

Staunton, VA

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

4-9-2015

APR 21 2015

Administrator
National Hwy. Traffic Safety Adm.
1200 NJ Ave SE
Washington DC 20590

re Recall P95/NHTSA 14V-635

This recall was issued in Dec 2014

as of 4/8/15 Dick Myers Chrysler Dodge
540. 433. 1600
Harrisonburg VA

Told me there was NO RECALL

The Chrysler Group Recall Assistance Ctr.
Told me parts were STILL NOT AVAILABLE

I've been waiting about FOUR (4) months —
Which seems like too long.



Dick Myers Chrysler-Dodge
4330/1600
Sharell → Kate No Recall
DIESEL FUEL HEATER ELECTRICAL CONNECTOR

IMPORTANT SAFETY RECALL

This interim notice applies to your vehicle (VIN: 3C7WDNBL8CG [REDACTED])

P65 / NHTSA 14V-635
Recall issued Dec 2014
Still No Parts 4/8/15

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.

No Parts.

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>.

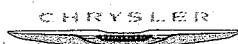
We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations
Chrysler Group LLC

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



DODGE



Jeep

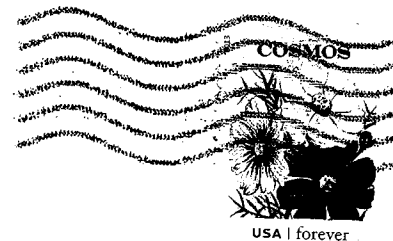
SRT



Staunton, VA

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Administrator - Recall P65
NAT. HWY. Traffic Safety Adm.
1200 New Jersey Ave. S.E.
Washington DC 20590

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