



11/30/2012

Advanced Field Action Communication – M3411302012

Chrysler Group LLC (Chrysler) announced a safety recall on certain 2009 and 2010 model year (DS) Ram 1500 series trucks and (ND) Dodge Dakota trucks equipped with a Chrysler built 9.25” rear axle.

The above vehicles may have been built without an adhesive patch on the rear axle pinion nut threads. The lack of this adhesive patch could allow the rear axle pinion nut to loosen and/or the rear driveshaft to separate from the rear axle. A loose pinion nut could cause the rear axle to seize and a separated driveshaft could cause a loss of motive power. Excessive loosening of the rear axle pinion nut can allow the pinion gear to be drawn into the rear axle assembly, resulting in rear axle lock-up.

Chrysler will conduct a voluntary safety recall on all affected vehicles to install a rear axle pinion nut retainer. Unfortunately, the parts required to provide a permanent remedy for this condition are currently not available. Chrysler anticipates the remedy parts will be available within the 1st quarter of 2013.

An interim notification letter is being mailed to all involved vehicle owners. Chrysler is required by Federal law to inform all involved vehicle owners of a potential vehicle safety defect.

- Should a customer arrive at your dealership inquiring about this recall, and does not have an obvious rear axle issue, explain the parts situation and reassure the customer that we are working diligently to produce parts as quickly as possible.
- Should an involved vehicle arrive at your dealership with a separated rear driveshaft and/or rear axle that is locked-up, repair the vehicle under the provisions of the powertrain limited warranty. If the vehicle is out of warranty, contact your area manager/district manager for authorization to repair the vehicle.

The Vehicle Identification Numbers (VIN’s) are available in the Vehicle Information Plus (VIP) system. The VIP system will indicate Recall M34 as “Open”. Recall M34 cannot be performed until repair parts become available.

All involved vehicle owners will be contacted again by mail with a follow-up recall notification when the remedy parts become available.

Dealers will be notified when parts become available for this safety recall by way of established methods used in the past.

We ask that you please take the time to ensure that your personnel are aware of this communication and are prepared to execute a customer friendly process for inquiries on involved vehicles.

Customer Services Field Operations
Chrysler Group LLC