



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

1200 New Jersey Avenue, SE
Washington, DC 20590

February 9, 2018

[REDACTED]
Glasgow, KY [REDACTED]

NEF-109 am
Ref. No. 11053291

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2016 Ram 3500 truck. Your correspondence was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the federal agency responsible for improving safety on our nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns.

We are aware of the delayed remedy for NHTSA Safety Recall Campaign 17V-562 that affects certain MY 2013 through MY 2017 Ram 3500 trucks equipped with Cummins 6.7L Turbo Diesel engines. These trucks may experience a water pump failure which may result in an engine compartment fire. Fiat Chrysler Automobiles (FCA) will replace the water pump on your truck with a new one that includes a corrective vent hole, free of charge. According to FCA, you will receive a notification in early June to inform you that the parts are available and to schedule an appointment with your dealer.

Please note that it is not unusual for manufacturers to not have an adequate inventory of recall parts shortly after a recall is announced. Recall parts availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing and logistics. FCA has advised that they are conducting Recall 17V-562 in phases due to the volume of trucks affected and water pumps needed.

We understand your concerns regarding you and your family's safety and your decision to park the truck. At this time, we recommend that you contact FCA for further assistance and information on when the recall will be available.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement