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INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

PE12-021

CHRYSLER

10/5/2012

Enclosure 7 - Dealer
Communications

GPOP - Issue 9002316

GPOP - Issue Review System

ID: 9002316

Originator: Bruce A Schmoock/QIC/DCC/DCX

Date Created: 04/28/2010

Please always use a wildcard (\$) for the last character of the part number. (Example 12345678A\$)

Part Number: 05010322A\$,
05010321A\$

Status: In Progress
 Team Review
 GPOP Load
 Storage
 Reviewed (Not Approved)

Start Date: 04/28/2010

Part Description: Gear Set

Platform: FWD Family Front Wheel Drive P/T
 RWD/Premium Specifying
 FWD Warranty Administration
 Body on Frame Sprinter
 RWD Activity Vehicle SRT
 Rear Wheel Drive P/T Crossfire

Active/Deactive: Active
 Deactive

Type: TYPE 1 (STAR Restricted)
 TYPE 2 (Information Restricted)

SB #:

WB #:

Category: 3 - DIFFERENTIAL & DRIVELINE

Item #:	Year:	Model:	Engine:
1	2010	DS	All Engines
2	2010	ND	All Engines

Issue Description: Please call Bruce Schmoock (248) 576-8843 prior to replacing this component on a 2010 vehicle. If Bruce cannot be reached within 15 minutes proceed with the repair.

~
Contact Us at CAGRIS@Chrysler.com for feedback related ONLY to this GPOP Tech Tip. DO NOT email regarding repair procedures unrelated to this Tech Tip or part order inquires. Please include the Part Number (s) and Tech Tip Part Description of the Tech Tip you are referencing for our tracking system.

Additional Notes:

For internal DCX use only. Additional notes will not be displayed out in the field.

TechCONNECT Accessible:

Make this document accessible to TechCONNECT users? Yes

Canadian French Translation: (Not Translated)

Spanish Translation: (Not Translated)

French Translation: (Not Translated)

Edit/Save History

Bruce A Schmoock/QIC/DCC/DCX on 06/10/2010 03:21:45 PM
Bruce A Schmoock/QIC/DCC/DCX on 06/10/2010 03:21:44 PM
Bruce A Schmoock/QIC/DCC/DCX on 06/03/2010 03:16:27 PM
Bruce A Schmoock/QIC/DCC/DCX on 06/03/2010 03:16:25 PM
Ross E Putman/CTC/DCC/DCX on 04/28/2010 10:07:53 AM
Jodie EPowers/CTC/DCC/DCX on 04/28/2010 09:54:53 AM
Jodie EPowers/CTC/DCC/DCX on 04/28/2010 09:55:53 AM
Bruce A Schmoock/QIC/DCC/DCX on 04/28/2010 09:08:12 AM
Bruce A Schmoock/QIC/DCC/DCX on 04/28/2010 09:05:01 AM

docAuthors:

Bruce A Schmoock/QIC/DCC/DCX

EditHistory_NamesList:

CN=Bruce A Schmoock/OU=QIC/OU=DCC/O=DCX

CN=Ross E Putman/OU=CTC/OU=DCC/O=DCX
CN=Jodie E Powers/OU=CTC/OU=DCC/O=DCX

PE12-021

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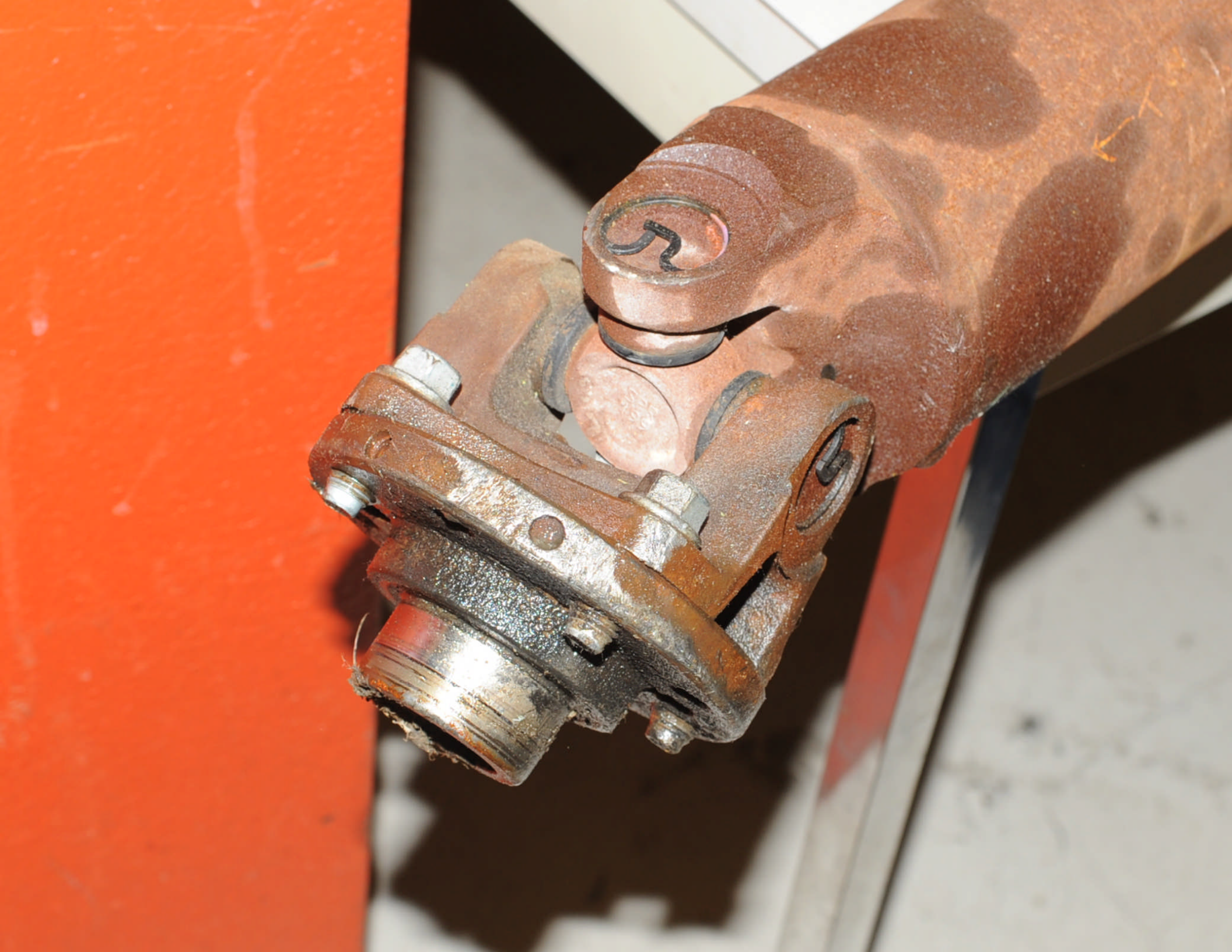
10/5/2012

Enclosure 8A

ECIMS 273085

Incident Photos





PE12-021

CHRYSLER

10/5/2012

Enclosure 12H

Recall 10V-656 Field Inputs

PE12-021 Recall 10V-656 Field Inputs

Dealer	V	Dealer Repair Location	State/Prov	Country	DATE_VHCL_BUILT	HOUR_VHCL_BUILT	DATE_VHCL_SOLD	DATE_VHCL_IN_SV_C	DAYS_UNTIL_SALE	Axle Seq Number	Axle Build Date	Calendar Date Axle Build	Axle Ratio	Engine	4x2/4x4	Transfer Case P/N	CAGRI Report Narrative	Vehicle Odometer	Report Date	Time to Failue
64105	B	Newport, Maine - 64105	ME	US	7/28/2010	11	9/7/2010	9/3/2010	41	UG2020Q0377	2020	7/21/2010	3.55	5.7L	4x4	52123492AB	Upon "PDI", found that the rear axle was overfilled and also that the lube was filled with water as well. Removed the rear	536	9/21/2010	14
68141	B	Boseman, Montana - 68141	MT	US	8/6/2010	23	8/11/2010	8/10/2010	2	UG2170Q0921	2170	8/5/2010	3.55	5.7L	4x4	52853307AA	Pinion bearing failure.	5966	12/1/2010	110
44552	B	Burley, Idaho - 44552	ID	US	8/20/2010	20	8/24/2010	8/23/2010	1	UG2310Q2011	2310	8/19/2010	3.55	5.7L	4x4	52853307AA	Pinion bearing failure.	5904	12/1/2010	97
45139	B	CADOTT, WI 47279304	WI	US	9/21/2010	20	10/18/2010	10/18/2010	26	UG2600Q2330	2600	9/17/2010	3.55	5.7L	4X4	52123492AB	Pinion sheared. CNA Noise from rear axle. Rear pinion bearing failed causing pinion to break and also damaging driveshaft.	3911	12/3/2010	45
62082	B	SOUTH ST PAUL, WI 550755913	WI	US	9/13/2010	8	9/13/2010	9/13/2010	0	UG2460Q0108	2460	9/3/2010	3.55	5.7L	4X4	52123492AB	Pinion bearing failure.	1100	12/3/2010	80
60098	B	Brookville, PA	PA	US	10/27/2010	19	10/28/2010	10/28/2010	0	UG2880Q4278	2880	10/15/2010	3.55	5.7	4x4	52853307AA	REAR DIFFERENTIAL NOISE TECHNICIAN DIAGNOSED AND REPLACED REAR AXLE ASSEMBLY	8	12/3/2010	35
64793	B	Anchorage, AK	AK	US	9/30/2010	13	11/29/2010	11/27/2010	60	UG2720Q2667	2720	9/29/2010	3.55	5.7	4x4	52123492AB	leaking and grinding.	232	12/7/2010	8
44984	B	Anchorage, AK	AK	US	9/3/2010	23	11/1/2010	10/23/2010	53	UG2230Q2842	2230	8/11/2010	3.92	5.7	4x4	52123492AB	Rear diferential leaking and making noise	942	12/7/2010	36
24132	B	Bend, OR	OR	US	8/19/2010	17	9/7/2010	9/5/2010	18	UG2290Q2196	2290	8/17/2010	3.55	4.7	4x4	52853307AA	leaks and smell of burnt fluid	3420	12/7/2010	90
68748	B	Clinton Twp, MI	MI	US	10/1/2010	22	10/2/2010	10/2/2010	0	UG2730Q4283	2730	9/30/2010	3.55	5.7	4x4	52123492AB	Pinion Sheared off	250	12/8/2010	66
60388	B	Columbus, OH	OH	US	11/3/2010	11	11/30/2010	11/29/2010	27	UG2790Q3836	2790	10/6/2010	3.55	4.7	4X2	N/A	Heard a thud driving at highway speeds, 65MPH. continued driving until he stopped at his first customer but noticed a	1396	12/9/2010	9
68669	B	RIAMBURG, NY	NY	US	8/16/2010	22	11/30/2010	11/30/2010	105	UG2240Q3153	2240	8/12/2010	3.55	5.7	4X4	52853307AA	Axle was smoking bad due to overheating. This customer was not contacted because there is an open CAIRS in the system.	329	12/13/2010	13
42283	B	O'Fallon, MO	MO	US	8/24/2010	22	12/7/2010	12/1/2010	104	UG2320Q0772	2320	8/20/2010	3.55	5.7	4X4	52123492AB	Noisy, fluid loss Had it towed. Company owned	521	12/14/2010	7
68541	B	Clinton, MI	MI	US	10/20/2010	8	12/1/2010	11/30/2010	42	UG2660Q0398	2660	9/17/2010	3.55	5.7	4X4	52123492AB		900	12/14/2010	13
68954	B	Nelliston, NY	NY	US	11/3/2010	23	11/23/2010	11/22/2010	19	UG2600Q2412	2600	9/17/2010	3.55	5.7	4X4	52853307AA	Front pinion siezed, axle extremely hot	431	12/15/2010	22
XXXXX	B	CPG Chelsea, MI	MI	US	3/1/2010		3/10/2010	3/10/2010	0	UG2580Q0095	2580	9/15/2010	3.85	4.7	4X4	52853307AA	Axle grinding	1120	12/16/2010	276
60393	B	LOWELL, MA	MA	US	7/26/2010	8	12/6/2010	12/5/2010	133	UG2010Q1500	2010	7/20/2010	3.55	5.7	4X4	52123492AB	CUSTOMER REPORTS WHEN VEHICLE REACHES 30+ MPH HEARS A BANGING/CLUNK NOISE FROM UNDER VEHICLE	532	12/17/2010	11
08704	B	FARGO, ND	ND	US	11/1/2010	2	11/29/2010	11/26/2010	28	UG3000Q1692	3000	10/27/2010	3.92	5.7	4X4	52123492AB	Heard a big clunk and the drive shaft and pinion twisted off	400	12/17/2010	18
26776	B	Johnston, RI	RI	US	11/17/2010	10	11/30/2010	11/30/2010	13	UG3200Q4471	3200	11/16/2010	3.55	5.7	4X4	52123492AB	Grinding and clunking noise from the rear	1523	12/17/2010	17
63814	B	FRANKLIN, WI	WI	US	9/29/2010	1	12/17/2010	12/13/2010	79	UG2710Q1105	2710	9/28/2010	3.55	5.7	4X4	52123492AB	Pinion bearing failure. Nut was intact.	152	12/21/2010	4

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CHRYSLER

10/5/2012

Enclosure 12I

Engineering Review Documents

Public

Tail Bearing Update 12_16_10 -

Public



DODGE



Jeep



DS REAR AXLE TAIL BEARING SEIZURE UPDATE

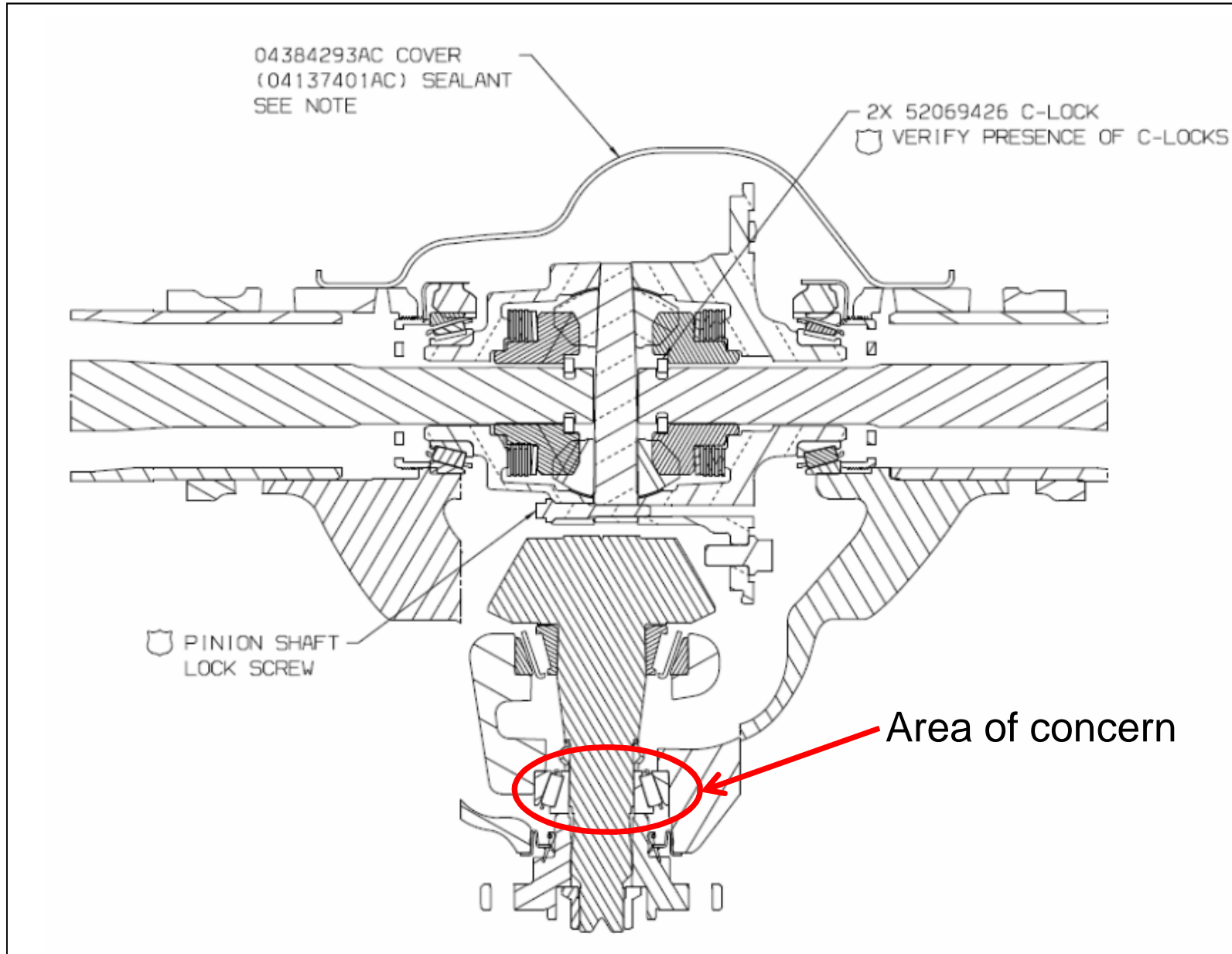
DECEMBER 16, 2010

Chrysler Group LLC

C235 Differential X-section



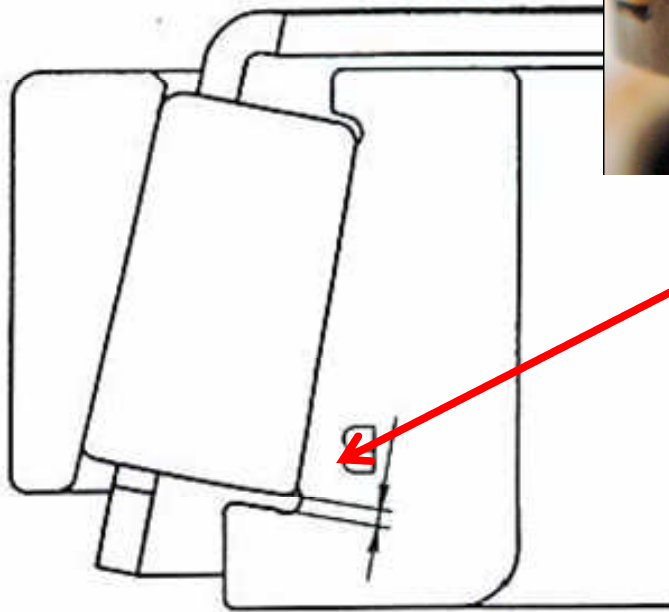
CHRYSLER GROUP LLC



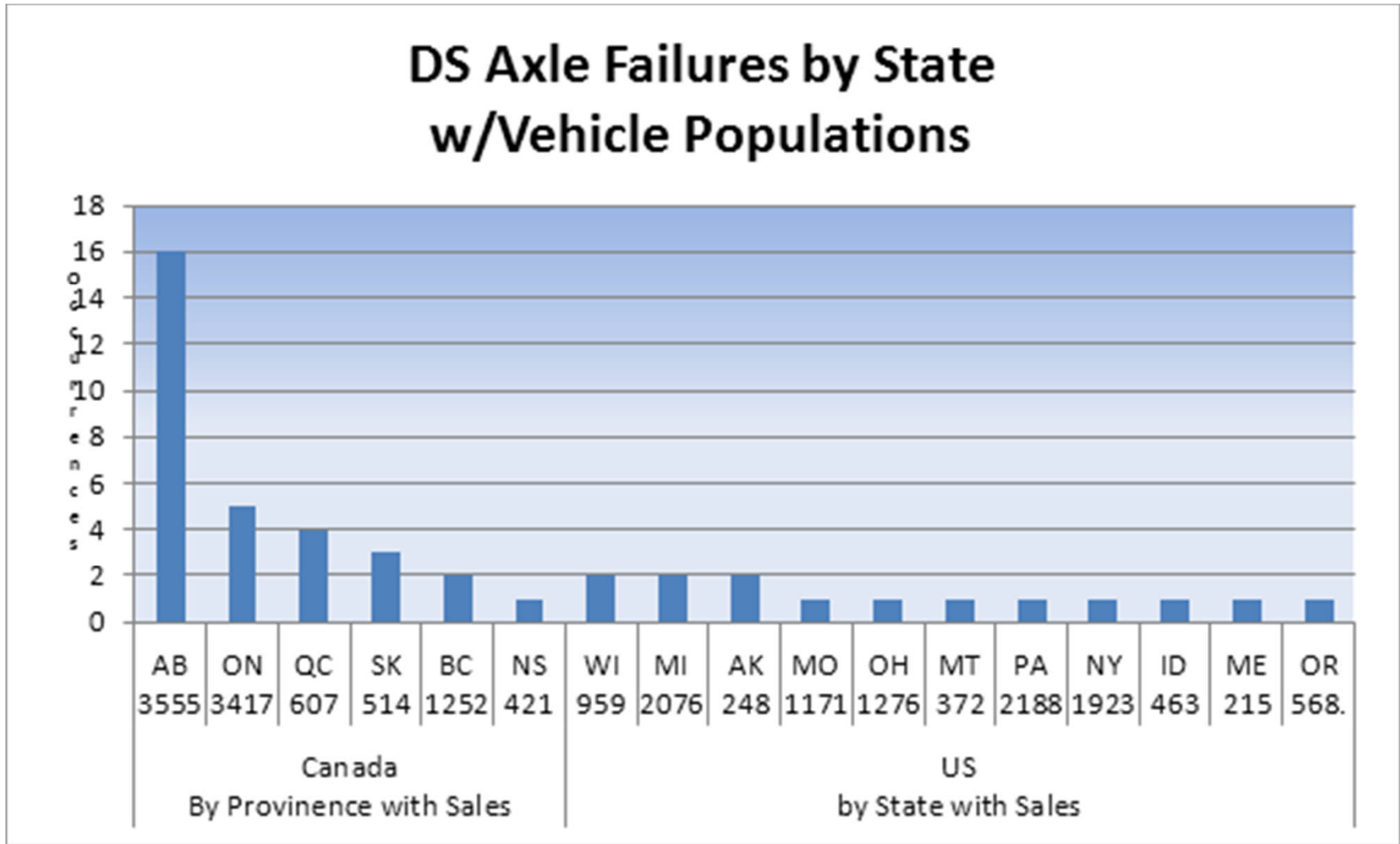
Detail of roller damage



CHRYSLER GROUP LLC



C235 Differential X-section





DODGE

CHRYSLER

Jeep



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Manufacturing process



CHRYSLER GROUP LLC

Submitted to the Office of the Chief Counsel



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Engineering overview

Submitted to the Office of the Chief Counsel

Submitted to the Office of the Chief Counsel

Submitted to the Office of the Chief Counsel



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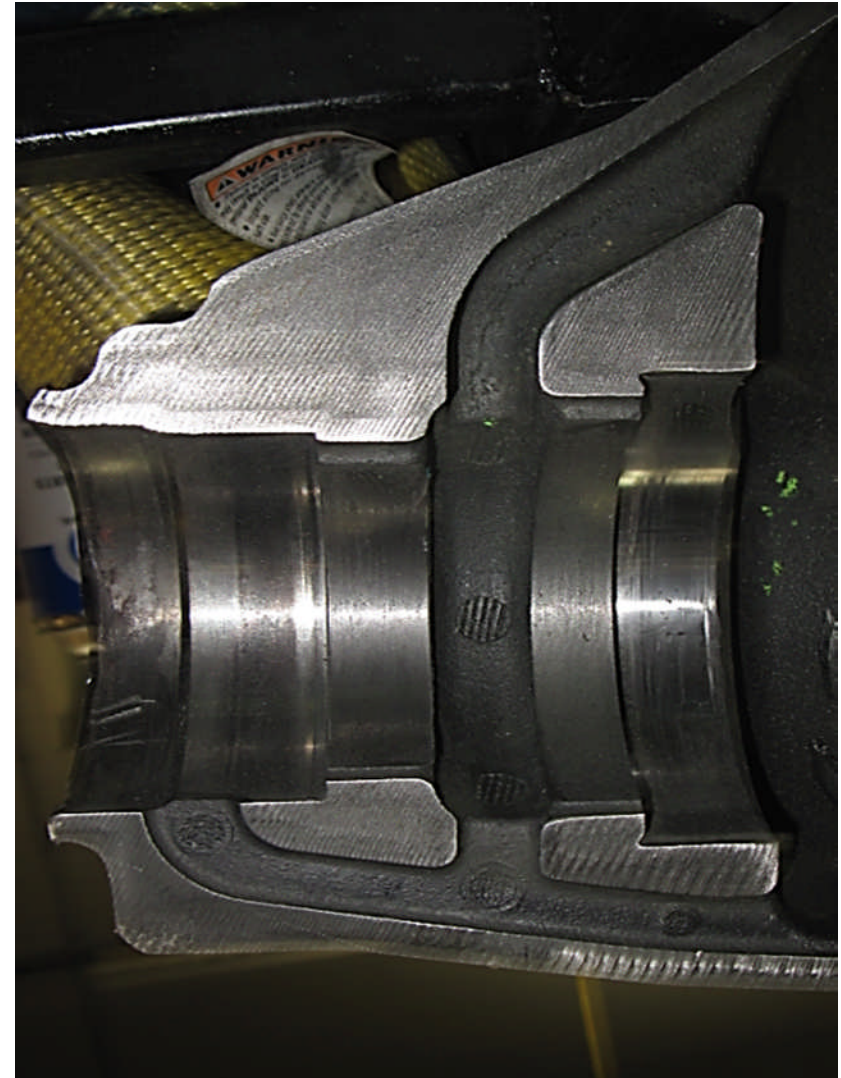
Submitted to the Office of the Chief Counsel

Submitted to the Office of the Chief Counsel



CHRYSLER GROUP LLC

Submitted to the Office
of the Chief Counsel



C235 Cross-Section Cutaway

Submitted to the Office of the Chief Counsel

Submitted to the Office of the Chief Counsel



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Back up



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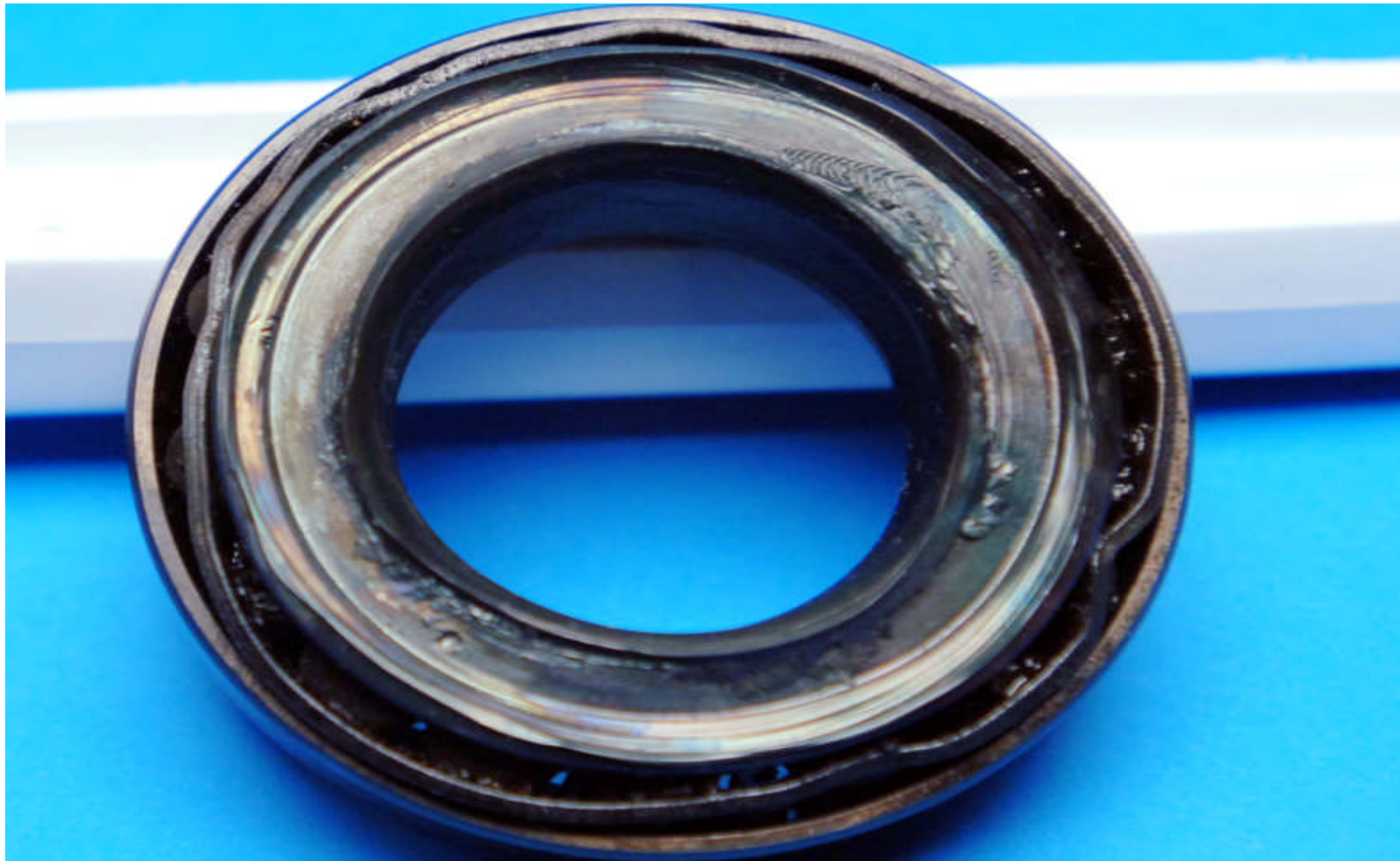
CHRYSLER GROUP LLC

Bearing failures



CHRYSLER GROUP LLC

VIN BS526967
Axle # TUG2400Q3724
Hamilton, Ontario
Vehicle Odometer – 745
Report Date – 11/29/2010





CHRYSLER GROUP LLC

VIN BS568579
Axle # TUG2880Q4278
Brookeville, Pennsylvania
Vehicle Odometer – 8
Report Date – 11/11/2010





CHRYSLER GROUP LLC

VIN BS562689
Axle # TUG2800Q0067
Edmonton, Alberta
Vehicle Odometer – 933
Report Date – 11/19/2010





CHRYSLER GROUP LLC

VIN BS502070
Axle # TUG2020Q0377
Newport, Maine
Vehicle Odometer – 536
Report Date – 9/21/2010





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CTC Axle Lab Spin Stand Cold Test

