

CL-10691718-1670

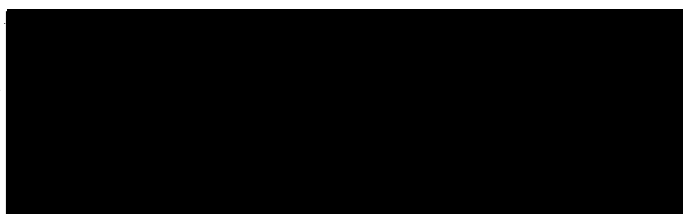
800-853-1403

Spoke to Chrysler 2/20/15

MAR 13 2015

Spoke to Hot Line Ref # 10691718
Service Complaint

Spoke to Chrysler 992.1997 3/3/15



Orlando FL
Un 3CG3DRML5CG

Recall Not Fixed Yet.

NAU

31315

SMP



CHRYSLER

**DIESEL FUEL HEATER
ELECTRICAL CONNECTOR**

IMPORTANT SAFETY RECALL

SI OK.

P65 / NHTSA 14V-635

This interim notice applies to your vehicle (VIN: 3C63DRML5CG [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.

Customer Services / Field Operations
Chrysler Group LLC

copy + mail ✓

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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9051 EAST COLONIAL DRIVE
ORLANDO, FL 32817
407-275-3200
www.greenwaydodge.com

GUARANTEED SATISFACTION!

SERVICE HOURS

Mon - Fri 7:00 am - 7:00 pm
Sat 7:30 am - 5:00 pm

STATE OF FLORIDA
REGISTRATION # MV-48166

I acknowledge receipt of the parts and labor operations as listed below. Warranty information entitled "Disclaimer Of Warranty And Limitation Of Remedies" along with other information required by F.S. Sections 559.901-559.923 is listed on the back of this document. I have read the material printed on the back and agree to it as part of this contract the same as if it were printed above my signature.

Customer Signature _____

Adv: BHR STEPHEN PAUL		Tag: 4465	License: [REDACTED]	3C63DRML5 CG [REDACTED]	Page: 1	Invoice: [REDACTED]
Invoice to			Driver/Owner Information			
[REDACTED] ORLANDO, FL [REDACTED] Cell: [REDACTED] Home: [REDACTED]			[REDACTED] ORLANDO, FL [REDACTED] Cell: [REDACTED]			
For Office Use			Vehicle Information			
Odometer in: 88201 Out: 88223		Dist: CMC CUS C Prelim		12 DODGE RAM 3500 LARAMIE 4W MEGA CAB BLACK		
Begin: 02/05/15		Done: 02/05/15		Invoiced: 02/05/15 16:12 SP		Inservice: 01/31/13 Production: 09/22/12
Customer Waiting						
Concern 51	EXHAUST SERVICE MESSAGE IS DISPLAYED ON DASH CHECK AND ADVISE			Operation	Tech	Amount
Cause	FOUND ACTIVE CODES P1451, P2463, P242F. STORED CODE P2453.			C	520	367.05
Correction	REPLACED FAULTY EXHAUST DIFFERENTIAL PRESSURE SENSOR. PERFORMED MOBILE DESOOT. VERIFIED THE DESOOT IS WORKING. VERIFIED OPERATION OF EXHAUST FINAL OPERATING STAGE.					
Parts	Part Number	PO#	Note	Qty	Sell	
	CMC 05149229AA		SENSOR DIFFERENTIAL	1	336.47	336.47
	Tech 520 MACE, MARSHALL			Subtotal		
Type: C				PARTS		336.47
				LAB-MECHANICAL		367.05
				TOTAL CHARGE FOR CONCERN		703.52
Concern +52	REPLACE RIGHT FRONT SEAT AIR BAG HARNESS PER PREVIOUS DIAG.USE SPO			Operation	Tech	Amount
Correction	REMOVED AND REPLACED RIGHT FRONT SEAT AIRBAG HARNESS PER DIAG.			C	520	181.72
Parts	Part Number	PO#	Note	Qty	Sell	
	SPO 68185282AA		WIRING SEAT AIR BAG	1	65.47	65.47
	Tech 520 MACE, MARSHALL			Subtotal		
Type: C				PARTS		65.47
				LAB-MECHANICAL		181.72
				TOTAL CHARGE FOR CONCERN		247.19

X



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Customer Signature _____

Adv: BHR STEPHEN PAUL		Tag: 4486	License: [REDACTED]	3C63DRML5 CG [REDACTED]	Page: 1	Invoice: [REDACTED]
Invoice to			Driver/Owner Information			
[REDACTED] ORLANDO, FL [REDACTED] Cell [REDACTED]			[REDACTED] ORLANDO, FL [REDACTED] Cell: [REDACTED]			
For Office Use			Vehicle Information			
Odometer in: 88410 Out: 88414		Dist: CMC CUS C Prelim		12 DODGE RAM 3500 LARAMIE 4W MEGA CAB BLACK		
Begin: 02/09/15	Done: 02/11/15	Invoiced: 02/11/15 12:02 SP		Inservice: 01/31/13	Production: 09/22/12	
Customer Concern						
Concern 01	MULTI POINT VEHICLE INSPECTION			Operation	Tech	Amount
Correction	PERFORM MULTI POINT VEHICLE INSPECTION			27PT	520	
	Tech 520 MACE, MARSHALL					
Type: SPC	Line Flags: NOS			TOTAL CHARGE FOR CONCERN		0.00
Concern 51	MIL IS ON AGAIN AND LOOSING POWER			Operation	Tech	Amount
Cause	LOW FUEL PRESSURE.			C	520	367.05
Correction	REMOVED AND REPLACED LOW PRESSURE FUEL TRANSFER PUMP ASSEMBLY FOR LOW FUEL PRESSURE AND VERIFIED REPAIR.					
Parts	Part Number	PO#	Note	Description	Qty	Sell
	SPO 05145571AA			MODULE FUEL PUMP/LEV	1 S	297.00 297.00
	Tech 520 MACE, MARSHALL					
Type: C				Subtotal		
				PARTS		297.00
				LAB-MECHANICAL		367.05
				TOTAL CHARGE FOR CONCERN		664.05
Summary of Charges for Invoice				Payment Distribution for Invoice		
PARTS		297.00		TOTAL CHARGE		733.72
SERVICE MATERIALS		24.89		CASH DUE		733.72
LAB-MECHANICAL		367.05				
SUB-TOTAL		688.94				
STATE SALES TAX		44.78				
TOTAL CHARGE		733.72				
YOU MAY RECEIVE A SURVEY FROM CHRYSLER MOTOR COMPANY ABOUT YOUR VISIT TO GREENWAY CHRYSLER JEEP DODGE. IF YOU ARE NOT "COMPLETELY SATISFIED"						

X



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Adv: BHR STEPHEN PAUL		Tag: 4863	License: [REDACTED]	3C63DRML5 CG [REDACTED]	Page: 2	Invoice: [REDACTED]
Invoice to: [REDACTED]				Driver/Owner: [REDACTED]		
Invoiced: 12/02/14 15:25:58 SP				12 DODGE RAM 3500 LARAMIE 4W MEGA CAB BLACK		
Correction	REMOVED AND REPLACED CRANK CASE VENT FILTER, REMOVED AND CLEANED EGR BYPASS VALVE, EGR COOLER, EXHAUST PRESSURE SENSOR AND TUBE AND REPLACED ALL APPLICABLE GASKETS AND VERIFIED REPAIR.			C	520	S 1151.42
Parts	Part Number	PO#	Note	Description	Qty	Sell
	CMC 68005184AA			GASKET EGR VALVE	2	12.47 24.94
	CMC 68005465AA			GASKET NONE	2	8.47 16.94
	CMC 68038089AB		INSF	GASKET EGR COOLER	1	22.47 22.47
	CMC 68026987AA			GASKET NONE	1	12.47 12.47
	CMC 68028729AA			CLEANER EGR SYSTEM	2	28.47 56.94
	CMC 68002433AB			BREATHER CRANKCASE	1	179.47 179.47
	010 2501		INSF	2 STEP DIESEL CLEANER	1	44.47 44.47
	Tech 520 MACE, MARSHALL					
Type: C						
				Subtotal		
				PARTS		357.70
				LAB-MECHANICAL		1151.42
				TOTAL CHARGE FOR CONCERN		1509.12
Concern +53	REPLACE FUEL FILTER			Operation	Tech	Amount
Correction	REPLACED FUEL FILTER.			C	520	S 104.65
Parts	Part Number	PO#	Note	Description	Qty	Sell
	CMC 68065608AA			FILTER FUEL	1	105.47 105.47
	Tech 520 MACE, MARSHALL					
Type: C						
				Subtotal		
				PARTS		105.47
				LAB-MECHANICAL		104.65
				TOTAL CHARGE FOR CONCERN		210.12
Summary of Charges for Invoice [REDACTED]				Payment Distribution for Invoice [REDACTED]		
PARTS	754.49	TOTAL CHARGE		2499.99		
SERVICE MATERIALS	24.89	CASH DUE		2499.99		
HAZ/WASTE-TIRE DISPOSAL	5.00					
LAB-MECHANICAL	1616.05					
LAB DISCOUNT	33.94-					
MATCH PRICE	19.08-					
SUB-TOTAL	2347.41					
STATE SALES TAX	152.58					
TOTAL CHARGE	2499.99					

PAID

RECEIVED

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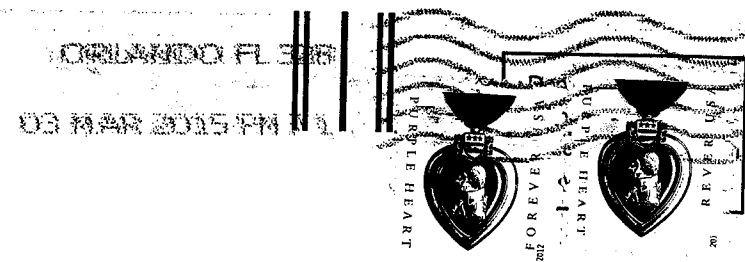
Customer Signature _____

Adv: BHR STEPHEN PAUL	Tag: 4863	License: [REDACTED]	3C63DRML5 CG [REDACTED]	Page: 2	Invoice: [REDACTED]
Invoice to: [REDACTED]			Driver/Owner: [REDACTED]		
Invoiced: 12/02/14 15:25:58 SP			12 DODGE RAM 3500 LARAMIE 4W MEGA CAB BLACK		
Correction	REMOVED AND REPLACED CRANK CASE VENT FILTER, REMOVED AND CLEANED EGR BYPASS VALVE, EGR COOLER, EXHAUST PRESSURE SENSOR AND TUBE AND REPLACED ALL APPLICABLE GASKETS AND VERIFIED REPAIR.				C 520 S 1151.42
Parts	Part Number	PO#	Note	Description	Qty Sell
	CMC 68005184AA			GASKET EGR VALVE	2 12.47 24.94
	CMC 68005465AA			GASKET NONE	2 8.47 16.94
	CMC 68038089AB		INSF	GASKET EGR COOLER	1 22.47 22.47
	CMC 68026987AA			GASKET NONE	1 12.47 12.47
	CMC 68028729AA			CLEANER EGR SYSTEM	2 28.47 56.94
	CMC 68002433AB			BREATHER CRANKCASE	1 179.47 179.47
	010 2501		INSF	2 STEP DIESEL CLEANER	1 44.47 44.47
	Tech 520 MACE, MARSHALL				
Type: C					Subtotal
					PARTS 357.70
					LAB-MECHANICAL 1151.42
					TOTAL CHARGE FOR CONCERN 1509.12
Concern +53	REPLACE FUEL FILTER				Operation Tech Amount
Correction	REPLACED FUEL FILTER.				C 520 S 104.65
Parts	Part Number	PO#	Note	Description	Qty Sell
	CMC 68065608AA			FILTER FUEL	1 105.47 105.47
	Tech 520 MACE, MARSHALL				
Type: C					Subtotal
					PARTS 105.47
					LAB-MECHANICAL 104.65
					TOTAL CHARGE FOR CONCERN 210.12
Summary of Charges for Invoice			Payment Distribution for Invoice		
PARTS	754.49	TOTAL CHARGE	2499.99	PAID	
SERVICE MATERIALS	24.89	CASH DUE	2499.99	RECEIVED	
HAZ/WASTE-TIRE DISPOSAL	5.00				
LAB-MECHANICAL	1616.05				
LAB DISCOUNT	33.94-				
MATCH PRICE	19.08-				
SUB-TOTAL	2347.41				
STATE SALES TAX	152.58				
TOTAL CHARGE	2499.99				

X

Copies

Name 
Address 
City Orlando FL State FL Zip 



ATTN: GDM. Sgt Hwy Safety

20590

