

Remedy Timeline for the U04 Safety Recall

By **Mopar** on Tuesday, May 01, 2018



REMEDY TIMELINE FOR U04 SAFETY RECALL

FUEL TANK FRAME BRACKET FOR 2009 - 2012 RAM TRUCKS

Please refer to the below timeline as it relates to the regional **U04** Safety Recall (Fuel Tank Frame Bracket) on Ram 1500.

U04 SERVICE REPAIR TIMELINE

The U04 recall is a regional recall and customers located in the "salt belt" states will be notified. This recall replaces the previous TSB 14-002-18. Customers impacted by the U04 Safety Recall are being notified in a phased approach. Please see the customer notification timeline below.

VEHICLE MODEL YEAR	RECALL STATUS
2009 MY	Customer Notification launching on 5/2/2018
2010 - 2012 MY	Customer notification estimated mid June, 2018

Parts supply for the remedy is limited at this time. It is imperative that the focus of any outreach is directed to 2009 vehicle owners at this time. Customers with 2010 - 2012 MY vehicles are not a part of active FCA outreach, and should not be included in dealership outreach until owner mailers occur mid-June.

Please utilize normal service diagnosis procedures for complaints outside of the recall concern.

REGIONAL RECALL HANDLING

Please reference the below information from the dealer policy manual regarding the handling of customers within a regional recall. As stated earlier, customers within "salt belt" states are being notified. For a list of the states that are included in the "salt belt" please reference the recall service instructions.

"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.

U04 PARTS AVAILABILITY

Please find below the part numbers, their usage and ordering information below.

PART	USAGE	ORDERING
68418923AB - Fuel Tank Reinforce Bracket	1 per VIN	2 in 7 days restriction
06104717AA - Flange Nut	2 per VIN	200 every 30 days restriction
04443633 - Primer	1 per 25 VINs	Standard ordering
04443609 - Paint	1 per 25 VINs	Standard ordering
CCVJU041AA - Fuel Tank Strap	Inspect & replace if required	Dealer group size restriction

FCA appreciates your support in this campaign!