



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

1200 New Jersey Avenue SE
Washington, DC 20590

September 8, 2020

Ms. Jennifer Shute
Sr Mgr Safety Recall Execution
Chrysler (FCA US LLC)
800 Chrysler Drive
CIMS 482-00-91
Auburn Hills, MI 48326

NEF-150DM
20V-511

Subject: Inadequate Warmup Protection

Dear Ms. 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: August 27, 2020

NHTSA Campaign Number: 20V-511

Components:

ELECTRICAL SYSTEM: SOFTWARE
ENGINE AND ENGINE COOLING:ENGINE:OIL/LUBRICATION

Potential Number of Units Affected: 32,318

Problem Description:

Chrysler (FCA US LLC) is recalling certain 2019-2020 Ram 3500, 4500 and 5500 cab chassis built with a Cummins 6.7L High Output engine. Inadequate warmup protection can cause a lack of oil film on the engine connecting rod bearings while the engine is reaching operating temperature. This can result in engine damage and connecting rod failure, which could potentially puncture the engine block.

Consequence:

A damaged engine block may leak oil, which can contact hot engine or exhaust components, increasing the risk of a fire.

Remedy:

Chrysler will notify owners, and dealers will flash the engine calibration software to enhance the engine warm up protection, free of charge. The recall is expected to begin October 16, 2020. Owners may contact Chrysler customer service at 1-800-853-1403. Chrysler's number for this recall is W57.

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.safercar.gov.

We have received Chrysler's proposed owner notification letter and have approved it for distribution.

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.

Your contact for this recall will be DeMara Magruder who may be reached by phone at (202) 366-8538, or by email at demara.magruder@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement