

# Part 573 Safety Recall Report

# 21V-439

**Manufacturer Name :** Chrysler (FCA US, LLC)**Submission Date :** JUN 10, 2021**NHTSA Recall No. :** 21V-439**Manufacturer Recall No. :** Y21**Manufacturer Information :**

Manufacturer Name : Chrysler (FCA US, LLC)

Address : 800 Chrysler Drive  
CIMS 482-00-91 Auburn Hills MI  
48326-2757

Company phone : 1-800-853-1403

**Population :**

Number of potentially involved : 32,002

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2019-2020 Ram 3500 Cab Chassis

Vehicle Type :

Body Style : OTHER

Power Train : NR

**Descriptive Information :** Some 2019-2020 MY Ram 3500 Cab Chassis vehicles built with the Cummins 6.7L High Output engine may have an oil life monitor strategy that does not provide adequate warning of oil consumption.

The suspect period began November 29, 2018, when Cummins 6.7L High Output engines with an inadequate oil life monitoring strategy were introduced in vehicle production, through July 25, 2020, when Cummins 6.7L High Output engines with an inadequate oil life monitoring strategy were no longer used in vehicle production. The suspect population was determined using engine manufacturing, and vehicle production records.

Similar vehicles not included in the recall were not equipped with the Cummins 6.7L High Output engine or were manufactured before or after the suspect period.

The total affected vehicles for this model is 8,724.

Production Dates : NOV 29, 2018 - JUL 25, 2020

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2019-2020 Ram 4500/5500 Cab Chassis

Vehicle Type :

Body Style : OTHER

Power Train : NR

**Descriptive Information :** Some 2019-2020 MY Ram 4500/5500 Cab Chassis vehicles built with the Cummins 6.7L High Output engine may have an oil life monitor strategy that does not provide adequate warning of oil consumption.

The suspect period began November 29, 2018, when Cummins 6.7L High Output engines with an inadequate oil life monitoring strategy were introduced in vehicle production, through July 25, 2020, when Cummins 6.7L High Output engines with an inadequate oil life monitoring strategy were no longer used in vehicle production. The suspect population was determined using engine manufacturing, and vehicle production records.

Similar vehicles not included in the recall were not equipped with the Cummins 6.7L High Output engine or were manufactured before or after the suspect period.

The total affected vehicles for this model is 23,278.

**Production Dates :** NOV 29, 2018 - JUL 25, 2020

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

## Description of Defect :

**Description of the Defect :** An oil life monitor strategy that does not provide adequate warning of oil consumption may allow engine oil volume to fall below an acceptable level. Low oil volume in the engine can cause a lack of oil film on the main bearings, deteriorating the bearing which can result in engine damage, which may puncture the engine block.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** A punctured engine block may lead to a vehicle fire which increases the risk of injury to occupants and persons outside the vehicle, as well as property damage.

**Description of the Cause :** NR

**Identification of Any Warning that can Occur :** The operator may notice abnormal engine noise immediately after a connecting rod failure before a fire can occur.

## Involved Components :

Component Name 1 : Cummins Engine Calibration

Component Description : Please see attached supplemental information titled "FCA US LLC Recall Part Numbers Y21 Cummins 6.7L High Output Engine Calibration - 06102021.pdf"

Component Part Number : See attached document referenced above for Cummins engine calibration part numbers.

## Supplier Identification :

### Component Manufacturer

Name : Cummins

Address : 500 Jackson Street  
Columbus Indiana 47201

Country : United States

## Chronology :

- On March 10, 2021, FCA US LLC ("FCA US") Vehicle Safety and Regulatory Compliance ("VSRC") opened an investigation into Ram 3500, 4500, and 5500 Cab Chassis vehicles because of reported engine compartment fires, which were determined to be caused by oil leaks initiated by connecting rod failures.
- In March 2021, FCA US examined photographic evidence, witness statements, and vehicle history data related to the field inputs with the supplier to determine potential causes of the engine failures.
- From March 2021, through May 2021, FCA US and the supplier reviewed returned engines, engineering changes to engines built during the period, and conducted oil consumption testing on a group of engines in the lab and in the field. The result of this activity was that the oil life indicator strategy was determined to be insufficient to adequately notify the customer of oil consumption levels.
- As of June 3, 2021, FCA US is aware of four customer assistance records, 56 warranty claims, and 56 field reports potentially related to this issue with dates of receipt ranging from August 27, 2019 to March 29, 2021.
- As of June 3, 2021, FCA US is aware of zero accidents and zero injuries potentially related to this issue.
- On June 03, 2021, FCA US determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall of the affected vehicles.

## Description of Remedy :

Description of Remedy Program : FCA US will conduct a voluntary safety recall on all affected vehicles to flash the engine calibration software to include enhanced oil life monitoring.

FCA US has a longstanding policy and practice of reimbursing owners who have incurred the cost of repairing a problem that subsequently becomes the subject of a field action. To ensure consistency, FCA US, as part of the owner letter, will request that customers send the original receipt and/or other adequate proof of payment to the company for confirmation of the expense.

How Remedy Component Differs from Recalled Component : The new engine calibration includes oil life monitoring based on fuel consumption in addition to mileage and/or hours in service and will notify the customer when applicable.

Identify How/When Recall Condition was Corrected in Production : NR

## Recall Schedule :

Description of Recall Schedule : \*\*06/10/2021: FCA US will notify dealers and begin notifying owners on or about 07/30/2021.

Planned Dealer Notification Date : JUL 30, 2021 - JUL 30, 2021

Planned Owner Notification Date : JUL 30, 2021 - JUL 30, 2021

\* NR - Not Reported