

IMPORTANT SAFETY RECALL

Bed Step Kit

W26/NHTSA 20E-020

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 some Mopar Bed Step Kits (part number 82215842AC / 82215842AD) intended for use on Ram 2500/3500 vehicle applications.

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

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 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 W26.

WHY DOES MY VEHICLE NEED REPAIRS?

FCA US records indicate that you may have purchased a Mopar bed step kit for your Ram 2500/3500 vehicle ^[1]. Some Mopar bed step kits (part # 82215842AC / 82215842AD) sold in calendar years 2019 and 2020 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.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will replace your Mopar bed step kit support brace ^[2] free of charge (parts and labor). To do this, your dealer will exchange the brace for an uninstalled bed step kit or replace the brace for an installed bed step kit. 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 to submit your reimbursement request online. ^[3] 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.

[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.