

# Part 573 Safety Recall Report

# 21V-880

**Manufacturer Name :** Chrysler (FCA US, LLC)**Submission Date :** MAR 01, 2022**NHTSA Recall No. :** 21V-880**Manufacturer Recall No. :** Y78**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 : 222,410

Estimated percentage with defect : 4 %

**Vehicle Information :**

Vehicle 1 : 2019-2020 Ram 2500

Vehicle Type :

Body Style : PICKUP TRUCK

Power Train : NR

**Descriptive Information :** Some 2019-2020 MY Ram 2500 vehicles equipped with the Cummins 6.7L Turbo Diesel engine may have been built with a high pressure fuel pump ("HPFP") that could fail prematurely.

The suspect period began on October 11, 2018, when Cummins 6.7L Turbo Diesel engines with suspect HPFPs were introduced into vehicle production, and ended on November 13, 2020, when Cummins 6.7L Turbo Diesel engines with suspect HPFPs were no longer used in vehicle production. The suspect period was determined using supplier and vehicle production records.

Similar vehicles not included in the recall population are not equipped with the Cummins 6.7L Turbo Diesel engine, or were produced before or after the suspect period.

The total affected vehicles for this model is 113,720.

Production Dates : OCT 11, 2018 - NOV 13, 2020

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 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 equipped with the Cummins 6.7L Turbo Diesel engine may have been built with a HPFP that could fail prematurely.

The suspect period began on November 29, 2018, when Cummins 6.7L Turbo Diesel engines with suspect HPFPs were introduced into vehicle production, and ended on November 13, 2020, when Cummins 6.7L Turbo Diesel engines with suspect HPFPs were no longer used in vehicle production. The suspect period was determined using supplier and vehicle production records.

Similar vehicles not included in the recall population are not equipped with the Cummins 6.7L Turbo Diesel engine, or were produced before or after the suspect period.

The total affected vehicles for this model is 11,384.

**Production Dates :** NOV 29, 2018 - NOV 13, 2020

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

Vehicle 3 : 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 equipped with the Cummins 6.7L Turbo Diesel engine may have been built with a HPFP that could fail prematurely.

The suspect period began on November 29, 2018, when Cummins 6.7L Turbo Diesel engines with suspect HPFPs were introduced into vehicle production, and ended on November 13, 2020, when Cummins 6.7L Turbo Diesel engines with suspect HPFPs were no longer used in vehicle production. The suspect period was determined using supplier and vehicle production records.

Similar vehicles not included in the recall population are not equipped with the Cummins 6.7L Turbo Diesel engine, or were produced before or after the suspect period.

The total affected vehicles for this model is 29,720.

**Production Dates :** NOV 29, 2018 - NOV 13, 2020

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

Vehicle 4 : 2019-2020 Ram 3500

Vehicle Type :

Body Style : PICKUP TRUCK

Power Train : NR

Descriptive Information : Some 2019-2020 MY Ram 3500 vehicles equipped with the Cummins 6.7L Turbo Diesel engine may have been built with a HPFP that could fail prematurely.

The suspect period began on October 18, 2018, when Cummins 6.7L Turbo Diesel engines with suspect HPFPs were introduced into vehicle production, and ended on November 13, 2020, when Cummins 6.7L Turbo Diesel engines with suspect HPFPs were no longer used in vehicle production. The suspect period was determined using supplier and vehicle production records.

Similar vehicles not included in the recall population are not equipped with the Cummins 6.7L Turbo Diesel engine, or were produced before or after the suspect period.

The total affected vehicles for this model is 67,586.

Production Dates : OCT 18, 2018 - NOV 13, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

## Description of Defect :

Description of the Defect : A high pressure fuel pump failure may introduce internally failed component debris into the fuel system potentially causing fuel starvation.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Fuel starvation may result in an unexpected loss of motive power, which can cause vehicle crash without prior warning.

Description of the Cause : NR

Identification of Any Warning : Vehicle occupants may notice a Malfunction Indicator Lamp illuminating, a fuel leak, abnormal engine noise, or a change in drive quality.

## Involved Components :

Component Name 1 : Engine Assembly

Component Description : 6.7L Cummins Turbo Diesel Standard Output

Component Part Number : R3041229AA

Component Name 2 : Engine Assembly

Component Description : 6.7L Cummins Turbo Diesel High Output

Component Part Number : R3041230AA

Component Name 3 : Engine Assembly

Component Description : 6.7L Cummins Turbo Diesel

Component Part Number : R3041231AA / R3041231AB / R3041233AA / R3041233AB / 53041237BA

## Supplier Identification :

### Component Manufacturer

Name : Cummins

Address : 500 Jackson Street  
Colombus Indiana 47201

Country : United States

## Chronology :

- On October 13, 2021, the FCA US LLC ("FCA US") Technical Safety and Regulatory Compliance ("TSRC") organization opened an investigation as a result of warranty claims associated with the HPFP alleging a loss of motive power on 2019-2020 MY Ram 2500, 3500, and 4500/5500 vehicles.
- During October 2021, FCA US TSRC reviewed vehicle records and met with FCA US engineering and the supplier to review the issue, and understand the part design and change history.
- As of October 27, 2021, FCA US is aware of 495 customer assistance records, 6,399 warranty claims and zero field reports potentially related to this issue for all markets with dates of receipt ranging from August 28, 2018 to September 20, 2021.
- As of October 27, 2021, FCA US is not aware of any accidents or injuries potentially related to this issue for all markets.
- On November 04, 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 replace the HPFP, update the Powertrain Control Module ("PCM") software, and inspect and, if necessary, replace additional fuel system components.

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 remedy component is a new HPFP design and updated PCM software.

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

## Recall Schedule :

**Description of Recall Schedule :** \*\*3/1/2022: This will be a phased campaign launch: Phase 1 - all 2020 Ram 2500, 3500, 4500, 5500 equipped with a Cummins 6.7L diesel engine owners will receive a final letter on or about 05/17/2022. Phase 2 - all 2019 Ram 2500, 3500, 4500, 5500 equipped with a Cummins 6.7L diesel engine owners will receive a final letter on or about 09/15/2022.

\*\*12/16/2021: All owners will receive an interim letter on or about 01/04/2022. This will be a phased campaign launch: Phase 1 - all 2020 Ram 2500, 3500, 4500, 5500 equipped with a Cummins 6.7L diesel engine owners will receive a final letter on or about 04/05/2022. Phase 2 - all 2019 Ram 2500, 3500, 4500, 5500 equipped with a Cummins 6.7L diesel engine owners will receive a final letter on or about 06/17/2022.

\*\*11/12/2021: FCA US will notify dealers and begin notifying owners on or about 01/01/2022.

**Planned Dealer Notification Date :** JAN 01, 2022 - JAN 01, 2022

**Planned Owner Notification Date :** JAN 01, 2022 - JAN 01, 2022

\* NR - Not Reported