



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

1200 New Jersey Avenue SE.
Washington, DC 20590

[REDACTED]

Deerfield, WI [REDACTED]

NEF-109 ela
Ref. No. 11341830

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2012 Ram 3500 truck. The Wisconsin Department of Agriculture, Trade and Consumer Protection forwarded your letter to the National Highway Traffic Safety Administration (NHTSA). I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. 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' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. We are aware of NHTSA Safety Recall Campaign No. 17V-562 (also known as manufacturer's recall number T51), which addresses a problem with the water pumps in certain MY 2013 through MY 2017 Ram 2500/3500 trucks equipped with a Cummins 6.7L Turbo Diesel. Under certain conditions, the water pump may fail and this can result in an engine compartment fire.

Please note that recalls are very specific with regards to vehicle build dates, affected vehicle identification numbers (VIN), assembly plants, remedy procedures, and defective components. Fiat Chrysler Automobiles (FCA) advised that vehicles outside the model year range are not affected by the defect identified in Recall 17V-562. Your MY 2012 Ram 3500 truck is outside the model year range and therefore is not eligible for a free remedy under Recall 17V-562.

We entered your information into our database. It will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

We recommend that you continue to work with FCA or your dealer for an amicable resolution to your problem. You may also ask your dealership for a meeting with a FCA district manager regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

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

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