



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



October 2, 2020

[REDACTED]
Erie, PA [REDACTED]

NEF-109 tgd
Ref. No. 11354711

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2017 Ram ProMaster 3500 van. Your letter was received in the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. 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' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. We understand your concerns with the parts delay for NHTSA Safety Recall Campaign Numbers 19V-818 and 20V-036. 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 a tendency 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 and your dealer on the status of the parts.

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,

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