



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

February 14, 2019

Ms. Jennifer Shute  
Sr Mgr Safety Recall Execution  
Chrysler (FCA US LLC)  
800 Chrysler Drive  
CIMS 482-00-91  
Auburn Hills, MI 48326

NEF-150SS  
19V-021

**Subject:** Steering Linkage may Separate

Dear Ms. Shute:

This letter serves to acknowledge Chrysler (FCA US LLC)'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

RAM/2500/2014-2017  
RAM/3500/2013-2017

**Mfr's Report Date:** January 25, 2019

**NHTSA Campaign Number:** 19V-021

**Components:**

STEERING:LINKAGES:LINK:DRAG:CONNECTION

**Potential Number of Units Affected:** 573,876

**Problem Description:**

Chrysler (FCA US LLC) is recalling certain 2013-2017 Ram 3500 and 2014-2017 Ram 3500 Chassis Cab and Ram 2500 vehicles. The outboard steering linkage jam nut may loosen, allowing one end of the drag link to separate.

**Consequence:**

A drag link separation can cause a loss of steering control, increasing the risk of crash.

**Remedy:**

Chrysler will notify owners, and dealers will check the steering linkage jam nut tightness, replacing the drag link assembly or welding the nut to the adjuster sleeve, free of charge. The recall is expected to begin on March 16, 2019. Owners may contact Chrysler customer service at 1-800-853-1403. Chrysler's number for this recall is V06.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

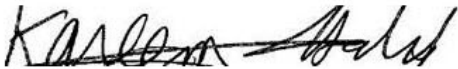
You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to Chrysler instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Shiver who may be reached by phone at (202) 366-7401, or by email at [sarah.shiver@dot.gov](mailto:sarah.shiver@dot.gov). We look forward to working with you.

Sincerely,



Kareem Habib  
Acting Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement