

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

FOR AGENCY USE ONLY 1058



U.S. Department of Transportation
National Highway Traffic Safety Administration

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

Date Received: 08-JUL-2015
SEP 02 2015
Repository
Reference No. 10732110

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: BROADWAY State: VA Zip Code: [Redacted]
Daytime Telephone Number: [Redacted] E-mail Address:
Evening Telephone Number:

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).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 3D73Y4CL5AG [Redacted]
Make: RAM Model: 3500 Model Year: 2010
Date Purchased: 4-9-14 Dealer's Name and Telephone Number: DICK MYERS DODGE 540-433-1600 Engine: No: Cylinders 6 Fuel Type: Diesel
Original Owner: Dealer's City: HARRISONBURG State: VA Zip Code: 22801
Transmission Type: AUTO. Antilock Brakes: Cruise Control: Powertrain: 4 WHEEL DRIVE Multiple Failure: 1 Incident Date(s): 01-APR-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 080000 FUEL SYSTEM, DIESEL, 061200 ENGINE AND ENGINE COOLING: ENGINE: DIESEL 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: DOTM9ABC036) Original Equipment: Prior Repair: Failure Location:
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

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)

Crash: Yes No Fire: Yes No Number of Persons Injured: Number of Deaths: 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).

2010 DODGE RAM 3500. CONSUMER WRITES IN REGARDS TO DIESEL FUEL HEATER ELECTRICAL CONNECTOR RECALL NOTICE ISSUES. *SMD THE CONSUMER WAS INFORMED THERE WAS A WAITING LIST. *JB

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 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.

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 you. 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.

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.



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Notification Code

P65

Vehicle (check one if not ok)

exported

Vehicle (check one if not ok)

Vehicle (check one if not ok)

Vehicle (check one if not ok)

Dr.

Business

MI

code