

**CHRYSLER**

November 8, 2013 (updated)

October 1, 2013 (original)

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 *updated* 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. *The updated information removes non-US vehicles from the Identification of Affected Vehicles referenced in section 573.6(c)(2)(i).*

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	2014	July 1, 2013 to August 22, 2013

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

573 REPORT FOR CHRYSLER GROUP LLC

Page 2

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

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.

573 REPORT FOR CHRYSLER GROUP LLC

Page 3

- 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.

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 REPORT FOR CHRYSLER GROUP LLC

Page 4

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