



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



June 22, 2021

Houston, TX [REDACTED]

NEF-109 ela
Ref. Nos. 11419869,
11419871, 11419872

Dear [REDACTED]

Thank you for the letter about your company's model year (MY) 2017 through MY 2018 RAM 3500 vehicles. 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 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, such as in their design, construction, or performance. Among other activities, 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 reviewed our database to identify whether a safety defect trend exists with the engine, power steering, fuel system, or radiator hose connections in MY 2017 through MY 2018 RAM 3500 vehicles. At this time, NHTSA has not identified sufficient evidence to open a safety defect investigation or to initiate a recall on these issues. However, we entered your information into NHTSA's database, where 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 www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

While researching your problems, we entered the Vehicle Identification Numbers for your fleet vehicles into our online VIN Look-Up Tool and noted that a number of the vehicles have open recalls on them. We encourage you to contact your local dealer to schedule an appointment to have necessary recall repairs completed as soon as possible or to check the status of recall remedy availability, and to check your fleet for open recalls at least twice per year at www.nhtsa.gov/recalls:

Last 6 of VIN	Open Recalls
362151	Invalid VIN provided
354875	21V-398 (remedy unavailable)
744088	21V-398 (remedy unavailable)
664808	20V-208
701212	18V-332, 18V-486
695941	18V-332, 18V-486

609538	18V-332, 19V-347
509966	Invalid VIN provided
238347	18V-332
354875	21V-398 (remedy unavailable)
744088	21V-398 (remedy unavailable)
362151	21V-398 (remedy unavailable)
547461	21V-398 (remedy unavailable)

Please also note, NHTSA does not have jurisdiction over a manufacturer's warranty terms or reimbursement claims. We encourage you to continue working with Fiat Chrysler Automobiles (Stellantis/FCA) and your dealer to explore the potential of an amicable resolution to this matter. You may also ask your dealership for a meeting with a Stellantis/FCA district manager regarding your problem. You may also consider contacting your local Consumer Protection Agency or the Texas Attorney General's Office regarding your problem and rights under state law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. 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, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,



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