

This notice applies to your vehicle.

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

U88/NHTSA 18V-556

LOGO

VEHICLE PICTURE

FOR RECALL QUESTIONS

- 1. RECOMMENDED OPTION**  
Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership
- 2. Call the FCA Recall Assistance Center at 1-800-853-1403.** An agent can confirm if there are any recall repairs which must be performed on your vehicle
- 3. Visit our Recall Website,** [recalls.mopar.com](https://recalls.mopar.com) or scan below.

QR Code

You can find your nearest dealer and review all your scheduling options from this website. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

#### DEALERSHIP INSTRUCTIONS

Please reference Safety Recall U88.

# IMPORTANT SAFETY RECALL

## Rear Axle Fluid Level

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 [2018-2019 MY (DS) RAM 1500 Pickup] vehicles.

The rear axle assembly on your truck <sup>[1]</sup> may have an inadequate oil level which may cause the axle gears and bearings to generate excessive heat and wear, create a whine or growling noise, and the rear axle may fail prematurely. A rear axle assembly that fails prematurely may result in a loss of motive power, and may cause the rear axle to seize. **Operating the truck with an inadequate rear axle oil level will result in rear axle gear noise (whine or growling) as a warning prior to rear axle failure. If this warning is not heeded, vehicle crash can occur.**

#### YOUR VEHICLE HAS ALREADY BEEN REMEDIED

According to our service records, the rear axle oil level on your vehicle has already been inspected and the rear axle was replaced if found with no, or low, oil. Therefore, your vehicle has been remedied and this safety recall does not need to be performed.

**This notification is provided for your records only. There is nothing more that you need to do.**

#### WHAT IF I HAVE QUESTIONS REGARDING THIS RECALL?

If you believe the water pump on your vehicle <sup>[2]</sup> has not been installed or have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either [fcarecalls.com](https://fcarecalls.com) or 1-800-853-1403.

#### 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](https://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[3]</sup> Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

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](http://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.