an aftermarket Mopar gooseneck ball kit for your vehicle ^[1]. Some Mopar Gooseneck Ball Kits may have retention balls that do not fully seat into the receiver plate and lock into position. See enclosed "Gooseneck Ball Use and Maintenance Instructions." When this occurs, the operator can move the shuttle to the locked position, removing tension on the pin, indicating the gooseneck ball is locked in place when it is not. **When the retention balls are not fully seated in the receiver plate and locked into position, the gooseneck ball may become detached from the truck mounting hardware while driving and pulling a trailer, allowing movement of the gooseneck trailer hitch in the truck bed, which could potentially cause a loss of vehicle control and can cause a vehicle crash without prior warning.**

Safety devices such as chains, which are required by the Federal Motor Carrier Safety Act and the Vehicle Owner's Manual, if properly used, should prevent the gooseneck hitch from fully detaching from the vehicle.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

The remedy for this condition is not currently available. We are making every effort to finalize the remedy and obtain parts as quickly as possible, and will service your vehicle free of charge (parts and labor).

FCA US will contact you again, by mail, with a follow-up recall notice when the remedy and/or parts are available. Once you receive your follow-up notice, simply contact your Chrysler, Jeep®, Dodge or RAM dealer right away to schedule a service appointment ^[2]. Additional options for your next steps are included on the left side of this notification. We appreciate your patience.

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online ^[3]. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
FCA US LLC



Mr. Mrs. Customer
1234 Main Street
Hometown, MI 48371

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] 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 you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to safercar.gov.

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

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



Gooseneck Ball Use and Maintenance Instructions

82213631, 82213632



The following use and maintenance instructions will ensure long years of safe operation of your Gooseneck Ball.

Gooseneck Receiver Inspection Before Each Use

- 1) If installed, remove gooseneck ball from the gooseneck receiver.
- 2) Visually inspect all surfaces and raceway of the gooseneck receiver hitch (see Figure 1). Check for a) dirt, buildup, or debris, b) damage or deep scoring.
- 3) Wipe any dirt, build up, or debris from the gooseneck receiver.
- 4) Apply a light amount of Mopar Multi-Purpose Grease 05083150AA or equivalent to the hitch inner diameter and raceway.

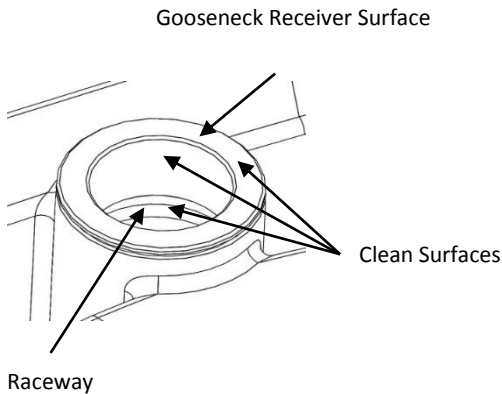


Figure 1: Receiver Hitch

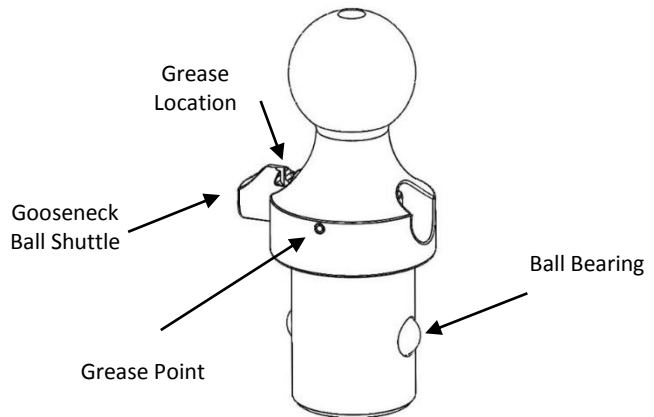
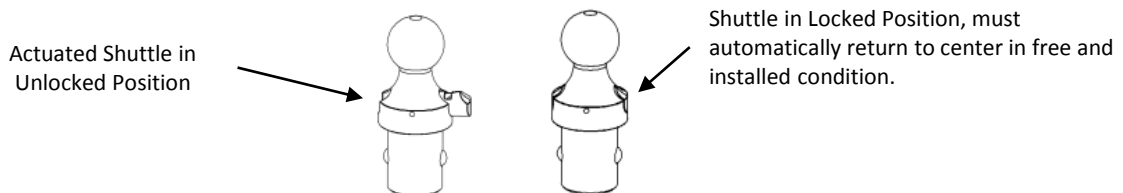


Figure 2: Gooseneck Ball

Gooseneck Ball Inspection Before Each Use

- 1) If installed, remove gooseneck ball from gooseneck receiver.
- 2) Wipe any dirt, buildup, or debris from the external surfaces of the gooseneck ball.
- 3) Inspect for obvious wear or damage.
- 4) Actuate the gooseneck ball shuttle to ensure a) the shuttle operates smoothly, b) the ball bearings recede with actuation, c) the shuttle automatically springs back to the locked position, and d) it does not have side-to-side free-play greater than 1\16".
- 5) Apply a light amount of Mopar Multi-Purpose Grease 05083150AA or equivalent to the gooseneck ball diameter.



WARNING: DISCONTINUE USE IMMEDIATELY IF SHUTTLE DOES NOT AUTOMATICALLY SPRING BACK TO LOCKED POSITION WHEN IN HITCH! DO NOT FORCE OR MANUALLY ADJUST SHUTTLE!

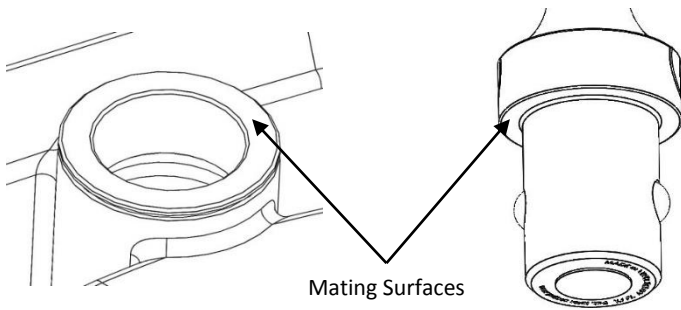


Gooseneck Ball Use and Maintenance Instructions

82213631, 82213632



- 5) Install the gooseneck ball in the already inspected receiver taking care that, a) the gooseneck ball sits flush with the receiver hitch and mating surfaces (Figure 3), b) the shuttle operates smoothly, c) the shuttle automatically springs back to the locked position and d) the shuttle does not have side-to-side free-play greater than $1/16$ ".
- 6) Finally, complete a 25lb vertical pull test by pulling up on the installed gooseneck ball (Figure 4.)



Mating Surfaces

Figure 3:

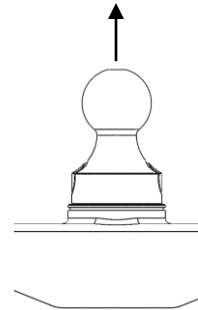


Figure 4:

Gooseneck Ball Periodic Maintenance Instructions

The gooseneck ball should be stored when not in use. Periodically monitor the product for any change in gooseneck ball shuttle sliding force, spring back or ball bearing function per inspection instructions. Periodic maintenance for the gooseneck ball:

- 1) Using a shop rag, remove any dirt, buildup, or debris from the locations shown in Figure 2.
- 2) Using the gooseneck ball grease point shown in Figure 2, spray using Mopar[®] Spray White Lube with Lithium or equivalent (2-3 shots should be sufficient.)
- 3) Push the shuttle completely over to one side and then spray using Mopar[®] Spray White Lube with Lithium or equivalent into the shuttle cavity as shown in Figure 2.
- 4) Repeat the same procedure for the other side of the shuttle.
- 5) Function the shuttle several times in both directions.
- 6) Remove from Hitch when not in use.

Place in
glovebox

WARNING: DISCONTINUE USE IMMEDIATELY IF SHUTTLE DOES NOT AUTOMATICALLY SPRING BACK TO LOCKED POSITION WHEN IN HITCH! DO NOT FORCE OR MANUALLY ADJUST SHUTTLE!