



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

# ODI RESUME

OFFICE OF DEFECTS INVESTIGATION



**Investigation:** PE24009  
**Prompted By:** VOQ Review  
**Date Opened:** 03/27/2024  
**Investigator:** Jacob Ebert                      **Reviewer:** Joshua Neff  
**Approver:** Tanya Topka  
**Subject:** 2022 RAM Transmission Snap Ring Failure

## MANUFACTURER & PRODUCT INFORMATION

**Manufacturer:** Chrysler (FCA US, LLC) (Stellantis)  
**Products:** 2022 RAM 3500, 4500, 5500  
**Population:** 188,320 (Estimated)

**Problem Description:** K1 snap ring becomes dislodged resulting in loss of forward gears 1-4.

## FAILURE REPORT SUMMARY

	ODI	Manufacturer	EWR D&I	Other	Total	EWR Field Reports
<b>All Incidents:</b>	82	0	0	0	82	0
<b>Crashes/Fires:</b>	0	0	0	0	0	0
<b>Injury Incidents:</b>	0	0	0	0	0	0
<b>Number of Injuries:</b>	0	0	0	0	0	0
<b>Fatality Incidents:</b>	0	0	0	0	0	0
<b>Number of Fatalities:</b>	0	0	0	0	0	0

## ACTION/SUMMARY INFORMATION

**Action:** Open Preliminary Evaluation.

**Summary:**

The Office of Defect Investigations (ODI) has received 82 complaints alleging loss of motive power due to an internal transmission failure of the K1 snap ring in model year 2022 Ram 3500, 4500, and 5500 vehicles. Of these complaints, 16 describe a complete loss of motive power at speeds greater than 25 miles per hour, without the ability for the vehicle to resume normal operation. The subject vehicles can be up-fit as an ambulance and other emergency response vehicle or may be heavily loaded when used for towing.

During the failure event, the snap ring becomes dislodged and forward gears 1-4 are no longer functional, potentially leaving the vehicle disabled in or near the roadway and/or negatively affect the emergency mission.

ODI contacted the manufacturer, FCA US, LLC d/b/a Stellantis North America (FCA), and learned that technical service bulletin (TSB) TSB-21-002-23 is related to the alleged defect condition. Additionally, FCA has conducted dynamometer and field testing and has explained to ODI that during the event a warning message will display to the operator, and gear 5 and reverse will remain available.

ODI is opening this Preliminary Evaluation (PE) to evaluate the severity of the potential problem and to fully assess the potential safety-related problems. To review the ODI reports cited in the Opening Resume ODI Report Identification Number document, go to [NHTSA.gov](https://www.nhtsa.gov).