

OL-10B2110-7258

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

SAFETY RECALL  
DIESEL FUEL HEATER  
ELECTRICAL CONNECTOR  
VIN: 3D73Y4CL5AG [REDACTED]

Administrator, National Highway Traffic Safety Adm.  
1200 New Jersey Ave. S.E.  
Washington, DC 20590

June 20, 2015

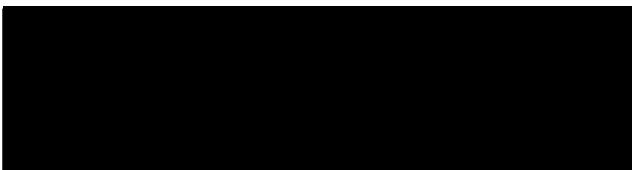
JUL 1- 2015

To Whom it May Concern:

Enclosed is copy of a safety recall on my 2010 Dodge pickup that I received in April or 1st of May, 2015. I went to Dick Myers Dodge in Harrisonburg, Va. to make an appointment to get this recall taken care of. The Lady in the service department said she would get my pickup in the shop in about 2 weeks. I waited 4 weeks and heard nothing from Dick Myers Dodge so I called the service department again. I was told that I was still on the waiting list but she did not know when she would get my pickup in to work on it.

I do not know why the service is so bad on Dodges or maybe just Dick Myers Dodge. I have never had a Dodge pickup before so I was not aware of the bad service given. Service is so important when buying a vehicle that I do not think I would consider buying a Dodge again. I have always had Ford vehicles and never had a problem with recalls being taken care of promptly. When a customer receives a Safety Recall, they expect it to be taken care of in a reasonable time period or it could be a real safety issue.

I am very disappointed with Dodge and Dick Myers Dodge and I do not think they will ever call me to bring my pickup in to get fixed. They seem so unconcerned about the recall.



ET  
7/15  
SMD

**IMPORTANT SAFETY RECALL**

**P65 / NHTSA 14V-635**

This notice applies to your vehicle (VIN: 3D73Y4CL5AG [REDACTED]).

This 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** 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 will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the diesel fuel heater electrical connector and inspect/replace the diesel fuel filter/heater assembly as required. The work will take up to 1.5 hours to complete. However, additional time may be necessary depending on service schedules.

**What you must do to ensure your safety...** Simply contact your Chrysler, Jeep, Dodge or RAM dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them for your appointment. **Please bring this letter with you to your dealer.**

**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. If you have further questions go to [recalls.mopar.com](http://recalls.mopar.com).

If you have already experienced this specific condition and have paid to have it repaired, you may mail your original receipts and proof of payment to the following address for reimbursement consideration: FCA US Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement. Once we receive and validate the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

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.

Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s): N49

Customer Services / Field Operations  
FCA US LLC

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

*Duck Myers*

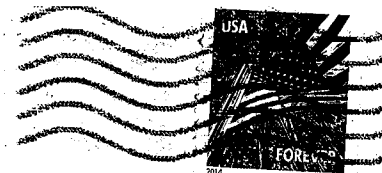


[REDACTED] one if own. writer's name ged):

Broadway, VA

RICHMOND VA 230

22 JUN 2015 PN 2 L



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

20590

