

Aug 29, 2022

# **URGENT SAFETY RECALL**

This is an important Safety Recall.
The remedy will be performed
FREE OF CHARGE to you.

S&B Filters, Inc. 15461 Slover Avenue Fontana, CA 92337 909.947.0015

This notice applies to you if you own a RAM Mega Cab truck between the model years 2005-2022 5.9L and 6.7L 2500-3500 trucks with an S&B Diesel Fuel Tank manufactured between 3/1/21 and 8/1/22.

# **IMPORTANT SAFETY RECALL**

S&B Diesel Fuel Tank Installed On 2005-2022 5.9L, 6.7L 2500-3500 Trucks NHTSA ID 22-0025369-28350-10

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. 49 C.F.R. § 577.5(b). S&B Filters, Inc. ("S&B") has decided that a defect which relates to motor vehicle safety exists in its diesel fuel tank ("Tank") (part number 10-1021) for 2005-2022 5.9L and 6.7L 2500-3500 vehicles, MEGA CAB models ONLY.

#### What is the issue?

At some point, RAM started using a larger driveline on MEGA Cab Models which positioned it closer to the S&B Tank. In a hot climate with close to a full tank of diesel fuel, the S&B Tank can swell outward making contact with the driveline. As a result, fuel may leak and increase the risk of fire and injury.

#### How can you determine if your S&B Tank is affected by this recall?

Only MEGA Cabs are affected by this recall. If you own a Quad or Crew Cab, please disregard.

## What will S&B do?

S&B is conducting a safety recall and will provide you with necessary components and instructions to modify the venting which will add vapor space and prevent overfilling. Installation will take approximately 30 minutes and can be performed without dropping the Tank. This remedy will be performed free of charge for you by an Authorized Dealer or S&B will compensate you \$150 to perform the work yourself.

## What should you do?

The necessary remedy parts are now available and will be sent along with this recall notice and install instructions to your address on file. If you have moved or don't receive these parts within 7 days, please visit www.sbfilters.com/10-1021recall, click on the Request Venting Components and complete the online form. If you don't have access to the internet, please call 909.947.0015 and press option 5.

If you choose to handle the installation yourself, you are entitled to \$150 and can request payment at <a href="https://www.sbfilters.com/10-1021recall">www.sbfilters.com/10-1021recall</a>. There is also an option on this same webpage to schedule an Authorized Dealer to perform the work for you if you prefer.

In an abundance of caution, you should NOT drive your truck with more than half (½) of a tank of diesel fuel until the issue has been remedied by modifying the venting according to the instructions..

# This is an important Safety Recall.

The remedy will take approximately 30 minutes to perform, however depending on a dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time. If you elect to modify the venting yourself, the amount of time could vary depending on your expertise. Visit www.sbfilters.com/10-1021recall to view the installation instructions for this remedy.

#### How to get reimbursed for this repair?

You may be eligible to receive reimbursement for the cost of this repair. You may request reimbursement at <a href="https://www.sbfilters.com/10-1021recall">www.sbfilters.com/10-1021recall</a> or by mail at the address provided below.

S&B Filters

Atten: 10-1021 Recall 15461 Slover Ave Fontana, CA 92337

# What if you are not the owner or operator of this vehicle?

If you are the lessor and registered owner of this vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten days of receipt. If you have changed your address or sold the vehicle, please contact customer support at 909.947.0015 option 5 or email us at recall@sbfilters.com.

# Can we assist you further?

If you require any assistance with this recall, please call or write:

S&B Filters, Inc.

Attention: Customer Service

15461 Slover Ave Fontana, CA 92660 909.947.0015

recall@sbfilters.com

If you still cannot obtain satisfaction and S&B is unable to remedy the defect without charge or within a reasonable amount of time, you may file a complaint with:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

Or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to http://www.safercar.gov

We apologize for any inconvenience this matter may cause you and appreciate your support of our brand. We believe that companies are defined based on how they handle difficult circumstances, so we are taking this action to help ensure your safety and continued satisfaction with S&B products.

Very truly yours,

Berry Carter

CEO

S&B Filters, Inc.