



October 1, 2013

Ms. Nancy Lummen Lewis  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
Recall Management Division (NVS-215)  
Room: W48-302  
1200 New Jersey Ave. SE  
Washington, DC 20590

Dear Ms. Lewis:

The following information is submitted pursuant to the requirements of 49 CFR Part 573.6, Defect and Noncompliance Reports, which contains details of a safety defect in vehicles as determined by Chrysler Group LLC.

**573.6(c)(1): Manufacturer's Name, Brand Name**

Chrysler Group LLC, RAM

**573.6(c)(2)(i): Identification of Affected Vehicles**

Make(s)	Model(s)	Model Year(s)	Inclusive Dates of Manufacture
RAM	RAM 1500 RAM 2500 RAM 3500 RAM 4000	2014	July 1, 2013 to August 22, 2013

The determination of the recall population is described in Section 573.6(c)(6).

**573.6(c)(2)(iv): Component manufacturer name, address, telephone number, and country of origin:**

Continental Automotive Guadalajara México, S.A. de C.V.  
Periferico Sur 7999-D  
Tlaquepaque, Jalisco 45601  
Mexico Country of Origin: Mexico  
+521-333-954-7481

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### **573.6(c)(3): Potentially Affected Vehicle Population**

8370 (estimated)

### **573.6(c)(4): Percentage of Affected Vehicles**

Unknown

### **573.6(c)(5): Description of Defect or Noncompliance**

Some RAM vehicles may experience a condition where the mid-line cluster loses backlighting.

When the condition occurs, all cluster backlighting is inoperative, except for the airbag and vehicle theft alarm telltales. All other vehicle performance and systems are unaffected by this condition. Chrysler's engineering analysis of the condition identified the root cause to be a random access memory issue. The power fail flag, which resides in the random access memory, can become incorrectly stored and the software does not initialize memory in this area to the correct value. Due to the variable nature of the root cause, this condition exhibits itself in a random manner.

### **573.6(c)(6): Chronology of Principal Events Leading to Determination of a Safety Defect**

- On August 15, 2013, Chrysler's Regulatory Affairs department opened an investigation of RAM trucks as a result of inoperative cluster backlighting issues discovered during electrical validation at Warren Truck Assembly Plant.
- The investigation discovered the cause of the cluster backlighting issues to reside within the design of the software logic.
- Although random in behavior, issues with the cluster software logic could allow required cluster warning lights and backlighting to not operate as designed.
- The suspect period began on July 1, 2013 with a change in software for 2014 model year start of production.
- The suspect period conclusion date for production was established on August 22, 2013 at Warren Truck and Saltillo Truck Assembly Plants with updated cluster software.
- Chrysler is not aware of any customer complaints, accidents, injuries, fires or property damage potentially related to this condition.
- On September 24, 2013, Chrysler determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall.

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### **573.6(c)(7): Information Used in Determination of a Noncompliance**

Not applicable.

### **573.6(c)(8)(i): Description of Remedy**

Chrysler will conduct a voluntary safety recall to reflash clusters with updated software on all affected vehicles.

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 the original receipt and/or other adequate proof of payment to the company for confirmation of the expense.

### **573.6(c)(8)(ii): Dealer and Owner Communication**

Chrysler plans to begin notification of dealers and owners in November 2013. Chrysler will provide the dealer and owner letters when available.

### **573.6(c)(10): Submission of Recall Communications**

Chrysler will provide the dealer and owner letters when available.

### **573.6(c)(11): Manufacturer's Campaign Number**

Chrysler has assigned recall number N59 to this action.

Sincerely,



Kristin J. Kolodge  
Product Investigations and Campaigns Senior Manager

cc: Frank Borris, NHTSA