



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue, SE
- Washington, DC 20590

May 11, 2018

[REDACTED]
Big Lake, MN [REDACTED]

NEF-109 am

Ref. No(s). 11089392,11089408

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2010 and MY 2011 Dodge Ram trucks. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. I am pleased to respond.

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 completion rates and adequacy of manufacturers' recalls.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. Your MY 2010 and MY 2011 Dodge Ram trucks are affected by NHTSA Safety Recall Campaign No. 17V-821. The Brake Transmission Shift Interlock (BTSI) locking pin can become stuck in the open position in certain MY 2009 through MY 2017 Dodge Ram trucks. The repair involves replacing the BTSI and/or reflashing the Body Control Module (BCM).

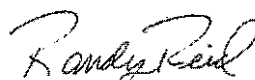
We understand your concerns with the parts delay Recall 17V-821. Please note that it is not unusual for manufacturers to have an inadequate inventory of recall parts shortly after a recall is announced. Recall parts availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing and logistics. Manufacturers may decide to limit the volume of recall parts they automatically shipped to ensure a balanced distribution to dealers. In addition, some manufacturers may impose order limitations to discourage dealers with tendencies to over order and stock pile parts, thus avoiding waste for parts they do not need.

We recommend that you continue to follow up with Fiat Chrysler Automobiles (FCA) and your dealer on the status of the parts availability for the Recall 17V-821. In addition, you indicate that the roll away you experienced occurred with the key in the ignition, engine running, parking brake on, and gear selector in park. However, Recall 17V-821 addresses a roll away problem

due to a defective BTSI, which allows the gear selector to be moved while the key is out of the ignition or brake engaged. The BTSI is a requirement under Federal Motor Vehicle Safety Standard No. 102 to mitigate roll away incidents. Based on the information provided, we feel the roll away problem you describe may not be related to the BTSI recall. We recommend that you continue to work with FCA and your dealer to determine the cause of the roll away of your Ram truck.

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