

U74 Safety Recall - Tailgate LatchBy **Mopar** on Wednesday, September 26, 2018

SEPTEMBER 2018



U74 SAFETY RECALL - TAILGATE LATCH

REVISED DEALER INSTRUCTIONS & RECALL RELATED LOP UPDATE

Please refer to the below information as it relates to the U74 Safety Recall (Tailgate Latch) on various 2015 – 2017 Ram Trucks vehicles.

REVISED DEALER INSTRUCTIONS

The original dealer instructions for U74 campaign published on September 14th, 2018 did not include Recall Floor Plan Reimbursement Policy (RFPRP) calculations for dealer unsold inventory. Revised dealers instructions are now available to include RFPRP calculations. Please note, while the U74 remedy did **not** change, revised dealer instructions are now updated to include the Floor Plan reimbursement Labor Operation and calculations.

For dealers that submitted, and have a paid U74 claim already, those dealers will need to submit a continuation claim for the appropriate amount of days, up to 43 maximum. Please note, this LOP (95-95-95-97) is to be used in the Special Service area of the claim and dealers should input "R" for continuation claim type.

RECALL RELATED LOP

We are aware that a number of vehicles in this campaign have experienced additional (consequential) damage due to the recall failure. For help with processing, please refer to page 59 of the Warranty Administration Manual (WAM) or the instructions in Warranty Information Center (WIC) article 1730, below:

The screenshot shows the Mopar Warranty Information Center interface. At the top, there are navigation tabs: "Find Answers", "Ask a Question", "Live Chat", "LOP Related Inquiries", "Request for Labor Time Study", and "My Stuff". Below the tabs is the Mopar logo and the text "Warranty Information Center". A search bar is present with a dropdown menu for "Limit by product" (set to "Select a product") and a text input field for "Find the answer to your question" containing the number "1730". A "Search" button is to the right of the input field. Below the search bar, it says "Results 1 - 1 of 1 for 1730". The main content area displays a link for "Claim Entry Guidelines- Related (consequential/collateral) Repairs for Recall" and a brief description: "In cases when additional parts and labor are required for repairs not in the scope of the recall, dealerships must follow the process outlined below prior to performing the consequential...". At the bottom left of the content area, it says "Date Updated: 05/16/2018".

FCA appreciates your support!