



New Safety Recall Advanced Communication – U23

FCA US LLC (FCA US) has announced a safety recall on certain 2018 model year (VM) RAM ProMaster City vehicles equipped with hydraulic rack-and-pinion steering.

VINs identified as being involved in this campaign are currently live and searchable.
Stop sale is in effect for the above-identified vehicles.

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Involved vehicles can be determined by using the VIP inquiry process.

REASON FOR THIS SAFETY RECALL

Some of the above vehicles equipped with hydraulic rack-and-pinion steering gears may have been built with a casting defect. This casting defect may result in a crack and loss of hydraulic fluid potentially resulting in sudden increased steering efforts. If a casting defect exists in the steering gear housing, the driver may observe noise while steering, potential loss of steering fluid, and increased steering efforts. A sudden increase in steering efforts could result in a vehicle crash without prior warning.

SERVICE ACTION

FCA US will conduct a voluntary safety recall to inspect the steering gear housing for cavity #7 markings and replace the rack-and-pinion assemblies with those markings produced between October 2, 2017, and October 8, 2017 and installed on vehicles produced between January 29, 2018 and February 20, 2018. Dealers will be notified of the launch of this safety recall by way of established communication methods. This recall is estimated to launch in 2nd Quarter of 2018.

We ask that you please take the time to ensure that your personnel are aware of this communication and are prepared to execute a customer friendly process for inquiries regarding involved vehicles.

Customer Services Field Operations
FCA US LLC