



New Safety Recall Advanced Communication – Y78

FCA US LLC (FCA US) has announced a safety recall on certain 2019 through 2020 Model Year (D2) Ram 3500 Pickup, (DD) Ram 3500 Cab Chassis, (DJ) Ram 2500 Pickup and (DP) Ram 4500/5500 Cab Chassis vehicles equipped with a 6.7L diesel engine.

VINs identified as being involved in this campaign are currently live and searchable.
Stop sale is in effect for the above-identified vehicles.

Vehicles impacted by a stop sale are eligible for reimbursement allowance through the Recall Floorplan Reimbursement Policy (RFPRP), which can be requested upon recall claim submission.

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Involved vehicles can be determined by using the VIP inquiry process.

REASON FOR THIS SAFETY RECALL

Some of the above vehicles may have been built with a High Pressure Fuel Pump (HPFP) that could fail prematurely. A high pressure fuel pump failure may introduce internally failed component debris into the fuel system potentially causing fuel starvation. Vehicle occupants may notice a Malfunction Indicator Lamp illuminating, a fuel leak, abnormal engine noise, or a change in drive quality. Fuel starvation may result in an unexpected loss of motive power, which can cause vehicle crash without prior warning.

SERVICE ACTION

FCA US will conduct a voluntary safety recall to replace the HPFP, update the Powertrain Control Module (PCM) software, and inspect and, if necessary, replace additional fuel system components. The remedy for this condition is not currently available. Dealers will be notified of the launch of this safety recall by way of established communication methods. This recall is estimated to launch in 1st Quarter of 2022.

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