



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

July 1, 2020

Ms. Jennifer Shute
Sr Mgr Safety Recall Execution
Chrysler (FCA US LLC)
800 Chrysler Drive
CIMS 482-00-91
Auburn Hills, MI 48326

NEF-150DM
20E-043

Subject: Steering Linkage May Separate

Dear Ms. Shute:

This letter serves to acknowledge Chrysler (FCA US LLC)'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

MOPAR/DRAG LINK ADJUSTER/9999
MOPAR/DRAG LINK ASSEMBLY/9999
MOPAR/DRAG LINK INNER/9999
MOPAR/DRAG LINK OUTER/9999
MOPAR/JAM NUT/9999

Mfr's Report Date: June 25, 2020

NHTSA Campaign Number: 20E-043

Components:

STEERING:LINKAGES:LINK:DRAG:CONNECTION

Potential Number of Units Affected: 32,972

Problem Description:

Chrysler (FCA US LLC) is recalling certain MOPAR steering 4x4 drag link assemblies (part number 68369907AA), and the associated components, jam nuts (part numbers 06510749AA and 06510750AA), drag link inner (part number 68111304AA), drag link outer (68111301AA), and drag link adjuster (part number 68111302AA) sold for replacement use on Heavy Duty Ram 2500 and 3500 trucks. The outboard steering linkage jam nut may loosen, allowing one end of the drag link to separate. The drag link assemblies may have been installed as part of a vehicle repair; the drag link assemblies installed during vehicle manufacturing were subject to NHTSA Safety Recall 19V-021.

Consequence:

A drag link separation can cause a loss of steering control, increasing the risk of crash.

Remedy:

FCA will notify owners, and dealers will check the steering linkage jam nut tightness, replacing the drag link assembly or welding the nut to the adjuster sleeve, free of charge. If an owner bought any of these components and it was not installed, the dealer will reimburse the owner. If the part has been installed, dealers will inspect the jam nut tightness, free of charge. The recall is expected to begin August 14, 2020. Owners may contact FCA customer service at 1-800-853-1403. FCA's number for this recall is W49.



Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be DeMara Magruder who may be reached by phone at (202) 366-8538, or by email at demara.magruder@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement