



New Safety Recall Advanced Communication – W24

FCA US LLC (FCA US) has announced a safety recall on certain 2019 and 2020 Model Year (DJ) Ram 2500 Pickup and (D2) Ram 3500 Pickup vehicles equipped with a bed step.

REASON FOR THIS SAFETY RECALL

Some of the above vehicles were built with a bed step which may fail in certain angular or side-load loading conditions. If a sufficient side-load is applied to the bed step, its mounting bracket may fracture and cause the bed step to suddenly and unexpectedly fail while in use, which can increase the risk of an injury to the user.

SERVICE ACTION

FCA US will conduct a voluntary safety recall to replace the bed step mounting bracket on all sold vehicles. The remedy for this condition is not currently available. Dealers will be notified of the launch of this safety recall by way of established communication methods. This recall is estimated to launch in 2nd Quarter of 2020.

We ask that you please take the time to ensure that your personnel are aware of this communication and are prepared to execute a customer friendly process for inquiries regarding involved vehicles.

Customer Services Field Operations
FCA US LLC