



September 19, 2013

Ms. Nancy L. Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Ave. S.W.
Washington, D.C. 20590

Dear Ms. Lewis:

Reference: NHTSA Identification Number 13V-283

Enclosed are representative copies of communications relating to the 2013 model year vehicles involved in the referenced recall. Chrysler notified dealers on August 15, 2013 and completed the owner notification mailing on September 11, 2013. The exact number of vehicles involved in the recall is 223,932 in the United States and 332 in the United States Territories.

This completes Chrysler's package of information for this recall as required by the Defects Report Regulation.

Sincerely,

A handwritten signature in black ink that reads "Kristin J. Kolodge/VR Burns".

Kristin J. Kolodge
Regulatory Affairs – Product Investigations & Campaigns

Enclosure: Dealer and Owner Letter for Recall N44

cc: F. Borris



August 2013

Dealer Service Instructions for:

Safety Recall N44 / NHTSA 13V-283

Reprogram Occupant Restraint Control Module

Models

2013 (RT) Dodge Grand Caravan, RAM C/V Tradesman and Chrysler Town & Country

NOTE: This recall applies only to the above vehicles built through June 07, 2013 (MDH 060707).

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The Occupant Restraint Control (ORC) module on about 224,000 of the above vehicles may contain a software error that could affect side curtain airbag deployment during certain types of side impact vehicle collisions. This could cause an increased risk of injury during certain crash conditions.

Repair

The Occupant Restraint Control module must be reprogrammed.

Service Procedure

NOTE: The wiTECH scan tool must be used to perform this recall. This procedure must be performed with software release level 14.01 or higher. If the reprogramming flash for the ORC is aborted or interrupted, repeat the procedure.

1. Open the hood. Install a battery charger and verify that the charging rate provides 13.2 to 13.5 volts. Do not allow the charger to time out during the flash process. Set the battery charger timer (if so equipped) to continuous charge.

NOTE: Use an accurate stand-alone voltmeter. The battery charger voltmeter may not be sufficiently accurate. Voltages outside of the specified range will cause an unsuccessful flash. If voltage reading is too high, apply an electrical load by activating the park or headlamps and/or HVAC blower motor to lower the voltage.

2. Connect the wiPOD to the vehicle data link connector.
3. Place the ignition key in the “**RUN**” position.
4. Open the wiTECH Diagnostic application.
5. Starting at the “**Select Tool**” screen, highlight the row/tool for the wiPOD device you are using. Then select “**Next**” at bottom right side of the screen.
6. Enter your “**User id**” and “**Password**”, then select “**Finish**” at the bottom of the screen.
7. From the “**Vehicle View**” screen, click on the “**ORC**” icon.
8. From the “**ORC View**” screen, compare the “**Current ORC Flash Number**” with the “**New Part Number**” listed on the “**sort table**”. If the “**Current ORC Flash Number**” is the same as the “**New Part Number**” continue to Step 17. If the part numbers are not the same, continue to Step 9.
9. With the cursor over the desired flash file, click the small green arrow button on the right side of the screen.
10. From the “**ORC Flash**” screen follow the wiTECH screen instructions to complete the flash.
11. Once the flash is complete click the “**OK**” button on the “**ORC Flash**” screen.

Service Procedure (Continued)

12. Select the “Clear Stored DTC’s” button.
13. Place the ignition in the “OFF” position for one minute.
14. Place the ignition in the “RUN” position.
15. Clear all stored DTC’s again.
16. From the “ORC View” screen, compare the “Current ORC Flash Number” with the “New Part Number” listed on the “sort table”. If the “Current ORC Flash Number” is the same as the “New Part Number” the flash is complete. If the part numbers are not the same, repeat Steps 7 through 16.
17. Turn the ignition to the “OFF” position and remove the wiTECH VCI pod and battery charger from the vehicle.

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims submitted will be used by Chrysler to record recall service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
ORC module update previously performed	08-N4-41-81	0.2 hours
Reprogram ORC module	08-N4-41-82	0.2 hours

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

Dealer Notification

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

Owner Notification and Service Scheduling

All involved vehicle owners known to Chrysler are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

Dealers are encouraged to consider alternative scheduling and servicing approaches for this recall. This repair does not require hoists or other full service facility special equipment and is a Chrysler Mobile Service approved repair.

Vehicle Lists, Global Recall System, VIP and Dealer Follow Up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers must perform this repair on all unsold vehicles before retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services / Field Operations
Chrysler Group LLC



**SAFETY RECALL N44 / NHTSA 13V-283
REPROGRAM OCCUPANT RESTRAINT CONTROL MODULE**

Dear: (Name)

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2013 model year Dodge Grand Caravan, RAM C/V Tradesman, and Chrysler Town & Country vehicles.**

The problem is... **The Occupant Restraint Control (ORC) module on your vehicle (VIN: xxxxxxxxxxxxxxxxx) may contain a software error that could affect side curtain airbag deployment during certain types of side impact collisions. This could cause an increased risk of injury during certain crash conditions.**

What your dealer will do... **Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will reprogram the ORC module with new software. The work will take about ½ hour to complete. However, additional time may be necessary depending on service schedules.**

What you must do to ensure your safety... **Simply contact your Chrysler, Jeep, or Dodge dealer right away to schedule a service appointment. Please bring this letter with you to your dealer.**

If you need help... **If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.**

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at www.dodge.com/ownersreg or www.chrysler.com/ownersreg.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations
Chrysler Group LLC
Notification Code N44

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.