SAC **Springfield Auto Care** EXAMPLE SHOP
service@springfield-auto-care.example

2004 Dodge Ram 2500 at 150,000 mi

3D7KU28C04G123456

MODEL / CHASSIS	ENGINE	MILEAGE	DRIVETRAIN
Ram 2500 · DR Ram 2500 SLT Quad Cab 5.9 Cummins 4x4	Cummins 5.9L ISB 24-valve turbo diesel (VP44 1998.5–2002; common rail 2003–2007)	150,000 mi	4WD
BUILD MONTH	**REPORT DATE**	**MODE**	**PREPARED FOR**
Not entered (door jamb)	October 27, 2026	Shop	Sample Owner

VIN check: check digit valid; model-year code '4' = 2004, matches the year entered. The VIN doesn't record the build month. Sample report: synthetic VIN.

1 · SUMMARY

What this car needs, in order

Each item compares this car's mileage with when owners and shops report the part failing. It is not an inspection: our technician decides what the car actually needs.

1	0	1
inspection recommended now	to plan in the next 30,000 miles	to watch or check at each service

Safety recalls NHTSA lists for this model year (3 of 5)

- **14V-770** · Air bags · front passenger inflator: In high-humidity states the passenger air bag inflator can rupture in a crash and throw metal fragments.
- **13V-528** · Steering · left tie rod (4x4): The left tie rod can break, causing a loss of steering control.
- **03V-503** · Transmission · transfer case fasteners: Loose transfer case fasteners can crack the housing and leak fluid; a separated driveshaft could damage fuel parts and cause a fire.

A model-year list, not a VIN check. The full report lists the others. Repairs are free at a Dodge dealer if open. On a car over 15 years old, ask the dealer whether a newer recall is still repaired free. Check this VIN at nhtsa.gov/recalls.

Step 0 · Free: run the VIN at nhtsa.gov/recalls and ask a Dodge dealer for a campaign printout, including 05V-462. Read the build month (MM/YY) on the driver's door-jamb label.

Recommended now at the next service — $140

Inspection: check now, while it's cheaper to fix — $140

Fuel lift pump failure (on 1998–2002 trucks it can also damage the VP44 injection pump): Past the range (56,000–78,000 mi, the middle half of 14 owner reports) · if it fails: $1,380–$2,500
Known weak point for this engine, not a finding on your car. The inspection shows whether yours has early signs.

inspection EXAMPLE

Next 12 months up to about 162,000 mi

Nothing scheduled here.

Within the next 30,000 miles up to 180,000 mi

Nothing else enters its reported range in this window.

Watch inspect at each service, fix on condition, or optional

Common-rail injector failure (2003–2007) **Ask us for a quote**

Any mileage (2003–2007 common-rail 5.9L engines) · Inspect at each service; fix at the first sign

Recommended now

$140

Springfield Auto Care prices (example)

Planned through 180,000 mi

$140

Nothing else on the list before 180,000 mi. Now + next 12 months + next 30,000 miles. Excludes “watch” and optional items.

Prices are Springfield Auto Care's estimates for typical parts and labor. They don't include tax, shop supplies or disposal fees, and may change after inspection or if part prices change. Not a written repair estimate: Springfield Auto Care confirms the price and gets your OK before any work.

Bundled jobs are priced together because the labor overlaps. Routine service (oil, brakes, tires) isn't included; factory fluid and spark plug intervals are listed below.

FACTORY MAINTENANCE

The maker's maintenance schedule isn't on this report

This report doesn't include the maker's scheduled maintenance for this car yet, so brake fluid, spark plugs, coolant and transmission fluid aren't listed even when they're due. Check the service records and the maker's schedule for this car.

WHERE 150K SITS FOR EACH WEAK POINT

#	WEAK POINT	REPORTED RANGE	THIS CAR
1	Fuel lift pump failure (on 1998–2002 trucks it can also damage the VP44 injection pump)	56,000–78,000 mi (middle half of 14 owner complaints that state a mileage) COMPUTED FROM NHTSA DATA	Past the range
2	Common-rail injector failure (2003–2007)	2003–2007 common-rail 5.9L engines OFFICIAL	Any mileage

Colors compare mileage with reported failures, not the car's condition. Red: past the range. Amber: inside or approaching. Green: below, or not listed for a recall.

2 · RECALLS AND BULLETINS

Recalls to check for this 2004 Dodge Ram 2500

Safety recall repairs are free at Dodge dealers. On a car over 15 years old, ask the dealer whether a newer recall is still repaired free. Nothing here can tell whether a recall is open or already done on this VIN; only the official VIN lookup or a dealer can.

Official VIN check (2 minutes)

1. Go to nhtsa.gov/recalls and enter 3D7KU28C04G123456.
2. Note every recall shown as “Recall incomplete” and keep a screenshot.
3. Ask a Dodge dealer for a campaign printout; it also lists completed campaigns.

5.9L CUMMINS 24-VALVE I6 TURBO DIESEL RECALLS WE TRACK

05V-462 · Shift lever can rest in an unlatched reverse (2003–2005 diesel automatic)

NHTSA lists this model and year: check by VIN

On diesel trucks with automatic transmissions, a driver leaving in a hurry may leave the lever in an unlatched reverse position, and the truck could move. Free repair. OFFICIAL [7]

☐ VIN checked ☐ Open: booked with dealer ☐ Completed (printout kept)

EVERY RECALL NHTSA LISTS FOR THE 2004 DODGE RAM 2500 (5)

RECALL	COMPONENT	WHAT CAN HAPPEN (NHTSA, SHORTENED)
14V-770	Air bags · front passenger inflator	In high-humidity states the passenger air bag inflator can rupture in a crash and throw metal fragments. Details
13V-528	Steering · left tie rod (4x4)	The left tie rod can break, causing a loss of steering control. Details
03V-503	Transmission · transfer case fasteners	Loose transfer case fasteners can crack the housing and leak fluid; a separated driveshaft could damage fuel parts and cause a fire. Details
05V-462 5.9L Cummins 24-valve I6 turbo diesel tracked	Transmission · column shifter (diesel automatic)	A driver leaving quickly with the engine running may leave the shifter in an unlatched Reverse; the truck may then move backward. Dealers add an out-of-park alarm. Details
04V-221	Labels · tire and loading information	The certification label may list the wrong tire, wheel and pressure information, which could lead to overloading or wrong tires. Details

Source: NHTSA recalls API, fetched 2026-10-27 and combined across NHTSA model names: RAM 2500. Safety categories (air bags, fire, brakes, stalling, roll-away and loss of control) are listed first; listings whose NHTSA text names another engine, or an aftermarket part, go last. OFFICIAL

Left out of this list (RAM 2500): 11V-350 covers 2008–2011 trucks and is left out of this 2004 sample. 10E-013 (Fabtech pitman arms), 07E-009 (Superlift pitman arms) and 07E-104 (Safelite replacement glass) are aftermarket parts. A VIN check would show any that applied.

SERVICE ACTIONS, BULLETINS AND WARRANTY PROGRAMS

Manufacturer bulletins and warranty programs for this engine are cited on each weak point in section 4, where they apply.

4 · THE 2 WEAK POINTS

Each weak point, one card each

Every figure carries its source. Retailer part numbers are shown only when the retailer lists them for this chassis (DR). Left out because they apply to other models, years, engine sizes or body codes: Killer dowel pin (timing case dowel can fall out).

---

1 Fuel lift pump failure (on 1998–2002 trucks it can also damage the VP44 injection pump)

Past the range

Severity: Critical: rare, but can badly damage the engine · 65 mentions in counted NHTSA complaints COMPUTED FROM NHTSA DATA

At 150,000 mi this car is past the reported range (56,000–78,000 mi (middle half of 14 owner complaints that state a mileage)). If the original parts are still fitted, have them checked and plan for them. Range: 56,000–78,000 mi (middle half of 14 owner complaints that state a mileage) COMPUTED FROM NHTSA DATA [1]



Applies to: Any mileage; 1998.5–2002 trucks use the VP44 pump, which relies on fuel for cooling and lubrication

WHAT FAILS SHOP/RETAILER [1][4]

The electric lift pump that feeds the injection pump can weaken or fail with no warning light. On 1998.5–2002 trucks a weak lift pump starves the Bosch VP44 injection pump, which relies on the fuel for cooling and lubrication, and takes it out too. Owners report sudden stalls on the highway and towing.

SYMPTOMS

- Sudden stall or loss of power, often under load
- Hard starting
- Low fuel pressure on a gauge

IF IT'S LEFT TOO LONG

A stall while towing is dangerous; a VP44 failure turns a pump job into a much larger bill.

IS IT WORTH DOING EARLY? OUR ESTIMATE

Fit a fuel-pressure gauge and replace a weak lift pump before it takes the injection pump with it.

ESTIMATED REPAIR COST

Lift pump replacement (no published price)	**Our price is in the plan above** ask us for a written quote
Owner-reported repair bills in NHTSA complaints (n=7)	**$1,380–$2,500** COMPUTED FROM NHTSA DATA [1] reported range for the bill after a failure

Where the numbers come from: Computed from 7 NHTSA owner complaints that quote a repair bill for this problem (middle half of the bills; median $1,600). Examples: ODI 10158808, 10150789, 10116180, 10435483. Owner-reported, often dealer prices; not shop quotes. A remanufactured VP44 pump alone lists at about $1,668 [4].

PARTS FOR DR

- Ask your parts supplier for the OE part number for this VIN.

QUESTIONS TO ASK US

- Lift pump ever replaced?
- Injection pump ever replaced?
- Any stalls under load?

2 Common-rail injector failure (2003–2007)

Any mileage

Severity: High: overheating, stalls, limp mode or a big bill · 57 mentions in counted NHTSA complaints

COMPUTED FROM NHTSA DATA

Reports cover a wide mileage span (2003–2007 common-rail 5.9L engines), so mileage doesn't say much here. Range: 2003–2007 common-rail 5.9L engines OFFICIAL [1]

WHAT FAILS OFFICIAL [1][5][6]

Owners of the 2003–2007 common-rail trucks report failed fuel injectors with misfires, smoke, hard starting and fuel in the oil. Chrysler bulletins stress clean, water-free fuel and correct filtering, and one campaign fixed a fuel tank valve that let water in.

SYMPTOMS

- Rough idle or misfire
- White or black smoke
- Hard starting
- Rising oil level (fuel in oil)

IF IT'S LEFT TOO LONG

A leaking injector can dilute the oil and damage the engine.

IS IT WORTH DOING EARLY? OUR ESTIMATE

Change fuel filters on time and drain water; test injector return flow before replacing.

ESTIMATED REPAIR COST

Fuel filter service (no published price)	**Our price is in the plan above** ask us for a written quote
Owner-reported repair bills in NHTSA complaints (n=6)	**$1,140–$4,250** COMPUTED FROM NHTSA DATA [1] reported range for the bill after a failure

Where the numbers come from: Computed from 6 NHTSA owner complaints that quote a repair bill for this problem (middle half of the bills; median $1,620). Examples: ODI 10435483, 10365421, 10134219, 10554163. Owner-reported, often dealer prices; not shop quotes.

PARTS FOR DR

- Ask your parts supplier for the OE part number for this VIN.

QUESTIONS TO ASK US

- Injectors ever replaced?
- Fuel filters changed on schedule?

5 · ALSO REPORTED, NOT RANKED

Other themes in 5.9L Cummins 24-valve I6 turbo diesel owner complaints

Every NHTSA complaint theme with 10 or more counted reports is either a weak point above or explained here.

THEME	COMPLAINTS	WHY IT ISN'T A WEAK POINT
Steering / front end	103	Front-end and steering complaints (several recalls cover tie rods); not engine faults.
Stalling / loss of power	71	Mostly lift-pump and injection-pump failures; see that item.
Transmission	54	Automatic and manual transmission complaints; not engine faults.

How this report is built

Inputs. VIN, model year, model, mileage and build month (if entered). Model and engine are checked with NHTSA's vPIC decoder.

Mileage positions. Below: more than 10,000 miles before the reported range. Approaching: within 10,000. Inside: in the range, or past the start of an open-ended range. Past: beyond the top of the range. These bands are our rules, not an industry standard.

The plan. Critical items inside or past their range go first; high-severity items follow, and jobs that share labor are bundled. At most three jobs land in “Recommended now”. Leaks that are cheap to watch are fixed on condition; inspections are asked for at each service.

Costs. Published independent-shop ranges from shop quotes, retailer prices and owner reports. Shop prices come from the issuing shop. The worst-case cost of every item failing is not shown: it isn't an expected cost.

Labels. `OFFICIAL` NHTSA/Stellantis documents · `SHOP/RETAILER` parts prices and shop articles · `FORUM/BLOG` owner forums and blogs · `COMPUTED FROM NHTSA DATA` our analysis of NHTSA data · `OUR ESTIMATE` ours.

NHTSA complaint data. Pulled Oct 28, 2026 from NHTSA's complaints API for 2000–2007 Ram 2500 and 3500 complaints that mention the diesel, Cummins, 5.9L, VP44 or lift pump (2007 complaints naming the 6.7L left out), plus 2000–2002 complaints filed under the generic Ram, Ram Pickup, Pickup and Dodge Truck names that mention the diesel, Cummins, VP44, lift pump or 24-valve: 393 complaints. Some of these nameplates were sold with other engines too. For some we kept only complaints whose text names this engine (which under-counts); for others we left out complaints that name another engine or a hybrid (so a few about other engines can remain). Themes are keyword matches on the complaint text. NHTSA complaint data starts with 2000 model years, so 1998.5–1999 trucks are not in the counts. Only about 370 complaints name the diesel. `COMPUTED FROM NHTSA DATA`

THEME	COMPLAINTS	IN THIS REPORT
Steering / front end	103	Also reported
Stalling / loss of power	71	Also reported
Lift pump / injection pump	65	Item 1
Injectors	57	Item 2
Transmission	54	Also reported
Killer dowel pin	0	Other years or engine sizes

Limits: complaints are self-reported and not adjusted for cars sold; keyword matching over- and under-counts; owners rarely file safety complaints about oil seeps, so leaks look rarer than they are.

SOURCES

1. NHTSA owner complaints for 2000–2007 Ram 2500 and 3500 complaints that mention the diesel, Cummins, 5.9L, VP44 or lift pump (2007 complaints naming the 6.7L left out), plus 2000–2002 complaints filed under the generic Ram, Ram Pickup, Pickup and Dodge Truck names that mention the diesel, Cummins, VP44, lift pump or 24-valve, pulled Oct 28, 2026 (ODI numbers in the cost notes) `OFFICIAL`
https://www.nhtsa.gov/report-a-safety-problem#complaints

2. Jalopnik: How this small piece of metal can destroy the "invincible" 5.9L Cummins (killer dowel pin), via search extract Oct 27, 2026 `FORUM/BLOG`
https://jalopnik.com/how-this-small-piece-of-metal-can-destroy-the-invincibl-1831514832

3. Geno's Garage: TST-KDP04 killer dowel pin repair kit for '89–'93 12-valve and '98.5–'02 24-valve 5.9L (tab, timing cover seals, RTV), via search extract Oct 27, 2026 `SHOP/RETAILER`
https://www.genosgarage.com/product/tst-kdp04/283

4. Lift Kits 4 Less: remanufactured VP44 injection pump for 1998.5–2002 5.9L Cummins, via search extract Oct 27, 2026 SHOP/RETAILER
https://liftkits4less.com/dodge-remanufactured-vp44-pump-for-1998-5-2002-5-9l-cummins-235hp-industrial-injection

5. DaimlerChrysler TSB 14-007-06: Fuel and fuel filtering requirements for Cummins 5.9L and 6.7L engines (2006-09-02), filed with NHTSA OFFICIAL
https://www.nhtsa.gov/?nhtsaId=10020498

6. DaimlerChrysler Customer Satisfaction Notification F19: Fuel tank roll-over valve may let water into the fuel tank (2006 Ram 2500 / 3500) (2006-06-01), filed with NHTSA OFFICIAL
https://www.nhtsa.gov/?nhtsaId=10020154

7. NHTSA recall records: 05V-462 (2003–2005 diesel automatic shift lever can rest in an unlatched reverse), checked Oct 27, 2026 OFFICIAL
https://www.nhtsa.gov/recalls?nhtsaId=05V462000

This report contains no affiliate links; retailer prices are quoted as price sources only. Found an error? Email hello@repairahead.com.

PLEASE READ

Important

Based on public records and published repair costs. Not a diagnosis or a guarantee. Your technician's inspection decides what your car needs. Confirm recalls with a dealer using your VIN.

Informational only. This report is not a mechanical inspection, a diagnosis, or professional, legal or financial advice. It was issued by Springfield Auto Care using RepairAhead data; the inspection findings and prices are the shop's.

Reported ranges and estimates, not predictions

Failure mileages are reported ranges compiled from public owner complaints, manufacturer bulletins, recalls and repair-shop reports. Costs are estimates. Parts can fail earlier, later or not at all, and other problems can occur. Statistics from owner complaints describe past reports to NHTSA; NHTSA has not reviewed or endorsed this analysis.

Safety issues go to a dealer

If you notice overheating, a burning or fuel smell, smoke, a brake-assist problem, stalling or loss of power, pull over when it's safe and contact a Dodge dealer or qualified shop. Safety recall repairs are free at Dodge dealers. Confirm recalls for this VIN at nhtsa.gov/recalls.

No warranty

Provided “as is”, without warranties of any kind, under the Terms of Use at repairahead.com/terms.

Trademarks and independence

Not affiliated with FCA US LLC (Stellantis) or FCA US LLC. Dodge and model names are trademarks of FCA US LLC (Stellantis), used only to identify vehicles.
