



CAMPAIGN 18E-049
AUGUST 03, 2018

IMPORTANT SAFETY RECALL

Dear Valued Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Federal-Mogul Motorparts LLC (“F-M Motorparts”) has decided that a defect which relates to motor vehicle safety exists in the following F-M Motorparts aftermarket steering linkage assemblies and right hand outer tie rod parts manufactured between July 10, 2013 and sold through June 21, 2018:

1. Identification of equipment affected:

- MOOG® Part Nos: DS800980A and DS800981A — complete steering linkage assemblies containing the subject right hand outer tie rod
- MOOG® Part No: DS300044 — right hand outer tie rod
- NAPA® Part No: 269-6121 — right hand outer tie rod
- AC DELCO® Part No: 45A3098 — right hand outer tie rod
- McQuay-Norris® Part No: ES4686E — right hand outer tie rod
- Raybestos® Part No: 410-1099 — right had outer tie rod

Therefore, F-M Motorparts is recalling these right hand outer tie rod ends and the steering linkage assemblies containing them. F-M Motorparts will replace the right outer tie rod without charge.

These parts were manufactured as aftermarket replacement parts for the following Dodge Ram trucks:

<u>VEHICLE</u>	<u>MODEL YEARS</u>
Ram 1500, 4WD, 8 Lug Wheels	2006-2008
Ram 2500 Heavy Duty 4WD	2003-2010
Ram 2500, 4WD	2011-2013
Ram 3500, Heavy Duty, Power Steering	2003-2010
Ram 3500, Power Steering	2011-2013
Ram 3500, Heavy Duty 4WD	2003-2008
Ram 3500 Power Steering, Cab-Chassis (2Dr.)	2013-2013
Ram 3500 Cab-Chassis, (4Dr.) Crew Cab	2013-2013

F-M Motorparts records indicate that you have purchased one or more of these part numbers during the time period set forth above.

2. Description of possible malfunction and safety evaluation:

F-M Motorparts has identified that the crimped portion of the right hand outer tie rod may loosen allowing the inner and outer portions of the assembly to separate. If the inner and outer portions separate, it may cause a loss of steering, increasing the risk of a crash.

3. Vehicle owner precautions:

The subject steering linkage assemblies and right hand outer tie rods were manufactured for aftermarket



use. Owners of vehicles containing these subject parts should have them removed and replaced as soon as possible. While the driver may notice looseness in steering the vehicle, the inner and outer portions of the assembly may separate without prior warning.

4. Owner remedy measures:

F-M Motorparts wishes to recover as many of these parts as possible. Therefore, we respectfully request that you quarantine and return the subject part numbers according to Attachment A. Recalled steering linkage assemblies and right hand outer tie rod ends in possession of your customers also should be returned to F-M Motorparts.

For return of unused recalled steering linkage and right hand outer tie rods, please complete the attached Return Goods Authorization Request Form and fax it to 1-800-882-2713. A Return Goods Authorization Form ("RGA") and shipping instructions will be sent back to you in a timely manner. The return package should be clearly marked with the words "**reference right hand outer tie rod end recall.**"

The return of the recalled part(s) will be at no cost to you. Upon return of the recalled part(s), your account will be credited for the recalled part(s). For replacement of recalled parts, you will need to order the appropriate stock number from F-M Motorparts customer service.

Parts stores who purchased these items should return them to their servicing warehouse distributor for credit.

If the subject parts have been installed on a vehicle, F-M Motorparts will pay for the repair or replacement of the defective part(s), as well as shipping charges, without charge to the vehicle owner. For reimbursement replacement of the recalled part(s), the recalled part(s) must be written-up and routed through F-M Motorparts' normal labor claim procedure. For return of installed parts, the labor claim form and appropriate receipts **must** accompany all defective returns removed from the vehicles. The reason for return on the labor claim form should include "**reference right hand outer tie rod recall.**"

F-M Motorparts will reimburse a maximum of \$152.00 for the labor cost of inspection, to remove the defective right hand outer tie rod, install a new right hand outer tie rod and adjust toe alignment. For assistance on inspection or replacement reimbursement, contact your F-M Motorparts' Sales Representative or call 1-877-489-6659 and a F-M Motorparts representative will assist you.

The above review, return and reimbursement processes are required. However, if you wish to request a change to accommodate your existing customer claim processing procedure, please contact your F-M Motorparts' Sales Representative for assistance.

It is important that you notify your customers and that the vehicle owner that purchased the defective part be notified. Enclosed are prepaid post cards that should be sent to notify all owners that can be identified that purchased the defective parts. There are also safety recall notices that should be displayed in stores that sold the parts directly to vehicle owners. To order additional copies of the post cards or tri-fold, please contact F-M Motorparts third party printer EPI, which can be reached directly at 1-800-428-6274 or via email at FMMPprintmaterials@epiinc.org.

5. Violation of federal law to sell equipment covered by this recall:

No recalled right hand outer tie rod ends, or steering linkage assemblies containing them, currently in your inventory may be sold as it is a violation of federal law to sell a recalled item of motor vehicle equipment that has not been repaired.

6. Owner complaint process:



If the vehicle owner has any concerns regarding the recall campaign, the vehicle owner may contact F-M Motorparts at 1-877-489-6659. If the owner believes that F-M Motorparts has failed or is unable to remedy without charge the condition outlined above within a reasonable time, the owner of a vehicle with a recalled steering linkage or right hand outer tie rod may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY: 1- 800-424-9153), or go to <http://www.safercar.gov>.

Please review the above information and contact your F-M Motorparts' Sales Representative or call 1-877-489-6659 with any questions. Although this recall campaign will be continuing, please process returns of product in your inventory by August 31, 2018.

Our commitment to product quality is at the forefront of all we do at F-M Motorparts. We apologize for any inconvenience. We know, however, that you share our concern for vehicle safety. We appreciate your immediate response to this matter.

Sincerely,

Phil Halberg
Senior Vice President, Commercial Strategy
Federal-Mogul Motorparts LLC

Enclosures