

By Email and Certified Mail

CL-11419872-2500

RAM Customer Care
PO Box 21-8004
Auburn Hills, MI 48321-8004

June 1, 2021

Attention: Consumer Complaints

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

Subject: Defective Ram 3500 Trucks

Gentlemen:

We have a fleet of RAM trucks, several of them have problems with the lifters in the engine, numerous issues with the power steering system as well as miscellaneous electrical and fuel pump problems. Seeing as we have a large number of vehicles from RAM, GET would like to seek assistance from a fleet perspective to find a solution with these issues.

We have three specific trucks that have had numerous issues. The three RAM 3500's that we own with VIN # 3C7WRSBJ9JG [REDACTED] 3C7WRSBJ3HG [REDACTED] 3C7WERSBJ7G [REDACTED] These vehicles started having issues very soon after purchase. All of these vehicles have problems with the lifters. There is a constant hard ticking noise in the engine which we were informed can only be fixed by replacing the lifters or rebuilding the engine. Two of these trucks required the power steering system to be replaced due to metal particulates that were left in the power steering pump from the manufacture. One of the vehicles have had the fuel pump and fuel pump system replaced at least once. Two of the vehicles had radiator hoses that were not secured properly causing the hosing to come loose. One instance required the radiator to be replaced.

These trucks were custom ordered from the manufacturer for us and thus far we have spent thousands of dollars in repair costs. We were told we could only have a 30,000-mile powertrain warranty by Texan Dodge in Humble, TX. I was just informed by SouthFork Dodge in Manvel-Pearland, TX that due to the fleet nature of our account we should have been covered for 100,000-mile powertrain warranty but have not had the coverage thus far and have had to cover the cost of these repairs out of pocket.

A list of our Ram Fleet Trucks is as follows:

VEHICLE INFORMATION							
VIN No.	Vehicle	License Plate No.	Year	Make	Model	Color	Purchased
3C6JR6AG2H [REDACTED]	Truck	[REDACTED]	2017	Dodge	Ram 1500	Black	03/15/18
3C6JR6DT8L [REDACTED]	Truck	[REDACTED]	2020	Dodge	Ram 1500	White	08/12/20

VIN No.	Vehicle		Year	Make	Model	Color	Purchased
3C6JR6DG9K	Truck		2019	Dodge	Ram 1500	White	02/05/20
3C6JR6DG6L	Truck		2020	Dodge	Ram 1500	White	08/12/20
3C6JR6AG5H	Truck		2017	Dodge	RAM 1500	White	02/23/18
3C6JR6DG5H	Truck		2017	Dodge	RAM 1500	White	03/29/17
3C6JR6AG4J	Truck		2018	Dodge	RAM 1500	White	07/23/18
3C6JR6DGXL	Truck		2020	Dodge	Ram 1500	White	10/14/20
3C6JR6DG4L	Truck		2020	Dodge	Ram 1500	White	10/20/20
3C6JRDG9K	Truck		2019	Dodge	Ram 1500	White	04/12/19
1C6RR6FG3L	Truck		2020	Dodge	1500 Classic	Black	12/24/20
3C6JR6AG2J	Truck		2018	Dodge	RAM 1500	White	06/12/18
3C6JR6DG7K	Truck		2019	Dodge	RAM 1500	White	12/21/18
3C6JR6DG0K	Truck		2019	Dodge	Ram 1500	White	12/21/18
3C6JR6DG7K	Truck		2019	Dodge	Ram 1500	White	01/22/19
3C6JR6DT0K	Truck		2019	Dodge	Ram 1500	White	05/16/19
3C7WRSBJ9J	Truck		2018	Dodge	Ram 3500	White	10/10/18
3C7WRSBJ3	Truck		2017	Dodge	Ram 3500	Gray	
3C7WRSBJ7J	Truck		2018	Dodge	Ram 3500	White	9/26/2018
3C7WRLBJ2	Truck		2021	Dodge	Ram 4500	White	2/9/2021

We request that RAM assist in fixing these problems. We believe that the problems with the RAM vehicles are due to manufacturing defects. We are also sending this information to National Traffic Highway Administration.

We are hoping that RAM will honor repairs to these problems.

Very truly yours,

[Redacted Signature]

cc: National Traffic Highway Administration – Mr. Jack Danielson, Executive Director, email only (nhtsa.webmaster@dot.gov)
 SouthFork Dodge – Mr. Art Houser, email only (ahouser@southforkcdjr.com)