



FIAT CHRYSLER AUTOMOBILES

FCA/NHTSA Rotary Shifter Discussion

December 16, 2016



Ram 1500 (1C6RR7VT9DS [REDACTED])

- Customer vehicle assessment
- Range Rover and Pacifica Owner's Manual excerpts
- Vehicle history in FCA US records

Ram 1500 2013-2017 MY

- VOQ Review using- search terms focused on flashing/blinking gear indicators
- CAIR Review using- search terms focused on flashing/blinking gear indicators

Summary of Vehicle Inspection:

Vehicle: 2013 Ram 1500 (DS)

VIN: DS [REDACTED]

Owner: [REDACTED]

Dealer: Michael Steads Hilltop CDJR, 3291 Auto Plaza, Richmond, CA

Present for vehicle inspection / owner interview:

- FCA US Tech Advisor
- ZF Transmission Resident / Mobile Engineer
- FCA US Vehicle Integration (Paul Smith)
- Mr. [REDACTED] demonstrated the condition in his vehicle in a near by parking lot (static) – it took some time and he commented that he had to work to reproduce it.
 - Additional comments: condition is difficult to get, is infrequent, typical reverse to drive maneuver (backing out of a driveway on a steep hill).
- Utilizing specific roads / intersections provided by Mr. [REDACTED]:
 - A 2016 MY Ram 1500 was utilized to duplicate the condition on the roads he referred to. The area is called "[REDACTED]" and has extreme grades in a residential environment.
 - The condition could not be reproduced with a normal driving style. The condition could be purposely forced.
- FCA US Tech Advisor took a "CDA" scan of the vehicle and the ZF engineer took a "Block Data" scan of the vehicle for documentation purposes. The scans did not show any unusual conditions in the initial review. The scans will be reviewed in greater depth by the proper teams.

Conclusion:

- FCA US verified the assessment of Mr. Price's video by observing his driving demonstration.
- Vehicle behavior was as anticipated.

http://www.ownersinfo.chrysler.com/model/300/2016/document/18666_en_018

Category is - Transmission

TRANSMISSION

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LIMP-HOME MODE

If a transmission system fault is detected, a warning message displays in the message center. In this event, only limited gears may become available. If possible, the vehicle should be carefully driven to the nearest place of safety. In this event, seek qualified assistance.

NOTES

The driver should be aware that the vehicle's performance is also reduced and must take this into account when driving. The use of the steering wheel's gearshift paddles are also disabled.

Some transmission faults may cause the gear selector to be locked in position, until the ignition is switched off. A flashing gear status in the message center, indicates that the driver's gear request cannot be engaged. In this event, select Neutral (N) and then select the required gear change again.

If the gearbox is still unable to engage the requested gear, consult a dealer/authorized repairer.

RELATED INFORMATION

AUTOMATIC TRANSMISSION

MANUAL GEAR SELECTION

HIGH AND LOW RANGE TRANSMISSION

LIMP-HOME MODE

2016 Range Rover Owner's manual verbiage for flashing gear status

2017 Chrysler Pacifica Owner's manual verbiage for mismatch / blinking gear status

2017 RU

rotate it, to access the L position. You must also press the brake pedal to shift the transmission out of PARK, or to shift from NEUTRAL into DRIVE or REVERSE when the vehicle is stopped or moving at low speeds (refer to "Brake/Transmission Shift Interlock System" in this section). To shift past multiple gear ranges at once (such as PARK to DRIVE), simply rotate the gear selector to the appropriate detent. Select the DRIVE range for normal driving.

NOTE: In the event of a mismatch between the gear selector position and the actual transmission gear (for example, driver selects PARK while driving), the position indicator will blink continuously until the selector is returned to the proper position, or the requested shift can be completed.

The electronically-controlled transmission provides a precise shift schedule. The transmission electronics are self-calibrating; therefore, the first few shifts on a new vehicle may be somewhat shuddered. This is a normal condition and

Software and calibration is refined to optimize the customer's driving experience and fuel economy. By design, some vehicle and driveline combinations utilize 9th gear only in very specific driving situations and conditions.

Only shift from DRIVE to PARK or REVERSE when the accelerator pedal is released and the vehicle is stopped. Be sure to keep your foot on the brake pedal when shifting between these gears.



Vehicle History in FCA US Records

Vehicle Information Detail Report

Vehicle Information

VIN	1C6RR7VT9DS [REDACTED]	Model Year	2013	Body	DS6P91	RAM 1500 LARAMIE 4X4
Built Date	06/29/2013	Market	U	US	Plant	S WARREN TRUCK ASSEMBLY PLANT 1
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)				

Owner Information Report

VIN	DS [REDACTED]	Title	MR	Name	[REDACTED]		
Address	[REDACTED]				Phone		
City	EL SOBRANTE	State	CA	ZIP	[REDACTED]	Country	USA
Lease End Date		Selling Date		Purchase Date	10/20/2013	Sale Type	Retail Sale
New/Used	New	Owner Order	First				

☐ Warranty Sold Date October 22, 2013

REDACTED

REDACTED

REDACTED

REDACTED

REDACTED

DS721850 - VOQ Verbatim

Date Complaint Filed: 06/26/2015

Component(s): POWER TRAIN

Consumer Location: EL SOBRANTE, CA

Date of Incident: 06/03/2014

NHTSA ID Number: 10730725

All Products Associated with this Complaint ▼

Details ▲

1 Available Document ▼ ?

Crash: Yes **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0

Manufacturer: Chrysler (FCA US LLC)

Vehicle Identification No. (VIN): 1CRR7VT9DS7...

SUMMARY:

WHEN BACKING UP IN REVERSE AND SHIFTING INTO DRIVE THE "D" LIGHT ON THE DASH AND SHIFTER KNOB FLASHES ON AND OFF. WHEN THIS HAPPENS PRESSING THE ACCELERATOR REVS THE ENGINE UP AS IF IN NEUTRAL AND THE VEHICLE CONTINUES TO ROLL BACKWARDS. THE FIRST TIME IT HAPPENED IT CAUGHT ME TOTALLY BY SURPRISE AND BECAUSE I WAS ON A STEEP HILL MY TRUCK ROLLED BACKWARDS INTO THE MOVING TRUCK WAITING FOR ME TO PULL OUT. ONCE I ROLLED BACKWARDS INTO A GARAGE BEFORE I COULD STOP IT. LUCKILY FOR EVERYBODY CONCERNED THE GARAGE DOOR WAS OPEN. ANOTHER TIME I ROLLED OVER A CURB IN A PARKING LOT INTO A BUSH. MANY TIMES JUST PULLING OUT OF A PARKING SPOT HAS CAUSED THE PROBLEM. THE TRANSMISSION HAS BEEN REPLACED AS HAS THE SHIFTER KNOB. IT HAS HAPPENED MANY TIMES AND CONTINUES TO BE A PROBLEM. THE DEALERSHIP HAS BEEN HELPFUL IN TRYING TO FIGURE IT OUT AND HAS VERIFIED THE PROBLEM EXISTS. AS THEY HAVE BEEN UNABLE TO FIX IT THEY HAVE BEEN RELYING ON CHRYSLER TECHNICAL ASSIST (STAR CASE). CHRYSLER'S LAST RESPONSE WAS THE BRAKE SHOULD ALWAYS BE FIRMLY PRESSED WHILE SHIFTING "THIS IS A BUILT IN SAFETY FEATURE AND NORMAL VEHICLE OPERATION"???. HOW CAN A 6000LB TRUCK ROLLING BACKWARDS WITH THE DRIVER EXPECTING IT TO GO FORWARDS BE "NORMAL VEHICLE OPERATION"? I HAVE GONE FROM PARK TO DRIVE AND THE "D" LIGHT WILL FLASH. BUT WHEN THIS HAPPENS THE TRANSMISSION "LOCKS" AND EVEN THOUGH THE THE TRUCK REVS JUST LIKE THE OTHER SITUATION IT DOESN'T MOVE. IT JUST STAYS PUT IN THE SAME PLACE. THIS I WOULD CONSIDER "NORMAL VEHICLE OPERATION". ONE DAY WHEN THIS ROLLING SITUATION HAPPENS THERE IS GOING TO BE SOMEBODY BEHIND ME AND SOMEONE IS GOING TO GET SERIOUSLY HURT. I CANNOT GET CHRYSLER TO DO ANYTHING ABOUT THIS. I HAVE TOLD THEM OVER AND OVER ABOUT MY SAFETY CONCERNS AND ABOUT ALREADY RUNNING INTO ANOTHER TRUCK AND ALL THEY CAN SAY IS "WE UNDERSTAND YOUR CONCERNS BUT YOUR PROBLEM IS NORMAL". UPDATED 03/01/16*LJ

VOQ Review using- search terms focused on flashing/blinking gear indicators

Filter Complaints

Component or Part:

All Components ▼

Display latest Complaints.

Display all Complaints that have:

☐ Crash ☐ Fire ☐ Injuries ☐ Deaths

GO

Refine/New Search

Select type: ☒ Vehicles ☐ Car Seats ☐ Tires ☐ Equipment

Enter up to 10 words or phrases separated by commas.

blinking,blink,flash,flashing

Optional:

Select Model Year range

Start: 2013 ▼ End: 2017 ▼

Make: RAM ▼

Model: 1500 ▼

Narrative contains: ☐ All Keywords ☒ Any Keyword

Clear Entries

GO

Blink or Blinking or Flash or Flashing VOQs (11/29/2016)

Vehicle	US Volume*	Shifting from R to D when "lights" began flashing
2013-2017 Ram 1500	885,725	3
2014-2017 Dodge Durango	207,061	0
2015-2017 Chrysler 200	326,359	0
2015-2017 Chrysler 300	99,624	0
2017 Chrysler Pacifica	61,256	0

* US Volume through 10/5/2016 – VOLUNTARY SUBMISSION – ROTARY SHIFTER PRESENTATION MATERIALS – FCA US LLC – 000011

CAIR Review using- search terms focused on flashing/blinking gear indicators

Shifter AND blink OR flash CAIRs (as of 10/5/2016)		
Vehicle	US Volume*	Shifting from R to D when "lights" began flashing
2013-2017 Ram 1500	885,725	4

*US Volume through 10/5/16

☐ **Conclusion –**

- There are a total of six unique incidents found after searching VOQs and CAIRs which describe a flashing shift indicator after a customer attempted to shift from reverse to drive, based on FCA US' searches.