



July 2020

Dealer Service Instructions for:

Equipment Safety Recall W49 NHTSA 20E-043 Drag Link

Subject

Customers may have purchased some 4x4 style steering system drag link assembly component parts intended for Heavy Duty Ram trucks. If not welded, per Dealer Service Instructions for safety 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.

Repair

If draglink assembly or components were already installed on the vehicle, raise the vehicle on a hoist and inspect the drag link assembly. **Reference Safety Recall V06.** 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. **Contact the Star Center for drag link assembly replacement approval.**

If draglink assembly or components were not installed on the vehicle, customer can return the components or assembly to the dealer and FCA US will reimburse the customer. FCA US has a longstanding policy and practice of reimbursing owners who have incurred the cost of repairing a problem that subsequently becomes the subject of a field action. To ensure consistency, FCA US, will request that customers present the original receipt and/or other adequate proof of payment to the dealer for the drag link assembly/components. If no proof of payment is available dealers can use the published retail cost of these components for reimbursement.

Parts Information

Must be approved by the Star Center

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

Reference **Safety Recall V06** for drag link inspect or repair procedure. If V06 was already completed on the vehicle and customer claims the purchased components were installed on their vehicle, then follow V06 repair procedure. Use W49 LOPs when complete.

If customer did not have components/assembly installed and have them in hand to return then reimburse the customer for the components/assembly, destroy them, and claim W49 Process Part Return For Customer LOP and Parts Reimbursement LOP.

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:

	Labor Operation Number	Time Allowance
Inspect Drag Link Jam Nuts for Weld	19-W4-91-81	0.2 hours
Replace Drag Link and Set Toe	19-W4-91-82	1.5 hours
Process Part Return For Customer	19-W4-91-83	0.2 hrs.
Parts Reimbursement	95-02-01-01	

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

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 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 ^[1]. 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 ^[2] 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 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.