



May 11, 2009

Mr. Daniel C. Smith
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
West Building, Fourth Floor
Washington, D.C. 20590

Dear Mr. Smith:

Attached is Chrysler LLC's ("Chrysler") updated Defect Information Report, complying with the requirements of 49 CFR Part 573, Defect and Noncompliance Reports, which contains details of a potential safety related defect in some 2009 model year Dodge Ram light duty pickup trucks equipped with Manual Temperature Control (MTC). Information provided regarding the supplier who manufactured the subject components has been updated.

The software programmed into the Heating Ventilation and Air Conditioning (HVAC) module may cause the windshield defrosting and defogging functions to become inoperative. Chrysler will conduct a safety recall to reprogram the HVAC module software.

Sincerely,

A handwritten signature in black ink that reads "Lawrence J. Sak". The signature is fluid and cursive, with a large initial "L" and "S".

Lawrence J. Sak

Enclosure: Updated Defect Information Report for Chrysler Recall J12

cc: K.C. DeMeter, NHTSA
Division of Occupational Safety & Health
California Department of Industrial Relations

UPDATED DEFECT INFORMATION REPORT FOR CHRYSLER LLC RECALL J12

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Submission date: May 11, 2009

Identifying classification of vehicles potentially affected:

Make	Model	Model Year	Inclusive Dates of Manufacture	Vehicle Volume (estimated)	Other
Dodge	Ram light duty pickup truck	2009	April 2, 2008 - January 20, 2009	37,407	with Manual Temperature Control (MTC) only

Estimated percentage containing defect: 100 %

Description of defect:

The software programmed into the Heating Ventilation and Air Conditioning module may cause the windshield defrosting and defogging functions to become inoperative. This can decrease the driver's visibility under certain driving conditions and result in a crash without warning.

The name, address and telephone number of the suppliers who manufactured the subject components:

Continental
2400 Executive Hills Blvd
Auburn Hills, MI 48326
(248) 209-4000

The following chronology of principal events led to the determination of a defect:

- In December of 2008 Chrysler became aware of some complaints of inoperative Heating Ventilation and Air Conditioning (HVAC) controls on some 2009 model year Dodge Ram light duty pickup trucks.
- A review of data determined that the affected vehicles were all equipped with Manual Temperature Control (MTC). Reports indicated that service personnel were diagnosing a loss of communication with the HVAC module and replacing the MTC unit to repair the condition.
- This MTC unit is unique to the 2009 model year Dodge Ram light duty pickup truck, which was new for the 2009 model year.
- Initial investigation determined that the cause of the inoperative HVAC control was that the control head software could become stuck in the start-up (boot-loader) mode if consecutive power interruptions occurred during attempts to write to memory. This condition could occur if a low battery voltage disabled the vehicle starter and the customer repeatedly attempted to start the vehicle via cycling the ignition key.
- If this occurs, the blower motor remains operational but the mode door loses function and the customer cannot control the air flow direction (and the mode door remains in the same

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position prior to the condition occurring). This cannot be reset by the customer.

- A software revision that eliminated the potential for the inoperative HVAC controls was implemented while the investigation continued. Vehicles equipped with Automatic Temperature Control (ATC) vehicles were determined to not be susceptible to this condition.
- A review of all available field data has indicated approximately 170 complaints alleging issues with the HVAC controls that may be related to this issue. Approximately 30% of these complaints specifically mentioned defrost function.
- None of the complaints allege crash, injury or property damage.
- This information was presented to the Chrysler Vehicle Regulations Committee on April 28, 2009 who decided to conduct a safety recall.

Statement of measures to be taken to correct defect:

Chrysler will reprogram the HVAC module on all affected MTC vehicles. Chrysler expects to initiate national notification to both dealers and owners in June of 2009.

Chrysler has a longstanding policy and practice of reimbursing owners who have incurred the cost of repairing a problem that subsequently becomes the subject of a field action. To ensure consistency, Chrysler, as part of the owner letter, will request that customers send original receipt and/or other adequate proof of payment to the company for confirmation of the expense.