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Communication

Title	Safety Recall R46 - Front Suspension Track Bar Frame Bracket - Dealer Notification
	Start Date: 10/16/2015 3:45 PM End Date: 12/31/8900 12:00 AM Note: All times are EST
Message	<p style="text-align: center;"><u>Safety Recall R46 – Front Suspension Track Bar Frame Bracket</u></p> <p>The above recall interim owner letter has been issued to all U.S. dealers today. Please review the attached interim owner letter to familiarize yourself with this issue.</p> <p>Safety Recall R46 – Front Suspension Track Bar Frame Bracket – 2013 and 2014 model year (DD / DDJ / D2) RAM Trucks.</p> <p>NOTE: The interim owner letter mailing for this recall will begin on 10/20/2015, in compliance with customer notification requirements.</p> <p>Please take the time to ensure that your personnel are prepared to execute a customer friendly process for involved vehicle inquiries.</p> <p>Thank you, Customer Services Field Operations FCA US LLC</p>
Attachments	R46 Interim Owner 30 day.pdf

File Attachment Information

File Size (MB)	File Name
0.11	R46 Interim Owner 30 day.pdf

IMPORTANT SAFETY RECALL

R46 / NHTSA 15V-541

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxx).

This interim notification letter is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Dear: (Name)

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain **2013 and 2014 model year 2500/3500 series RAM trucks and 3500 series RAM cab chassis trucks**.

The problem is... Some of the above vehicles may have a front suspension track bar frame bracket that was improperly welded during the manufacturing process. The front suspension track bar frame bracket welds may break and allow the front suspension track bar frame bracket to separate from the frame rail. A separated front suspension track bar frame bracket will cause diminished steering response and could cause a crash without warning.

What your dealer will do... FCA intends to repair your vehicle free of charge (parts and labor). However, a permanent remedy for this condition is currently under development. FCA is making every effort to finalize a remedy and obtain parts as quickly as possible. **FCA will contact you again within 30 days by mail with a follow-up recall notice containing instructions on how to get your truck inspected.**

What you must do to ensure your safety... If you experience any steering wheel misalignment and/or diminished steering response before receiving your inspection instruction letter, please contact your dealer immediately to have your front suspension components inspected.

FCA will send you a follow-up notice in the mail when the inspection process is available. Once you receive your follow-up notice in the mail, simply **contact your Chrysler, Jeep, Dodge, or RAM dealer right away** to schedule a service appointment.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. If you have further questions go to recalls.mopar.com.

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 or you can mail 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**. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

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.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations
FCA US LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.