



New Safety Recall Advanced Communication – Y21

FCA US LLC (FCA US) has announced a safety recall on certain 2019 and 2020 Model Year (DD) Ram 3500 Cab Chassis and (DP) 4500/5500 Cab Chassis trucks equipped with a 6.7L Cummins Turbo Diesel Engine.

REASON FOR THIS SAFETY RECALL

Some of the above vehicles may have an oil life monitor strategy that does not provide adequate warning of oil consumption which 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, and may lead to a vehicle fire which increases the risk of injury to occupants and persons outside the vehicle, as well as property damage.

SERVICE ACTION

FCA US will conduct a voluntary safety recall to reprogram the powertrain control module calibration software to include enhanced oil life monitoring. Dealers will be notified of the launch of this safety recall by way of established communication methods. This recall is estimated to launch in the 2nd Quarter of 2021.

We ask that you please take the time to ensure that your personnel are aware of this communication and are prepared to execute a customer friendly process for inquiries regarding involved vehicles.

Customer Services Field Operations
FCA US LLC