



11/08/2013

New Safety Recall Advanced Communication – N49110813

Chrysler Group LLC (Chrysler) announced a safety recall on certain 2008 model year trucks and all 2009 through 2012 model year trucks:

- 2008 and 2009 model year (DH) Dodge Trucks (2500 series)
- 2010 model year (DJ) Dodge Trucks (2500 series)
- 2011 and 2012 (DJ) RAM Trucks (2500 series)
- 2008 and 2009 model year (D1) Dodge Trucks (3500 series)
- 2010 model year (D2) Dodge Trucks (3500 series)
- 2011 and 2012 (D2) RAM Trucks (3500 series)

Approximately 293,000 of the above vehicles may experience a fracture of the left tie rod ball stud. This condition could cause the potential loss of vehicle directional stability. If the left tie rod ball stud fractures during certain driving conditions it could cause a crash without warning.

Chrysler engineering has determined that these vehicles may have a left tie rod ball stud that is out of orientation with the right side tie rod ball stud. If the left tie rod ball stud orientation is out of tolerance, the left tie rod may bind and/or fracture during certain driving maneuvers.

Safety Recall L16 addressed this issue with a repair procedure that instructs the dealership technicians on how to perform the right-to-left tie rod end orientation when performing a front end alignment or toe set procedure.

Right-to-left tie rod end orientation during a front end alignment is not a typical service procedure in independent repair facilities. Failure to perform a tie rod end right-to-left orientation during a front end alignment could place the vehicle into a pre-recall (L16) condition.

Chrysler will conduct a voluntary safety recall on all affected vehicles to replace the right and left tie rod ends with an improved steering linkage design that will maintain the right-to-left tie rod end orientation.

Dealers will be notified of the launch of this safety recall by way of established methods used in the past.

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 on involved vehicles.

Customer Services Field Operations
Chrysler Group LLC