

28 November 2025

Administrator
NHTSA
1200 New Jersey Avenue
West Building
Washington, D.C. 20590

[REDACTED]
Altha, FL
[REDACTED]
VIN [REDACTED]
3 July 2021 / 72,500 miles

SUBJECT: Ram 3500 HD Truck Brake Feel/Performance
(VOQ No. 11688196 – Courtesy Copy Letter sent to Mopar)

Dear Sir,

I am writing as a follow up to my previous letter dated 18 June 2025 that I sent to you via e-mail through your customer service department in June, and again via regular mail in August of this year. As of the date of this writing, I have not received any correspondence from you regarding the subject matter I am writing you about.

I have been corresponding with your customer service department as best I can via telephone and e-mail, and this has proven to be ineffective at satisfactorily addressing my written concerns with my vehicle. Following is somewhat of a timeline of events and additional information that explains my experience with your preferred handling of such written inquires through your customer service department and authorized dealers.

As stated previously, my initial letter dated 18 June 2025 was submitted via e-mail to your customer service department in June, and after a couple of phone calls to your customer service department for a status update, I was told on 3 July to wait three more weeks for a response from your correspondence department.

Allowing for the three weeks to pass, I again contacted your customer service department right after the first full week of August for a status update regarding my letter and was informed that my letter was not able to be found, and it was requested that I resend the letter via e-mail, which I did. At this time, I also mailed a copy of the letter to the address listed in the owner's manual, also on this letterhead and mailed a courtesy copy to the NHTSA, as indicated in owner's manual. During discussions and review of letter in August with customer service, it was suggested that I take the vehicle to Bay Cars for an assessment and have the dealer contact customer service referencing assigned case number when the vehicle is at the dealership.

Not meaning to delay taking the vehicle to the dealer, I waited until after returning from a planned trip with the vehicle, before scheduling an appointment at Bay Cars for an assessment of the vehicle's brake system. In September I contacted the service department at Bay Cars and explained the situation with my vehicle to the service advisor and forwarded a copy of my letter to the advisor for additional information and provided the customer service's assigned case number with instruction for customer service to be contacted referencing the case number when the vehicle is at their facility.

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On 25 September 2025 I took my vehicle to Bay Cars for the scheduled appointment to assess the vehicle's brake system issue/concern. The service advisor first advised me that there would be a \$200.00 charge for performing a complete analysis of the vehicle's brake system (not discussed previously at time of scheduling appointment) and I would have to leave the vehicle for the day (previously discussed and planned for). I explained that I was not wanting to incur any expense for this service and I also questioned what the analysis involved, and the advisor's response was a complete and thorough diagnosis of the brake system. I again discussed with the advisor that I was needing an assessment of the vehicles brake system performance to verify my complaint and for Mopar's service department to be contacted referencing the assigned case number. The advisor offered a courtesy (no charge) multi-point inspection that on paper (*INVOICE* / N/C) appears to be a complete brake system check for an indicated approximation of \$200.00 that took approximately one hour to complete while I waited. I also asked that the vehicle be test driven to observe the vehicle's brake system performance, which the advisor stated they would do as part of the procedure after the initial inspection in the shop.

After the initial inspection in the shop was completed, the service advisor provided me with a copy of the invoice with supporting documentation of the multi-point inspection and a VIP vehicle summary report. He described the services performed that included (as written on invoice) a multi-point inspection, removal of the tires to check the brake calipers, rotors and pads along with the brake fluid, master cylinder and lines and a check for any stored trouble codes. The service advisor further explained that there are no hot spots and/or uneven wear on the rotors and no other problems found with the vehicle's braking system. He informed me that the brake pads lining thickness was measured and everything appears to be found within factory specifications and functioning normally. I asked if Mopar customer service was contacted with the assigned case number, and he said no. I asked why not, and he said that the service manager would be handling that. I then asked if the vehicle was road tested and he said no. He asked me if I wanted to drive and I said no, I wanted him to drive so that he could experience the vehicle's brake system feel and performance himself. We went for a short test drive and the advisor stated that he sees what I am talking about regarding the vehicle's braking feel and application before and after "two stepping" (pumping) the brake pedal. After returning to the dealership, the advisor recommended that I replace the front brake pads since they are worn the most in hopes of taking the excessive travel out of the brake pedal stroke and improving the brake feel and performance. I thanked the advisor for his time and effort and departed the dealership without consulting with the service manager due to time constraint with plan to follow up with him/her via telephone.

On 8 OCT 2025 after multiple attempts to obtain the service manager's name and direct phone number, I spoke with Dusty, who to say the least is not very customer service orientated and basically just listened to me talk about my issue with the vehicle's brakes and not offering much support and/or additional information. Dusty answered my questions with short and pointed answers and said some things that are not accurate. I asked if he was familiar with my recent visit to his facility with my vehicle and the written letter to Mopar that I provided to the service advisor via e-mail along with Mopar assigned case number and instruction for them to be contacted after the vehicle was brought to the dealership, and he said yes. I asked if he had called the customer service center, and he said no. I asked why he didn't as the service advisor stated that you would be handling this, and Dusty replied that there were no issues found and Mopar's technical service

assistance was not needed. I asked him if he was aware of "vehicle cost assistance" that customer service stated was available to them and he replied that he has no idea what that is. I asked him if he thought that having to pump the brake pedal to obtain a good pedal feel and increased braking action is normal and he replied yes, that pumping the brake pedal will give you a better pedal feel and improved braking. I questioned him on how this could be acceptable and considered normal on a new (fairly new) vehicle as this is not normal operating procedure of a brake system on any vehicle. I stated that I should not have to pump the brake pedal to obtain improved braking performance. He then changed his response and stated that pumping the brake pedal will provide a better feel but shouldn't increase the brake performance. He also stated that pumping the brake pedal on a 2500 with a hydroboost system is likely building pressure, whatever that is supposed to mean. I reminded him that my vehicle is a 3500 with a non-hydroboost brake system. After a little more back and forth discussion Dusty told me that he has a record of me taking my vehicle to three to four different dealerships and all found no issues with the brake system. This is not true and as stated in my previous letter, I have taken my vehicle to two dealerships, Bay Cars and Marianna CDJR.

Regarding the *INVOICE* provided by the service advisor Mr. Brown, he wrote in his summary of services performed, "TEST DROVE WITH CUSTOMER, NO PROBLEMS FOUND AT THIS TIME, OPERATING TO FACTORY SPEC'S". This statement was written prior to Mr. Brown test driving the vehicle, at which time during the test drive he stated that he sees what I am talking about, referring to my complaint that he also wrote in the "CUSTOMER STATES" summary of the invoice. Furthermore, the measurements of the brake pads lining thickness obtained and recorded are 7MM for the front brake pads and 13MM for the rear brake pads. I contacted the parts department at Bay Cars and asked if I could get the brake pads lining thickness for new brake pads and the parts advisor informed me that Mopar does not provide the specifications for their OE parts. He did however check his inventory for the brake pads and provided a measured lining thickness of approximately one-half inch using a tape measure. One-half inch is equivalent to 12.7MM. Trying to obtain an accurate lining thickness, I researched replacement brake pads on-line and found two aftermarket manufacturer's that provide specifications to include brake pad lining thickness, and they are 13.8MM and 13.9MM. Using the average of 13.85MM thickness of new brake pads compared to the brake pads thickness measured on my vehicle with 71,401 miles, the front brake pads are approximately 49% worn and the rear brake pads are approximately 6% worn. This does not seem to be proportional in normal wear, especially on a vehicle that is not normally used as a daily driver (unladen) and is used primarily for the purpose of a tow vehicle, mostly towing two trailers that when loaded are near the maximum carrying and towed weight ratings for this truck. It makes me wonder how much of that 6% wear of the rear brake pads are a result of my adopted "two step" braking method that has proved to provide an increased brake feel and braking action. Does Mopar consider this indicated brake pad lining wear between the front and rear axles normal on a vehicle that is reported to be operating to factory specifications?

Recently, I happened to observe a Ram pick-up truck like mine parked in a parking lot with the owner observed close by. I informed the gentleman that I had a similar vehicle to his and wanted to inquire if he has experienced any brake issues. His vehicle is a model year 2022 and a 2500HD, with the same model gasoline engine and non-hydroboost brake system. Before I ever told the gentleman what I was experiencing with my truck's brakes, he explained to me the issues that he is

experiencing with his truck, and he has experienced the same identical issues and concerns. He stated that yes, he has issues and concerns with the brake system and described the long brake pedal stroke and decreased braking performance especially when towing and has found that pumping the brake pedal increases the braking action significantly. After some discussion and shared issues and concerns, he agreed with me that he also feels like the rear axle's brakes are not functioning proportionally with the front axle's brakes because he said that he gets a lot of brake dusting at the front wheels and hardly any at the rear wheels. Something that I have also experienced with my truck. We are both experiencing the very same issues and concerns as evidently many more have also as indicated by Mopar's information bulletin case number S2123000055 that was released July 2021. I strongly believe that this brake issue/concern is not just solely with my vehicle, but with multiple vehicles of the same model.

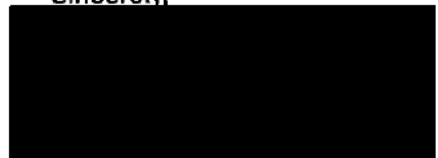
Regarding the Mopar information bulletin, how can Mopar conclude that there is no found brake faults on a vehicle when compared to another vehicle that has the same brake faults? Just because two faulty vehicles are compared and observed/found to be operating the same does not make it correct, does it? This is illogical reasoning.

I want to point out what the owner's manual states under the Safety section and Safety Features regarding the multiple brake systems that make up the "advanced Electronic Brake Control (EBC) system" and how to properly apply the brakes. Under the Anti-Lock Brake System (ABS) paragraph, there is a warning that states "Pumping of the Anti-Lock Brakes will diminish their effectiveness and may lead to a collision. Pumping makes the stopping distance longer. Just press firmly on your brake pedal when you need to slow down or stop." I believe this to be true with a properly operating/functioning brake system and/or EBC system, but with a defective system, pumping or "two stepping" the brake pedal is essential in increasing the braking action and shorting the stopping distance. Also, the paragraph for Brake Assist System (BAS) states in part, "To receive the benefit of the system, you must apply continuous braking pressure during the stopping sequence (do not "pump" the brakes)." Again, this is believed to be effective on a properly operating/functioning brake system and/or EBC system but on a defective system, pumping or "two stepping" the brakes has proven to be more effective in optimum braking action and shorter braking distances, while operating the vehicle in both an unladen or laden condition, but most noticeability and/or concerning during heavily laden operation of the vehicle or during emergency braking while the vehicle is unladen.

I again am asking you to please investigate this matter of concern from both a safety and a performance issue and provide a resolution for what is apparently a latent and/or overlooked design and/or manufacturing defect. This vehicle is not "operating to factory spec's" as reported to be by one of your authorized dealers. It appears the rear axle brakes are not building adequate brake pressure to fully apply the brakes unless first "two stepping" (pump) the brake pedal before applying firm and continuous brake pedal effort, which is contrary to what the vehicle's owner manual states in order to "provide increased vehicle stability and brake performance under most braking conditions".

Sincerely,

Courtesy Copy: Administrator, NHTSA



Altha, FL

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