



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

1200 New Jersey Avenue SE.  
Washington, DC 20590

March 14, 2012

[REDACTED]

Stafford, CT [REDACTED]

Dear [REDACTED]

NVS-216 rrr  
Ref. No. 10373509

Thank you for your correspondence concerning your model year (MY) 2008 Dodge Ram 2500 truck. The Connecticut Department of Consumer Protection referred your correspondence to The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that the check engine light started coming on in your MY 2008 Dodge Ram 2500 truck about a month after your purchase. When this problem occurs your vehicle loses power and a large amount of black smoke comes out of the exhaust. A local dealer has made eight repair attempts to remedy this problem. You state in November 2008, you made a request to Chrysler to exchange your truck for a new vehicle. However, Chrysler denied your request and advised that your vehicle is not eligible for Connecticut lemon law. Since that time the problem has escalated. Now your truck runs erratically and when the check engine comes on your vehicle completely shuts off.

Our research revealed an Environmental Protection Agency (EPA) emissions recall No. 3379 that may be of interest to you. EPA Recall No. 3379 was upgraded from a Chrysler Technical Service Bulletin (TSB) Article No. 18-024-09, summary enclosed. The recall addresses a problem with defective engine control modules (EMC) that cause the check engine light to illuminate in certain MY 2007 through MY 2009 Dodge Ram 2500/3500 trucks equipped 6.7 L diesel engines.



In addition, heavy black smoke comes from the exhaust; initially there is no affect on vehicle performance. However, over time the heavy sooting can damage other engine and emissions component affecting vehicle performance. The recall involves reprogramming EMC's software. We recommend that you contact your local Dodge dealership or Chrysler for further details on the recall remedy.

Your request to have Chrysler exchange your MY 2008 Dodge Ram 2500 truck for another vehicle does not come under our jurisdiction. If you have not done so, you may consider contacting the Connecticut Office of the Attorney General regarding your problem and rights under the State law. You may also ask your dealership for a meeting with Chrysler district manager regarding your problem.

The Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at [www.ftc.gov/ftc/complaint.htm](http://www.ftc.gov/ftc/complaint.htm).

You may consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. Proceed to [www.lemonlaw.bbb.org](http://www.lemonlaw.bbb.org) to file and review eligibility information, or call the BBB Auto Line at, 1-800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.dot.gov/ivoq](http://www.nhtsa.dot.gov/ivoq) or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at [www.nhtsa.dot.gov/cars/problems](http://www.nhtsa.dot.gov/cars/problems).

Sincerely,



Randy Reid, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure

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 Conversion Calculator

**2008 Dodge Truck RAM 2500 Truck 4WD L6-6.7L DSL Turbo**

[Vehicle Level](#) → [Technical Service Bulletins](#) → [All Technical Service Bulletins](#) → [Recall - ECM Update For Exhaust Regeneration](#) → [Owner Letter](#)

## Owner Letter

### Recall - ECM Update For Exhaust Regeneration

J35100416-014

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## EMISSIONS RECALL J35 REPROGRAM ECM – REGENERATION STRATEGY

Dear: (Name)

Chrysler has determined that some 2007 through 2009 model year Dodge Ram 2500/3500 trucks equipped with a 6.7L diesel engine may require reprogramming of the Engine Control Module (ECM).

**The problem is...** The ECM software program on your truck (VIN: xxxxxxxxxxxxxxxxx) may cause illumination of the Malfunction Indicator Light (MIL) when no problem exists or under certain conditions allow heavy sooting of the turbocharger, exhaust gas recirculation valve and diesel particulate filter. Heavy sooting could damage emissions components and result in increased emissions.

**What your dealer will do...** Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will reprogram your vehicle's ECM. The new software will eliminate false illumination of the MIL and reduce the potential for exhaust soot accumulation in your engine and emissions components. The work will take about ½ hour to complete. However, additional time may be necessary depending on service schedules.

**What you must do...** Simply contact your 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 Chrysler at 1-800-853-1403.

***California residents...*** The State of California requires the completion of emission recall repairs prior to vehicle registration renewal. Your dealer will provide you with a Vehicle Emission Recall Proof of Correction Form after the recall service is performed. Be sure to save this form since the California Department of Motor Vehicles may require that you supply it as proof that the recall has been performed.

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. You may also update this information on the web at [www.cga.ca.gov](http://www.cga.ca.gov)

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Recall Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement.

In order to ensure your full protection under the emission warranty provisions, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could legally be determined to be a lack of proper maintenance of your vehicle. Further, without this repair, your vehicle may fail a state or local emission inspection test.

We are sorry for any inconvenience but trust that you understand our interest in clean air. Thank you for your attention to this important matter.

Customer Services Field Operations  
Chrysler Group LLC  
Notification Code J35

# Zoom

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