

APR 14 2015

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received 24-FEB-2015	Repository ☐ Reference No. 10690325		
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
HAINES CITY		FL			
<i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year	
3C63D3KL7CG		DODGE	RAM 3500	2012	
Date Purchased	Dealer's Name and Telephone Number:		Engine:	Fuel Type:	
			No: Cylinders		
Original Owner	Dealer's City	State	Zip Code		
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
	☐ Cruise Control			29-DEC-2014	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: FUEL/PROPULSION SYSTEM (PWS), ENGINE (PWS)			Failure Mileage	Failure Speed	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)	☐ Original Equipment	Failure Location:			
	☐ Prior Repair				
Tire Component Code			Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:	Date Manufactured:	Model No./Name:			
Seat Type:	Installation System:				
Child Seat Component Code:	Failed Part:				
APPLICABLE INCIDENT INFORMATION <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)</i>					
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N	
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).					
TL*THE CONTACT OWNS A 2012 DODGE RAM 3500. THE CONTACT RECEIVED A NOTIFICATION FOR NHTSA CAMPAIGN NUMBER: 14V635000 (ENGINE AND ENGINE COOLING, FUEL SYSTEM, DIESEL) HOWEVER, THE VEHICLE WAS UNABLE TO BE SERVICED UNDER THE RECALL BECAUSE THE PART NEEDED WAS UNAVAILABLE TO PERFORM THE REPAIR. THE MANUFACTURER WAS NOT NOTIFIED OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.					
ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

Received this notice in December 2014



CHRYSLER

Posner Park Chrysler

DIESEL FUEL HEATER
ELECTRICAL CONNECTOR

438-3333-2

IMPORTANT SAFETY RECALL

P65 / NHTSA 14V-635

This interim notice applies to your vehicle (VIN: 3C63D3KL7CG [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.chrysler.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.

Complaint # CDI #

10690325

Customer Services / Field Operations
Chrysler Group LLC

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



DODGE

CHRYSLER

Jeep



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OWNER CONNECT

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SEARCH RESULTS

VIN: 3C63D3KL7CG

Year: 2012

Vehicle: DODGE RAM PREMIUM 4X4 3500 CREW CAB PICKUP

Questions

Please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403

Results Last Updated: February 24, 2015

Safety Recalls (What is a Safety Recall? [Learn More](#))

Chrysler Recall #	NHTSA Recall #	Recall Date	Safety Defect/Non Compliance Description and Safety Risk	Repair Description	Recall Status
P65	14V-635	October 07, 2014	THE DIESEL FUEL HEATER ELECTRICAL CONNECTOR 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.	THE DIESEL FUEL HEATER WIRE HARNESS ELECTRICAL CONNECTOR MUST BE REPLACED ON ALL VEHICLES. ALSO, THE DIESEL FUEL FILTER/HEATER HOUSING MUST BE INSPECTED FOR FUEL LEAKS. IF A FUEL LEAK IS FOUND, THE DIESEL FUEL FILTER/HEATER ASSEMBLY MUST BE REPLACED.	INCOMPLETE BUT REPAIR PARTS ARE NOT AVAILABLE

Campaigns (What is a Campaign? [Learn More](#))

There are no outstanding campaigns for the above listed VIN

Disclaimer

Notification letters issued prior to 1999 are not available online. Please contact us by email to request a copy.

Note

Acrobat Reader 5.0 or later is required to view documents.
[Click here for a free download](#)

2 months later I received this notice and now it is April and still nothing! A fire hazard exists and it takes over 4 months to get the parts to fix it?