



SAFETY RECALL W03 2019-2020 D TRANSMISSION VALVE BODY

Recommended Operation Ahead of Recall Launch

FCA US LLC (FCA US) has announced a safety recall on select 2019 through 2020 model years DJ-RAM 2500 and D2-RAM 3500 pickups equipped with a 6-speed automatic 68RFE transmission (sales code DG7).

In the instance that a customer has questions regarding the operation of their vehicle ahead of the recall launch, please provide them the below information:

- 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>
- 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 sandy 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 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

FCA appreciates your support!