



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

1200 New Jersey Avenue SE  
Washington, DC 20590

June 16, 2021

Jennifer Shute  
Chrysler (FCA US, LLC)  
1000 Chrysler Drive  
Auburn Hills, MI 48326

NEF-107DM  
21V-439

**Subject:** Engine Calibration may not Warn of Low Oil Volume

Dear Jennifer Shute:

This letter serves to acknowledge Chrysler (FCA US, LLC)'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

RAM/3500/2019-2020  
RAM/4500/2019-2020  
RAM/5500/2019-2020

**Mfr's Report Date:** June 10, 2021

**NHTSA Campaign Number:** 21V-439

**Components:**

ENGINE AND ENGINE COOLING:ENGINE:OIL/LUBRICATION

**Potential Number of Units Affected:** 32,002

**Problem Description:**

Chrysler (FCA US, LLC) is recalling certain 2019-2020 Ram 3500, 4500, and 5500 cab chassis vehicles equipped with a Cummins 6.7L High Output engine. The engine calibration software may not warn about low oil volume.

**Consequence:**

Low oil can damage the engine, causing an oil leak or a punctured engine block, increasing the risk of a fire.

**Remedy:**

Dealers will update the engine calibration software, free of charge. Owner notification letters are expected to be mailed July 30, 2021. Owners may contact FCA US LLC customer service at 1-800-853-1403. FCA US LLC's number for this recall is Y21.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

We have received FCA's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.



Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Chrysler (FCA US, LLC)'s contact for this recall will be DeMara Magruder who may be reached by email at demara.magruder@dot.gov. We look forward to working with you.

Sincerely,

A handwritten signature in black ink that reads "Alex Ansley". The signature is written in a cursive style with a checkmark at the end.

Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement