



September 2019

Dealer Service Instructions for:

# **Equipment Safety Recall V93**

## **NHTSA 19E-059**

### **Mopar Rear Bed Step Kit**

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#### **Subject**

FCA US has decided that a defect, which relates to motor vehicle safety, exists in certain Mopar Rear Bed Step Kits (part number 82215289AB) intended for use on 2019 model year Ram 1500 pickup trucks. Installation of the suspect Mopar rear bed step kit can change the load path through the vehicle's frame during a rear impact event, and may cause the rear suspension control arms to buckle, potentially resulting in unintended contact with the fuel tank. Damage to the fuel tank could potentially result in a fuel leak, which in the presence of an ignition source, may lead to a vehicle fire, increasing the risk of injury to occupants and persons outside the vehicle, as well as property damage.

#### **Repair**

Exchange any uninstalled Mopar rear bed step kits (part number 82215289AB) or replace any installed suspect Mopar rear bed steps with a new bed step of a different design.

**Parts Information****Part Number      Description****82215289AG      Mopar Rear Bed Step Kit**

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Bed Step
1	Bolt
1	Nut
1	I-Sheet

**Parts Return**

No parts return required for this campaign.

Render the recalled Mopar rear bed step unusable and discard.

**Special Tools**

No special tools are required to perform this service procedure.

**Service Procedure****A. Inspection****Inspect The Bed Step Mounting Bracket Construction (Figure 1):**

- Cast one piece mounting bracket – **MUST Be Replaced**
- Multiple piece welded assembly mounting bracket – **OK Do Not Replace**



**One Piece Casting  
Recalled Design Must Be Replaced**



**Multiple Piece Welded Assembly  
Current Design OK Do Not Replace**

**Figure 1 – Inspect The Bed Step Mounting Bracket**

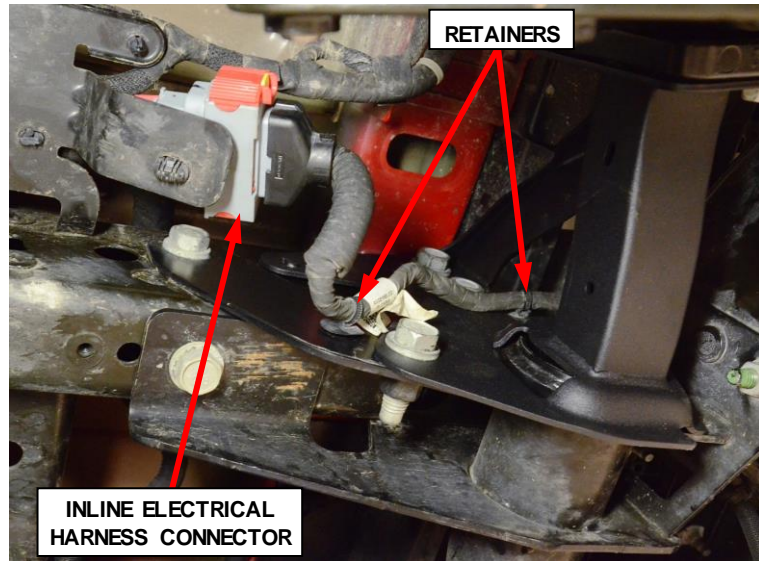
If the customer presents an uninstalled bed step of the recalled design, exchange the recalled bed step for a NEW bed step of the current design. Ask the customer if they would like the NEW bed step installed at No Charge.

If the customer's vehicle has an installed bed step of the recalled design, replace the bed step with the NEW bed step for the customer at No Charge.

## Service Procedure [Continued]

### **B. Bed Step Replacement**

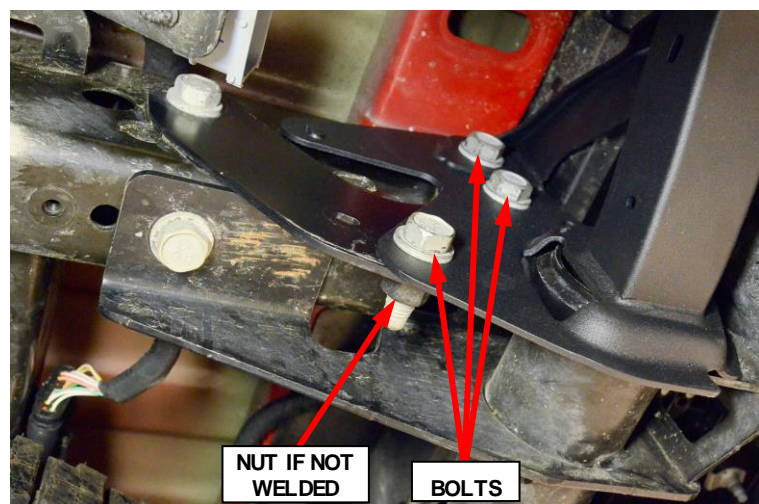
1. Open the hood.
2. Disconnect the Intelligent Battery Sensor (IBS) wire harness connector.
3. Disconnect the battery negative cable from the IBS and isolate the cable.



**Figure 2 – Electrical Harness**

4. Raise and support the vehicle.
5. Disconnect the inline electrical connector (Figure 2).

6. Release the two electrical harness retainers securing the harness to the bed step (Figure 2).
7. Remove the three bolts securing the bed step and one nut if welded nut is not present (Figure 3).



**Figure 3 – Fasteners**

## Service Procedure [Continued]

8. Remove the bed step from the vehicle (Figure 4).

**NOTE** there is a key pin on the bed step which engages a key slot in the vehicle frame.

9. Install the NEW bed step (Figure 4).



**Figure 4 – Key and Slot**

10. Install the three bolts securing the bed step and one nut if welded nut is not present. Tighten the bolts to 168 N·m (124 ft. lbs.) (Figure 3).
11. Route the electrical connector and harness through the bed step as shown in (Figure 2).
12. Connect the inline electrical connector (Figure 2).
13. Install the two electrical harness retainers securing the harness to the bed step (Figure 2).
14. Lower the vehicle.



## Service Procedure [Continued]

15. Check operation of the bed step to ensure it functions properly (Figure 5).
16. Connect the battery negative cable to the IBS.
17. Connect the IBS wire harness connector.
18. Close the hood.
19. Return the vehicle to the customer.
20. Render the recalled Mopar rear bed step unusable and discard.

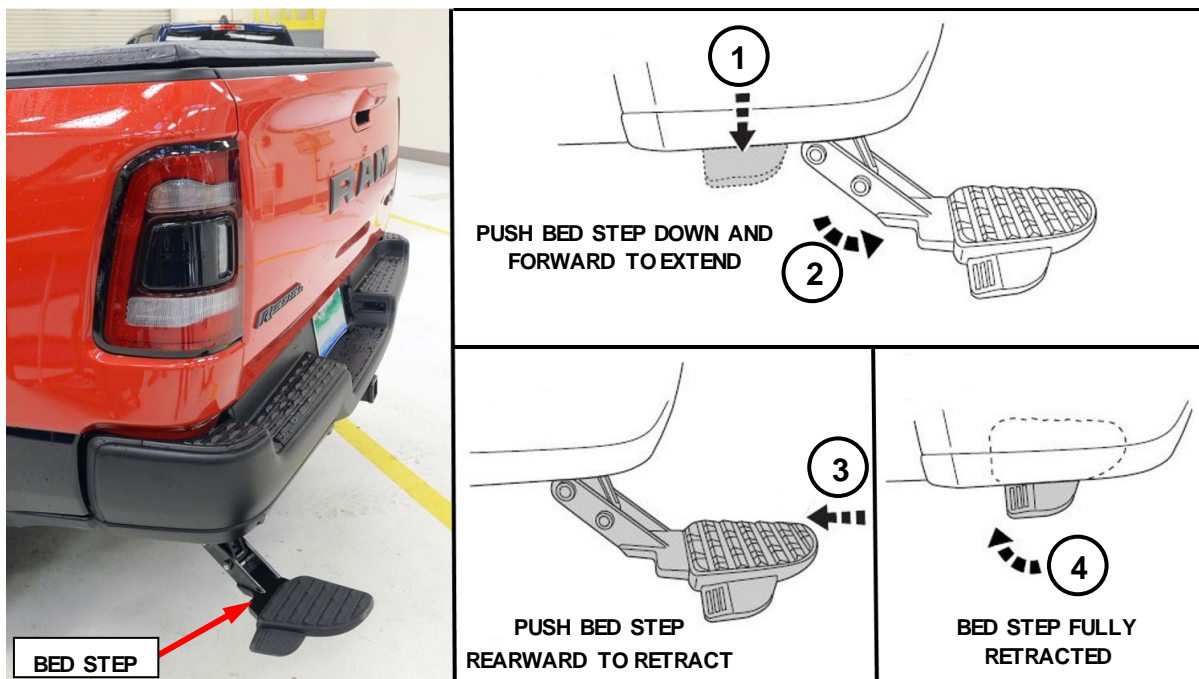


Figure 5 – Check Operation of Bed Step

**Completion Reporting and Reimbursement**

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims paid will be used by FCA to record recall service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Exchange and/or Inspect Bed Step Render Recalled Bed Step Unusable and Discard.	23-V9-31-81	0.2 hours
Inspect and Install or Replace Bed Step Render Recalled Bed Step Unusable and Discard.	23-V9-31-82	0.5 hours

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

**NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.**

**Dealer Notification**

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

**Owner Notification and Service Scheduling**

All involved vehicle owners known to FCA are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

**Vehicle Lists, Global Recall System, VIP and Dealer Follow Up**

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

**Dealers must perform this repair on all unsold vehicles before retail delivery.** Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

*Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.*



**Additional Information**

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services / Field Operations  
FCA US LLC

V93/NHTSA 19E-059

#### YOUR SCHEDULING OPTIONS

- 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 part availability and help schedule an appointment**
- 3. Visit [recalls.mopar.com](https://recalls.mopar.com) or download the Mopar Owner's Companion App.**

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity.

#### DEALERSHIP INSTRUCTIONS

Please reference Safety Recall V93.

# IMPORTANT SAFETY RECALL

## Mopar Rear Bed Step Kit

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA US has decided that a defect, which relates to motor vehicle safety, exists in certain Mopar Rear Bed Step Kits (part number 82215289AB) intended for use on 2019 model year Ram 1500 pickup trucks.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

#### WHY DOES MY VEHICLE NEED REPAIRS?

FCA US records indicate that you may have purchased an aftermarket Mopar Rear Bed Step Kit for your vehicle <sup>[1]</sup>. Installation of the suspect Mopar rear bed step kit can change the load path through the vehicle's frame during a rear impact event, and may cause the rear suspension control arms to buckle, potentially resulting in unintended contact with the fuel tank. **Damage to the fuel tank could potentially result in a fuel leak, which in the presence of an ignition source, may lead to a vehicle fire, increasing the risk of injury to occupants and persons outside the vehicle, as well as property damage.**

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will replace your Mopar Rear Bed Step Kit <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will exchange an uninstalled suspect bed step or replace an installed suspect bed step with a new bed step of a different design. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring your Mopar Rear Bed Step Kit or vehicle with Mopar Rear Bed Step Kit installed and this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR,  
CALL YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

#### 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. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

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.