

**CHRYSLER**

November 6, 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	4500/5500 4x4	2008-2012	February 20, 2007 to December 22, 2012

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:

Not applicable

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

36,710 (estimated)

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

Unknown

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

Some vehicles may experience a fracture of the left tie rod ball stud resulting in the potential loss of directional stability.

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

- In December 2010, an investigation for 2008-2011 MY RAM 4500/5500 4x4 Left Outer Tie Rod Assembly was taken to the Vehicle Regulations Committee meeting and approved to conduct a safety recall (K28). The item was related to the fracture of the ball stud on the driver side tie rod.
- In May 2013, discussions with NHTSA began and focused on VOQ reports filed by customers who had recall L16, a similar campaign for RAM 2500/3500 vehicles, previously completed.
- In June 2013, the repair instructions were evaluated for clarity. It was determined that some misinterpretation could exist when inspecting the relative ball stud alignment of the driver side tie rod. This may lead to over articulation and subsequent fracture of the tie rod ball stud.
- In June 2013, field returned parts that were placed on retention were returned and analyzed to ensure the failure mode was consistent with parts reviewed for L16.
- Between July and October 2013, Chrysler analyzed data relating to vehicles experiencing fractured ball studs after the recall (K28) had been completed to correlate potential root causes and determine the scope of affected vehicles.
- During the L16 investigation, it was recognized that the K28 vehicle population was also suspect and investigation shifted to include the 4500/5500 4x4 vehicles as well.
- The scope of the potentially affected vehicles was expanded to include the original K28 population plus vehicles built from the original K28 suspect period conclusion date (September 2, 2010) to the production release date (December 23, 2012) of a new tie rod design to prevent ball stud misalignment.
- There are approximately 65 CAIRs from customers that had K28 completed and subsequently had a tie rod fracture, 25 CAIRs where a vehicle built after the K28 established suspect period conclusion date had a tie rod fracture, and 0 field reports related to this issue.
- Chrysler Group LLC is aware of 1 accident with 0 injuries related to this issue.
- On October 30, 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

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

Chrysler will conduct a voluntary safety recall to install a redesigned tie rod assembly 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 December 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 N63 to this action.

Sincerely,



Kristin J. Kolodge
Product Investigations and Campaigns Senior Manager

cc: Frank Borris, NHTSA