

This notice applies to your vehicle.

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

W03/NHTSA 20V-043

LOGO

VEHICLE PICTURE

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, scan the QR code below, or download the Mopar Owner's Companion App.**

QR Code

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. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall W03.

IMPORTANT SAFETY RECALL

Transmission Valve Body

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 [2019 - 2020 (DJ) Ram 2500 Pickup, 2019 – 2020 (D2) Ram 3500 Pickup] vehicles.

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?

The transmission on your truck ^[1] may experience a buildup of pressure and heat inside the transmission which may result in transmission fluid being expelled from the dipstick tube. Expelled transmission fluid may come in contact with the turbocharger, or other ignition sources within the engine compartment and lead to a vehicle fire. **A vehicle fire can result in increased risk of occupant injury and injury to persons outside the vehicle, as well as property damage.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will replace the transmission valve body separator plate and reprogram the Powertrain Control Module (PCM). The estimated repair time is about two hours. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

In the interim we ask that you avoid operating your vehicle in conditions that will put excessive strain on the transmission, until your vehicle is remedied. Please see the enclosed sheet with some suggestions that may reduce the risk of failure.

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

CALIFORNIA RESIDENTS

The State of California requires the completion of emission recall repairs prior to vehicle registration renewal. Your dealer will provide you with a Vehicle Emission Recall Proof of Correction Form after the Emission Recall service is performed. Be sure to save this form since the California Department of Motor Vehicles may require that you supply it as proof that the Emission Recall has been performed.

In order to ensure your full protection under the emissions warranty provisions, it is recommended that you have your (vehicle or engine) serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your (vehicle or engine).

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.

Vehicle Safety Recall (W03) – Transmission Valve Body

Suggested vehicle operation prior to recall remedy completion:

1. Do not exceed the towing capacity of the vehicle. If you have any questions about the towing capacity of your vehicle, a “Look Up My Vehicle” feature is available at the following website:

<https://www.ramtrucks.com/towing-guide.html>

Select the “Look Up My Vehicle” link and enter your vehicle’s VIN.

2. While driving, frequently monitor the transmission temperature while in operation using the gauges available on the instrument cluster.

If transmission temperature exceeds 210°F, immediately proceed to a safe location to park the vehicle and allow the transmission temperature to cool to less than 190°F.



3. To help maintain lower transmission temperatures during operation:
 - a) Do not use the vehicle for static pulling, such as stump removal or freeing other vehicles that are stuck.
 - b) Avoid deep mud or sand terrain.
 - c) Snow plowing should be performed with the vehicle in the Transfer Case 4Low position. Do not snow plow in the 2WD or 4Hi drive mode.
 - d) If towing below 25mph for more than 60 seconds, only use the Transfer Case 4Low drive mode.
 - e) Do not use the throttle as a hill-hold function; use service brake if necessary to hold the vehicle stationary on grade.
 - f) Verify correct air pressure for all tires on the vehicle and trailer.
 - g) In the event that the engine or transmission malfunction indicator lamp illuminates AND the transmission is automatically shifted to and remaining in 4th gear, immediately proceed to a safe location to park the vehicle and have vehicle towed to an authorized repair facility.