

# IMPORTANT SAFETY RECALL

## Drag Link

W49/NHTSA 20E-043

Dear [Name],

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

### 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 W49.

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain Mopar 4x4 style steering system parts intended for Heavy Duty Ram trucks. Drag Link Assembly (Part # 68369907AA), Jam Nut (Part # 06510749AA and Part # 06510750AA), Drag Link Outer (Part # 68111301AA), Drag Link Adjuster (Part #68111302AA), Drag Link Inner (Part # 68111304AA).

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 records indicate that you may have purchased 4x4 style steering system parts intended for Heavy Duty Ram trucks for your vehicle <sup>[1]</sup>. Some drag link steering systems may experience a steering drag link separation. If not welded, per Dealer Service Instructions for recall V06, the outboard steering linkage jam nut could loosen allowing one end of the drag link to separate from the adjuster sleeve. **A drag link separation can result in a loss of directional steering control, which can cause a vehicle crash without prior warning.**

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

FCA will repair your Drag Link <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will inspect the drag link assembly on your vehicle affected by this equipment recall. If the drag link is not welded and torque values meet requirement, the nuts will be welded to the adjuster sleeve. If the torque values do not meet requirement, the drag link assembly will be assessed for replacement. If a component or assembly is returned, FCA US will reimburse the customer. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring your Steering System Drag Link assembly components parts 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.