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## **New Safety Recall Advanced Communication – U04**

FCA US LLC (FCA US) has announced a regional zone safety recall on certain 2009 through 2012 model year (DS) RAM 1500 Pickup vehicles.

Please refer to the Dealer Policy Manual on regional recalls (excerpt provided below) for further details.

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**

The front fuel tank strap frame “T -Slot” bracket on the above-mentioned vehicles may corrode permitting the front fuel tank strap to detach. With the front fuel tank strap detached, the rear strap primarily secures the fuel tank, however, the front of the fuel tank may be allowed to lower several inches. Detachment of the front fuel tank strap could potentially allow the front of the fuel tank to make contact with the ground, increasing the risk of a fuel leak. A fuel leak in the presence of an ignition source could result in a fire.

### **SERVICE ACTION**

FCA US will conduct a voluntary safety recall to install a fuel tank strap reinforcement bracket on all of the above-involved vehicles. If the fuel tank strap is found to be disconnected from the original frame bracket, the front and rear fuel tanks straps as well as the locking nuts, will be replaced. 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.**

### **REGIONAL SERVICE AND RECALL CAMPAIGN POLICY**

FCA US may conduct a geographically limited service or recall campaign when data and other information clearly indicate the occurrence of a condition is limited to recurring or prolonged exposure to environmental factors found only in certain regions of the country (e.g., extreme temperatures, use of road salt, other environmental factors or combinations of factors, etc.).

Some vehicles, not originally sold or currently registered in the selected region, may experience the same condition that is the subject of the limited service or recall campaign (e.g., vehicles located in “border states”, vehicles regularly driven in states included in the recall, etc.). If a vehicle exhibits such a condition, refer to the subject Recall, CSN or Warranty Extension and verify the vehicle meets all of the following 3 criteria:

- The vehicle built date falls within the built date range identified on the service or recall campaign notice; and
- The vehicle is identical (year, model, make, sales codes, etc.) to the vehicles identified on the service or recall campaign notice; and
- The vehicle exhibits the same condition(s) that is identified on the service or recall campaign notice.

For vehicles that meet all the above 3 criteria, the Dealer must perform the service or recall campaign work at “No Cost” to the customer. All decisions authorized by Dealership Management must be properly documented on the repair order including Service Management initials, date and reason for the repair.

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