



CUSTOMER <customer@email.com>

Recall Notice

1 message

Notification Recall Parts Available Address <recallpartavailable@cac.stellantis.com>

Tue, Oct 31, 2023 at
5:06 PM

To: "customer@email.com" <customer@email.com>

URGENT SAFETY RECALL NOTICE

Thank you for contacting the FCA US Recall Information Center regarding Safety Recall Z96. We appreciate your patience while waiting for repair parts to become available. Your RAM 1500 BIGHORN/LONESTAR CREW 4X4 requires Safety Recall. Schedule your FREE repair NOW by calling the 800.853.1403.

Recall notice issued to:
CUSTOMER
Vehicle information:
VIN - NUMBER HERE
RAM 1500 BIGHORN/LONESTAR CREW 4X4
Recall information:
2020-2021 DT JL and 2021-2022 JT 3.0L Diesel High

If you no longer own this vehicle, please help us update our records. Call the Schedule your FREE repair NOW by calling the 800.853.1403 or visit recalls.mopar.com to speak or chat live with

Repair Details

WHY DOES MY VEHICLE NEED REPAIRS? The High-Pressure Fuel Pump (HPFP) on your vehicle may fail prematurely. A HPFP failure may introduce internally failed component debris into the fuel system potentially causing fuel starvation. Fuel starvation may result in an unexpected loss of motive power, which can cause a vehicle crash without prior warning. **HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?** FCA US will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the HPFP, inspect and, if necessary, replace additional fuel system component. The estimated repair time is estimated to be between 2 hours to 7 hours depending on the repair needed. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience.

We strongly recommend that you have this safety recall repair performed immediately.

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How do I schedule my FREE repair?

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Scheduling Options

1. Call , and we will get you scheduled for this FREE repair right away. We will assist you with scheduling an appointment that is convenient for you to have this safety recall repair performed at no charge

2. Contact your RAM dealer directly to schedule an appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. Mention Safety Recall Z96, and have your VIN ready when calling

If you have already had this repair completed, no action is necessary. *We sincerely apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.*