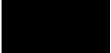


01-10681422-7158

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

March 8, 2015


Waterloo, IL 

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S. E.
Washington, DC 20590

MAR 17 2015

TO WHOM IT MAY CONCERN: ADMINISTRATOR OF NHTSA

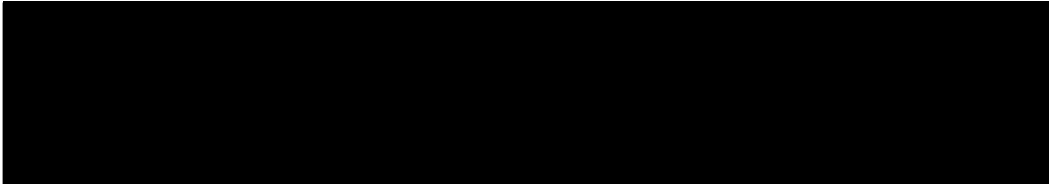
RE: CASE OR COMPLAINT #10681422

On February 5, 2015, I contacted your office via phone by calling 1-888-327-4236. The lady with whom I spoke was very professional and courteous. She listened, documented and assigned the above case or complaint reference number. She did tell me it may take 72 business days to review and investigate.

Prior to this call, for the record, I called Chrysler at least three different times to no avail. In the past, we have dealt with probably five or more recalls with our different company vehicles. It **never too this long before.** We just don't understand, nor could Chrysler customer service, why this one recall is taking so darn long!!!!

Each and every time, they placated us with apologies; but, all three times, their only reason was: "They could NOT get the parts." This makes no sense to us as all other episodes were handled within a reasonable amount of time. Our recall # is P65/NHTSA 14V-635 Diesel Fuel Heater Electrical Connector. Can you please move this complaint along to solve problem?

Our truck is crucial to us, especially during our heavier seasonal work of mowing commercial lots from April 1 – November 1. Our Dodge Diesel Dooley is the only truck in our fleet of three that has the towing capacity to transport our tractors for our larger jobs. We only have two to four weeks left before we must depend upon this truck. I am sure Chrysler will NOT afford a temporary replacement; but, we have been patient long enough.


NAM
32515
SMD



CHRYSLER

**DIESEL FUEL HEATER
ELECTRICAL CONNECTOR**

IMPORTANT SAFETY RECALL

This interim notice applies to your vehicle (VIN: 3D6WZ4CL9BG [redacted])

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

Dear [redacted]

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in certain 2010 through 2014 model year RAM trucks and RAM Cab Chassis trucks equipped with a 6.7L Cummins Turbo diesel engine.

The problem is...

The diesel fuel heater electrical connector on your truck may overheat and cause a fuel leak. The diesel fuel heater housing at the fuel heater electrical connector may overheat, leading to the failure of the O-rings that seal the male electrical terminals in the diesel fuel filter/heater assembly. A leaking diesel fuel filter/heater could cause underhood smoke and/or an engine compartment fire.

What your dealer will do...

Chrysler intends to repair your vehicle free of charge (parts and labor). However, the part required to provide a permanent remedy for this condition is currently not available. Chrysler is making every effort to provide the part as quickly as possible. Chrysler will contact you again by mail, with a follow-up recall notice, when the remedy part is available.

What you must do to ensure your safety...

Once you receive your follow-up notice in the mail, simply contact your Chrysler, Jeep or Dodge 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 the Chrysler Group Recall Assistance Center at 1-800-853-1403.

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.dodge.com/ownersreg.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.



DODGE

CHRYSLER

Jeep

SRT



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Filed a complaint 2.5.15 w/ 17 mil Mileage? 4.6 wks.

P65 / NHTSA 14V-635

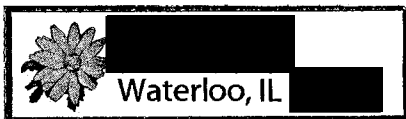
Not available ETA 1.7.15 per Reg

72 hrs. w/6 renewed & w/invnt

Customer Services / Field Operations
Chrysler Group LLC

H. Tranter

#10681422



ST. LOUIS, MO 631

11 MAR 2015 PM 6:11



Administrator
NHTSA
1200 New Jersey Avenue SE
Washington DC 20590

20590

