



New Safety Recall Advanced Communication – Y26

FCA US LLC (FCA US) has announced a safety recall on certain 2012 through 2021 Model Year (D2) Ram 3500 Pickup, (DD) Ram 3500 Cab Chassis, (DP) Ram 4500/5500 Cab Chassis trucks.

VINs identified as being involved in this campaign are currently live and searchable.
Stop sale is in effect for the above-identified vehicles.

Vehicles impacted by a stop sale are eligible for reimbursement allowance through the Recall Floorplan Reimbursement Policy (RFPRP), which can be requested upon recall claim submission.

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Involved vehicles can be determined by using the VIP inquiry process.

REASON FOR THIS SAFETY RECALL

Some of the above vehicles with flanged lug nuts may have their lug nuts over-torqued during service due to an incorrect torque specification in the Service & Owner's manuals. A yielded wheel stud may eventually break, which could lead to a wheel separating from the vehicle during operation. A wheel separating from the vehicle could cause a vehicle crash without prior warning and/or the wheel/tire could pose a risk to other vehicles or pedestrians.

SERVICE ACTION

FCA US will conduct a voluntary safety recall to inspect the wheel studs and update the torque specification in owner's information and published service documents. Vehicles found with studs that are potentially yielded will have a new stud installed and the lug nuts tightened to the updated torque specification. Dealers will be notified of the launch of this safety recall by way of established communication methods. This recall is estimated to launch in the 3rd Quarter of 2021.

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.