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

2018 Ram 2500 at 124,000 mi

3C6UR5DL2JG123456

MODEL / CHASSIS	ENGINE	MILEAGE	DRIVETRAIN
2500 · Ram 2500 Laramie 6.7 Cummins 4x4	Cummins 6.7L turbo diesel inline-six (Ram HD)	124,000 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 'J' = 2018, 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
inspection recommended now

0
to plan in the next 30,000 miles · plus 2 factory maintenance items

2
to watch or check at each service

Safety recalls NHTSA lists for this model year (8 of 9)

- **25V-592** · Air bags · side curtain inflators: An inflator rupture may result in sharp metal fragments striking occupants, resulting in injury.
- **25V-010** · Air bags · side curtain inflators: An inflator rupture may result in sharp metal fragments striking occupants, resulting in injury.
- **24V-896** · Brakes · ABS hydraulic control unit: A loss of anti-lock brakes, electronic stability control, or traction control can increase the risk of a crash.
- **19V-347** · Tailgate · power lock latch: If the tailgate opens while the vehicle is being driven, cargo may fall out the vehicle and create a road hazard, increasing the risk of crash.
- **19V-021** · Steering · drag link jam nut: A drag link separation can cause a loss of steering control, increasing the risk of crash.
- **18V-332** · Electrical · cruise control: If the vehicle maintains its speed or accelerates despite attempts to deactivate the cruise control, there would be an increased risk of a crash.
- **18V-100** · Transmission · column shifter interlock: Being able to shift the transmission without pushing the brake pedal and/or without a key in the ignition can increase the risk of an unintended vehicle rollaway that may result in personal injury or a crash.
- **17V-824** · Equipment · fire extinguisher (if supplied): If the fire extinguisher does not function properly, it can increase the risk of injury in the event of a fire.

A model-year list, not a VIN check. The full report lists the others. Repairs are free at a Ram dealer if open. Check this VIN at nhtsa.gov/recalls.

Step 0 · Free: run the VIN at nhtsa.gov/recalls and ask a Ram dealer for a campaign printout. 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

inspection EXAMPLE

Emissions parts: DEF, NOx sensors, SCR and DPF: Past the range (15,000–68,000 mi, the middle half of 17 owner reports) · **may be free at a Ram dealer** (free under XQ1 / X97 where the VIN is covered) · if it fails outside that coverage: $3,900–$5,000

Known weak point for this engine, not a finding on your car. The inspection shows whether yours has early signs.

Next 12 months up to about 136,000 mi

Nothing scheduled here.

Within the next 30,000 miles up to 154,000 mi

Nothing else enters its reported range in this window.

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

EGR cooler: soot plugging and coolant leaks — $2,400

Any mileage (6.7L Cummins) · Inspect at each service; fix at the first sign

our price EXAMPLE

Turbocharger actuator faults — $1,650

Past the range (24,000–85,000 mi, the middle half of 18 owner reports) · Inspect at each service; fix at the first sign

our price EXAMPLE

Recommended now

$140

Springfield Auto Care prices (example)

Planned through 154,000 mi

From $578

Now + next 12 months + next 30,000 miles, with the factory maintenance on this report if the records don’t show it done. 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

Scheduled maintenance from 124,000 mi to 154,000 mi

The maker's normal schedule for this car. Service history isn't known here, so an item is shown at its next interval mark; skip it if the records show it was done.

ITEM	INTERVAL	THIS CAR	OUR PRICE
Engine coolant Flush and replace engine coolant at 150,000 mi or 120 months, whichever comes first.	every 150,000 mi or 10 years	**Due at 150,000 mi** [M2][M3][M4]	**From $179**
Automatic transmission fluid 68RFE: change automatic transmission fluid and filters every 120,000 mi (Aisin AS69RC high-output trucks not covered by this item).	every 120,000 mi	**Was due at 120,000 mi (check records)** [M2][M3][M4]	**$259**

M1. 2011 Ram 2500/3500 Diesel Supplement (Maintenance Schedules) OFFICIAL
https://vehicleinfo.mopar.com/assets/publications/en-us/Ram/2011/3500/933.pdf

M2. 2014 Ram 2500/3500 Diesel Supplement (Maintenance Schedule) OFFICIAL
https://vehicleinfo.mopar.com/assets/publications/en-us/Ram/2014/2500/426.pdf

M3. 2020 Ram 2500/3500 Owner's Manual (Maintenance Schedule) OFFICIAL
https://vehicleinfo.mopar.com/assets/publications/en-us/Ram/2020/2500/5633294_20_DJD2_OM_EN_USC_DIGITAL_E4.pdf

M4. 2023 Ram 2500/3500 Owner's Manual (Maintenance Schedule) OFFICIAL
https://vehicleinfo.mopar.com/assets/publications/en-us/Ram/2023/2500/5586879_23_DJD2_OM_EN_USC_DIGITAL_E4.pdf

WHERE 124K SITS FOR EACH WEAK POINT

#	WEAK POINT	REPORTED RANGE	THIS CAR
1	Emissions parts: DEF, NOx sensors, SCR and DPF	15,000–68,000 mi (middle half of 17 owner complaints that state a mileage) COMPUTED FROM NHTSA DATA	Past the range
2	EGR cooler: soot plugging and coolant leaks	6.7L Cummins OFFICIAL	Any mileage
3	Turbocharger actuator faults	24,000–85,000 mi (middle half of 18 owner complaints that state a mileage) COMPUTED FROM NHTSA DATA	Past the range

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 2018 Ram 2500

Safety recall repairs are free at Ram dealers. 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 3C6UR5DL2JG123456.
2. Note every recall shown as “Recall incomplete” and keep a screenshot.
3. Ask a Ram dealer for a campaign printout; it also lists completed campaigns.

6.7L CUMMINS I6 RECALLS WE TRACK

Other 6.7L Cummins I6 recalls we track, not listed by NHTSA for this model and year: 08V-641 (silencer pad can touch the EGR cooler (2007–2008)), 14V-635 (diesel fuel heater connector may overheat (2010–2014)), 15V-592 (ECM may short and stall the engine (2016)), 17V-562 (water pump may leak coolant (2013–2017)), 19V-498 (fuel lines may leak (2019)), 20V-511 (rod bearing damage during warmup (2019–2020 3500–5500 cab chassis, High Output)), 21V-439 (no low-oil warning (2019–2020 3500–5500 cab chassis, High Output)), 22V-642 (ECM capacitor may short (2022)).

EVERY RECALL NHTSA LISTS FOR THE 2018 RAM 2500 (9)

RECALL	COMPONENT	WHAT CAN HAPPEN (NHTSA, SHORTENED)
25V-592	Air bags · side curtain inflators	An inflator rupture may result in sharp metal fragments striking occupants, resulting in injury. Details
25V-010	Air bags · side curtain inflators	An inflator rupture may result in sharp metal fragments striking occupants, resulting in injury. Details
24V-896	Brakes · ABS hydraulic control unit	A loss of anti-lock brakes, electronic stability control, or traction control can increase the risk of a crash. Details
19V-347	Tailgate · power lock latch	If the tailgate opens while the vehicle is being driven, cargo may fall out the vehicle and create a road hazard, increasing the risk of crash. Details
19V-021	Steering · drag link jam nut	A drag link separation can cause a loss of steering control, increasing the risk of crash. Details
18V-332	Electrical · cruise control	If the vehicle maintains its speed or accelerates despite attempts to deactivate the cruise control, there would be an increased risk of a crash. Details
18V-100	Transmission · column shifter interlock	Being able to shift the transmission without pushing the brake pedal and/or without a key in the ignition can increase the risk of an unintended vehicle rollaway that may result in personal injury or a crash. Details
17V-824	Equipment · fire extinguisher (if supplied)	If the fire extinguisher does not function properly, it can increase the risk of injury in the event of a fire. Details
18V-398	Rear camera	A loss of image in the rearview camera while backing up can increase the risk of a crash. Details

Source: NHTSA recalls API, fetched 2026-10-27 and combined across NHTSA model names: 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 (2500): 18E-096 covers an aftermarket suspension kit, not the truck as built, and is left out of this sample.

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 3 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 (DJ). Left out because they apply to other models, years, engine sizes or body codes: High-pressure fuel pump failure (2019–2020); Intake grid heater and relay (2012–2016).

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1 Emissions parts: DEF, NOx sensors, SCR and DPF

Past the range

Severity: High: overheating, stalls, limp mode or a big bill · 88 mentions in counted NHTSA complaints COMPUTED FROM NHTSA DATA

At 124,000 mi this car is past the reported range (15,000–68,000 mi (middle half of 17 owner complaints that state a mileage)). If the original parts are still fitted, have them checked and plan for them. Range: 15,000–68,000 mi (middle half of 17 owner complaints that state a mileage) COMPUTED FROM NHTSA DATA [1]



Applies to: 2013–2019 (XQ1) and 2021–2022 (X97) Ram 2500/3500

WHAT FAILS OFFICIAL [3][4]

FCA extended the emissions warranty on 2013–2019 6.7L trucks that completed emissions recall VB6 or 67A. It covers parts such as the SCR catalyst, NOx sensors, DEF injector, DEF tank and lines, DEF pump and, on 2019 trucks, the DOC/DPF and EGR parts. The term is the greater of 10 years / 120,000 miles or 4 years / 48,000 miles from the repair. On 2021–2022 trucks built without a PM sensor, FCA adds one and extends the DPF warranty.

SYMPTOMS

- Check-engine light
- Reduced power (derate)
- "Service DEF" or speed-limit warnings

IF IT'S LEFT TOO LONG

Faults can put the truck in limp mode until fixed.

IS IT WORTH DOING EARLY? OUR ESTIMATE

Yes. Check that recall VB6 or 67A was done so the XQ1 coverage applies.

ESTIMATED REPAIR COST

Free under XQ1 / X97 where the VIN is covered	**Free if covered** OFFICIAL [3] published independent-shop range
Owner-reported repair bills in NHTSA complaints (n=5)	**$3,900–$5,000** COMPUTED FROM NHTSA DATA [1] reported range for the bill after a failure

Where the numbers come from: Computed from 5 NHTSA owner complaints that quote a repair bill for this problem (middle half of the bills; median $5,000). Examples: ODI 10552571, 10726817, 11195487, 11654914. Owner-reported, often dealer prices; not shop quotes.

PARTS FOR DJ

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

QUESTIONS TO ASK US

- Emissions recall VB6 / 67A done?
- Any NOx sensor or DEF repairs?

2 EGR cooler: soot plugging and coolant leaks

Any mileage

Severity: Medium: leaks and wear · 19 mentions in counted NHTSA complaints

COMPUTED FROM NHTSA DATA

Reports cover a wide mileage span (6.7L Cummins), so mileage doesn't say much here. Range: 6.7L Cummins OFFICIAL [5][6]

WHAT FAILS OFFICIAL [5][6]

FCA tech tips cover EGR coolers that plug with soot and set P0401, P2281 or P0234. A separate FCA case says many coolers replaced for a suspected internal coolant leak were found to have no fault, so a pressure test should confirm the leak first.

SYMPTOMS

- Coolant loss with no visible leak
- Check-engine light with P0401 / P2281
- Low power

IF IT'S LEFT TOO LONG

A leaking cooler can let coolant into the engine; a plugged one sets codes and cuts power.

IS IT WORTH DOING EARLY? OUR ESTIMATE

Pressure-test the cooler before replacing it.

ESTIMATED REPAIR COST

No published price	**Our price is in the plan above** ask us for a written quote
No published price	**No published price** reported range for the bill after a failure

PARTS FOR DJ

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

QUESTIONS TO ASK US

- EGR cooler ever replaced?
- Any coolant loss?

3 Turbocharger actuator faults

Past the range

Severity: Medium: leaks and wear · 66 mentions in counted NHTSA complaints

COMPUTED FROM NHTSA DATA

At 124,000 mi this car is past the reported range (24,000–85,000 mi (middle half of 18 owner complaints that state a mileage)). If the original parts are still fitted, have them checked and plan for them. Range: 24,000–85,000 mi (middle half of 18 owner complaints that state a mileage) COMPUTED FROM NHTSA DATA [1]



Applies to: 6.7L Cummins

WHAT FAILS OFFICIAL [7]

FCA says codes such as U010C, P003A and P00AF usually come from the electronic turbo actuator, which is sold on its own. If the turbo sector gear moves freely, only the actuator should be replaced, not the whole turbo.

SYMPTOMS

ESTIMATED REPAIR COST

No published price	**Our price is in the plan above** ask us for a written quote

- Low power
- Check-engine light with turbo codes

IF IT'S LEFT TOO LONG

The truck may run in reduced power until fixed.

IS IT WORTH DOING EARLY? OUR ESTIMATE

Ask for actuator-only replacement when the diagnosis points there.

No published price	**No published price** reported range for the bill after a failure

PARTS FOR DJ

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

QUESTIONS TO ASK US

- Turbo or actuator replaced?

5 · ALSO REPORTED, NOT RANKED

Other themes in 6.7L Cummins I6 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
Stalling / loss of power	91	Many describe the 2019–2020 fuel pump recall; others are ECM or emissions faults.
Transmission	40	Counts every transmission complaint; not an engine fault.
Fire	32	Fire reports; FCA recalls cover the fuel heater connector, fuel lines, water pump and EGR silencer pad.

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 27, 2026 from NHTSA's complaints API for Dodge Ram 2500/3500 and Ram 2500/3500 complaints that mention the diesel, Cummins or 6.7L: 691 complaints. Some of these nameplates were sold with other engines too; for those we kept only complaints whose text names this engine, which under-counts. Themes are keyword matches on the complaint text. `COMPUTED FROM NHTSA DATA`

THEME	COMPLAINTS	IN THIS REPORT
Stalling / loss of power	91	Also reported
DEF / NOx / DPF / derate	88	Item 1
Turbo	66	Item 3
Fuel pump / stall	48	Other years or engine sizes
Transmission	40	Also reported
Fire	32	Also reported
EGR	19	Item 2
Grid heater	12	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 2007–2012 Dodge Ram 2500/3500 and 2010–2025 Ram 2500/3500 complaints that mention the diesel, Cummins or 6.7L, pulled Oct 27, 2026 (ODI numbers in the cost notes) `OFFICIAL`
https://www.nhtsa.gov/report-a-safety-problem#complaints

2. NHTSA recall records: 21V-880 (2019–2020 high-pressure fuel pump failure, stall), checked Oct 27, 2026 `OFFICIAL`
https://www.nhtsa.gov/recalls?nhtsaId=21V880000

3. FCA US TSB 25-003-24: 6.7L diesel emissions warranty extension XQ1 (2013–2019 Ram 2500/3500) (2024-05-03), filed with NHTSA `OFFICIAL`
https://static.nhtsa.gov/odi/tsbs/2024/MC-11001134-0001.pdf

4. FCA US TSB 09-017-23: Diesel particulate filter X97 warranty extension and PM sensor installation (2021–2022 Ram 2500/3500) (2023-08-18), filed with NHTSA `OFFICIAL`
https://static.nhtsa.gov/odi/tsbs/2023/MC-10243261-9999.pdf

5. FCA US STAR case S2207000003: Suspected internal EGR cooler coolant leak: additional diagnostics (2022-12-16), filed with NHTSA `OFFICIAL`
https://static.nhtsa.gov/odi/tsbs/2022/MC-10229759-9999.pdf

6. FCA US Tech tip 9003758: EGR cooler plugged with soot (P0401, P2281, P0234) (2017-07-19), filed with NHTSA `OFFICIAL`
https://static.nhtsa.gov/odi/tsbs/2017/MC-10223722-9999.pdf

7. FCA US STAR case S2009000003: Turbocharger vs turbocharger actuator replacement (2020-06-03), filed with NHTSA OFFICIAL
https://static.nhtsa.gov/odi/tsbs/2020/MC-10177476-9999.pdf

8. FCA US Tech tip 9003585: Intake grid heater and relay, 2012–2016 6.7L Cummins (P2609, P0542) (2017-11-29), filed with NHTSA OFFICIAL
https://static.nhtsa.gov/odi/tsbs/2017/MC-10216280-9999.pdf

9. NHTSA recall records: 08V-641, 14V-635, 15V-592, 17V-562, 19V-498, 20V-511, 21V-439, 22V-642 (6.7L engine and fuel recalls), checked Oct 27, 2026 OFFICIAL
https://www.nhtsa.gov/recalls?nhtsaId=17V562000

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 Ram dealer or qualified shop. Safety recall repairs are free at Ram 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

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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.