



FRONT SUSPENSION TRACK BAR FRAME BRACKET

IMPORTANT SAFETY RECALL

R46 / NHTSA 15V-541

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

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 will repair your vehicle free of charge (parts and labor). Your vehicle must have the front suspension track bar bracket inspected for cracked welds. The inspection of the welds will take less than 1/2 hour:

- Track bar brackets found without cracked welds will have track bar reinforcement brackets installed. However, the track bar reinforcement brackets required to provide a permanent remedy are currently not available. FCA is making every effort to obtain reinforcement brackets as quickly as possible. FCA will contact you again by mail, with a follow-up recall notice, when the parts are available.
- Track bar brackets found with cracked welds will have new track bar brackets welded to the frame. The repair will take 8 hours to complete. The vehicle may need to be held for several days until the welding team can be dispatched to your dealer. A loaner vehicle will be provided until all repairs are complete. Welding new brackets to the frame will remedy the condition and you will not be contacted again by FCA regarding this issue.

What you must do to ensure your safety... Please schedule a service appointment to have your front suspension track bar bracket inspected for cracked welds.

NOTE: If you experience any steering wheel misalignment, after your first inspection, please contact your dealer immediately to have your front suspension components inspected again.

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.