

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Self reported ABS module failure for FCA RAM 1500/2500/3500 -reference #11504007.pdf. reported Jan 27-2023
Date: Friday, February 24, 2023 12:04:31 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Friday, February 24, 2023 11:39 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Self reported ABS module failure for FCA RAM 1500/2500/3500 -reference #11504007.pdf. reported Jan 27-2023

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Feb 24, 2023

To whom it may concern at DOT / NHTSA / Safety Hotline:

I have edited the 11504007 pdf sent to me to add additional details. Please see the attached pdf 11504007a.pdf for additional details.

Please note in my case, my 2017 truck only has 14200 miles on it. Other people have reported new 2018 trucks having the ABS modules fail within a few weeks after taking delivery of the new vehicles.

Failure of the ABS modules is widespread and easily found online. ABS errors and brake module failure should be considered a major safety issue.

I strongly encourage NHTSA look into this , forthwith, and determine the extent of the issue including if the ABS module failed and contributed to vehicle crashes , injuries and/or fatalities.

Please let me know if I can be of further assistance.....

[REDACTED]
 CAP Certified Laboratory Inspector (RET)

U.S. Department
of TransportationNational Highway
Traffic Safety
AdministrationDOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

27-JAN-2023

Reference No.
11504007

OWNER INFORMATION (Type or Print)

Name			
Address			
City	State	ZIP Code	
Marietta	GA		

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3C63RRJLXH		MAKE RAM	Model 3500	Model Year 2017
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	STATE	ZIP Code	
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 06-JAN-2023

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 036400 SERVICE BRAKES, HYDRAULIC;ANTILOCK/TRACTION CONTROL/ELECTRONIC LIMITED SLIP;ABS WARNING LIGHT	Failure Mileage 14200.0	Failure Speed
--	----------------------------	---------------

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL 9ABC036)	☐ Original Requirement ☐ Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N
--	---	---------------------------	------------------	-------------------------

Narrative Description of Incident(s), Crash(es), Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;
i.e., parts repaired or replaced (and if old part is available).

The contact owns a 2017 Ram 3500. The contact stated while starting the vehicle, the "Service ABS system" warning light intermittently illuminated; however, the warning light disappeared while driving. The contact stated that the failure recurred, and the local dealer was made aware of the failure. The vehicle was not diagnosed nor repaired. The manufacturer was not made aware of the failure. The approximate failure mileage was 14,200.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579. This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
 1-888-DASH-2-DOT
 (1-888-327-4236)
 INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

27-JAN-2023

Reference No.
11504007**OWNER INFORMATION (Type or Print)**

Name

Address

City

Marietta

State

GA

ZIP Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

3C63RRJLXH

MAKE

RAM

Model

3500

Model Year

2017

Date Purchased

May 21 2017

Dealer's Name and Telephone Number

Gwinnett CDJR

Engine:

No: Cylinders 6

Fuel Type:

Diesel

Original Owner

☒

Dealer's City

Stone Mountain

STATE

GA

ZIP Code

30087

Transmission Type

auto

☒ Antilock Brakes☐ Cruise Control

Powertrain

4 WD

Multiple Failure:

yes

Incident Date(s)

06-JAN-2023

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 036400 SERVICE BRAKES, HYDRAULIC;ANTILOCK/TRACTION CONTROL/ELECTRONIC LIMITED SLIP;ABS WARNING LIGHT

Failure Mileage
14200.0

Failure Speed

ON STARTUP

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTMAL 9ABC036)

☐ Original Requirement☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

The contact owns a 2017 Ram 3500. The contact stated while starting the vehicle, the "Service ABS system" warning light intermittently illuminated; however, the warning light disappeared while driving. The contact stated that the failure recurred, and the local dealer was made aware of the failure. The vehicle was not diagnosed nor repaired. The manufacturer was not made aware of the failure. The approximate failure mileage was 14,200.

Online research on at least 1 HD ram forum (hdrams.com) yields info that the same issue exists for many 2007 thru 2018 Ram vehicles 1500/2500/3500. The same error message comes up on other FCA vehicles in similar years according to Google searches.

In some cases, the FCA ABS module failed during driving causing braking issues. In some reported cases, the replacement modules came up with errors within a week. Sometimes even within a week. Some people reported issues on 2018 newly delivered trucks.

When reporting it to Ed Voyles - Marietta GA, local CDJR dealer, the response was "oh they all do that. Still should be safe to drive it". They did not want to open a case with the manufacturer. Replacement parts were not in stock and i was told it may take several months to get replacements

Please note that these are trucks and may be used to tow heavy loads. If the ABS braking system fails and the vehicle /trailer skids, it is a major safety issue to the traffic around it

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579. This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

