

Sent: Friday, February 23, 2018 7:55 AM

Subject: FCA - Safety Recall T51 / NHTSA 17V-562 - Diesel Water Pump;

Importance: High

To all this may concern or apply,

You are receiving this email as a previously requested courtesy from the MOPAR Fleet Service & Parts Group.

If you feel you have received this email in error or no longer wish to receive these courtesy recall notifications please reply to the sender.

Attached to this email is the dealer and owner letter file for **Safety Recall T51 / NHTSA 17V-562 - Diesel Water Pump;**

**Models: 2013-2017 (DJ) RAM 2500 Pickup
2013-2017 (D2) RAM 3500 Pickup
2013-2017 (DD) RAM 3500 Cab Chassis
2016-2017 (DF) RAM 3500 10K lb. Cab Chassis
2013-2017 (DP) RAM 4500/5500 Cab Chassis**

***Important Notes:**

- *This recall applies only to the above vehicles equipped with a 6.7L I6 Cummins Turbo Diesel Engine (sales code ETK) built from October 24, 2012 through February 27, 2017 (MDH 102404 through 022723).*
- **VERY IMPORTANT – This recall requires the INSPECTION OF THE WATER PUMP FIRST that will determine if the replacement of it is needed or not.**
- As there may some questions arise due to two different part numbers being listed please make sure to review the PARTS INFORMATION on page 2.
- The dealer notification was released to DealerCONNECT on February 23, 2018.
- The owner letters are scheduled to be mailed out beginning February 26, 2018.

To find out if you have any effected vehicles please follow the directions below:

***VERY IMPORTANT NOTE:**

The VIN#s of the affected vehicles may not yet be loaded into the FCA recall inquiry system at the time of this notice was received.

It is highly recommended that you do not perform any vehicle/VIN# related inquiries in regards to this or any FCA recall until or after **the dealer notification release date.**

***The process to check the recall status of your FCA vehicles is available through the FCA Fleet Operations website:**

- 1) Go to the FCA Fleet website; www.fcausfleet.com
- 2) On the upper right side of the home screen click on "Shopping Tools"
- 3) A drop down box will appear, Click on "RECALL VIN LOOKUP"

4) Click on **"GO TO FCA FLEET RECAL INQUIRY TOOL"** ***Note: At this point you will need to log on with your previously assigned SID and password.**

5) Once logged in it will open a new page; **"Recall - Rapid Response Inquiry"**, click on "1. Search by Vehicle List" and upload your formatted in text (.txt) VIN list file.

6) ***NOTE:** If you are unfamiliar with or would like more information on this process please toggle back to FCA Fleet Website Recall Information page and click on **"Learn More about the FCA Fleet Recall Process"**.

If you have any questions, please feel free to email or give me a call.

Thanks in advance