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Communication

Title R59 RAM Axle Bearing Journal Hardness

Start Date: 11/17/2015 12:05 AM

End Date

12/18/2015 11:55 PM

Note: All times are **EST**

Flagged for Reporting Agency

Message

Service and Parts Managers.

Please see attached important message regarding R59 Ram Truck Stop Sale recall.

If you have any questions please contact MoparDmail@fcagroup.com

Attachments

[R59 Dealer Communication.pdf](#)

File Attachment Information

File Size (MB)	File Name
0.24	R59 Dealer Communication.pdf



November 2015

TO: ALL U.S. FCA DEALERSHIPS

ATTN: DEALER PRINCIPAL, SERVICE MANAGER & PARTS MANAGER

SUBJECT: R59 RAM Axle Bearing Journal Hardness

In an effort to provide enhanced support and communication for open campaigns, FCA and Mopar ask that you read this important announcement regarding the R59 Ram Truck Stop Sale recall.

R59 RAM Truck Axle Bearing Journal Hardness Overview

FCA US LLC announced a safety recall on certain 2015 and 2016 model year (DS) RAM trucks. Dealer notification was posted in DealerConnect on that date (not communicated to dealers in Global Recall System yet). The above vehicles may have a left rear axle shaft that was not heat treated properly at the axle shaft bearing journal. An improperly heat treated axle shaft may cause the bearing to create a grinding noise during operation, illuminate the Anti-Lock Brake System (ABS) warning lamp and eventually a left axle shaft fracture. If the left axle shaft fractures, wheel separation from the vehicle may occur. This could cause a crash without warning, injure pedestrians and/or damage property. **All involved in-stock vehicles are under a "STOP SALE ORDER" and cannot be sold. Civil penalties could be imposed for delivering a non-compliant vehicle.** FCA will conduct a voluntary safety recall on all affected vehicles to inspect the left rear axle shaft on all involved vehicles.

Vehicles found with a suspect axle shaft, but no visible pitting on the shaft, will have the axle shaft replaced. If the rear axle inspection determines that the axle shaft has failed, the axle assembly must be replaced.

R59 Parts Availability and Service Instructions

- Left axle shaft (68140297AA) initial allocation will be ARO deployed, followed by **open** ordering
- All other parts associated will be **open** ordering (shafts, fluids, RTV, bolts, nuts, etc.) due to current high supply on dealer shelf and facing PDC today
- It is important to note that this is **NOT** on Campaign ARO

There is a limited population of vehicles that will truly require an Axle Assembly, one of six variants (68214859AE, 68142577AG, 68214856AC, 68142576AF, 68142575AG, 68142574AD). Mopar is committed to filling your order within 48 hours so a **non-returnable** policy will be enacted to help protect inventory for vehicles that meet the inspection criteria within the dealer repair procedure for R59.

This policy change takes effect as of 11-11-15 to help ensure customers requiring an axle will be able to obtain an axle. These programs for reference are Return Allowance, Guaranteed Returns, and Dealer Generated Returns

Fleet Recall Parts Ordering Requests

To assist in servicing fleet customers, a process is available to help secure additional campaign parts without impacting dealer stock.

Please find the detailed process attached. Be sure to review thoroughly and ensure all steps are followed accordingly to support your commercial service business.