



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

1200 New Jersey Avenue SE  
Washington, DC 20590

June 1, 2021

Jennifer Shute  
Chrysler (FCA US, LLC)  
1000 Chrysler Drive  
Auburn Hills, MI 48326

NEF-107DM  
21V-398

**Subject:** Wheel Studs May Break

Dear Jennifer 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:**

RAM/3500/2012-2021  
RAM/4500/2012-2021  
RAM/5500/2012-2021

**Mfr's Report Date:** May 27, 2021

**NHTSA Campaign Number:** 21V-398

**Components:**

WHEELS:LUGS/NUTS/BOLTS

**Potential Number of Units Affected:** 447,985

**Problem Description:**

Chrysler (FCA US, LLC) is recalling certain 2012-2021 RAM 3500, 3500 Cab Chassis, 4500 Cab Chassis, and 5500 Cab Chassis vehicles. Incorrect information in the Service and Owner's Manuals may cause the flanged lug nuts to be over-tightened, which could result in a broken wheel stud and possible wheel separation.

**Consequence:**

Wheel separation can cause a vehicle crash.

**Remedy:**

Dealers will update the torque specification in the owner's manual and other published service documents. Dealers will also inspect the vehicle's wheel studs, replacing them if necessary, free of charge. Owner notification letters are expected to be mailed July 16, 2021. Owners may contact FCA US customer service at 1-800-853-1403. FCA US's numbers for this recall are Y26 and Y36.

**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.nhtsa.gov](http://www.nhtsa.gov).



Please ensure the following requirements are met:

As required in Part 573.6(c)(6), in the case of a defect, please amend the chronology to provide all principal events that were the basis for the determination that the defect related to motor vehicle safety, including a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt.

**AMENDED 573 REQUIRED.**

Please be reminded of the following requirements:

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).

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.

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.

Chrysler (FCA US, LLC)'s contact for this recall will be DeMara Magruder who may be reached by email at demara.magruder@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement