



February 4, 2014

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	ProMaster	2014	July 1, 2013 to November 15, 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:**

N/A

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

5,664 (estimated)

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

1.5% (estimated)

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

Some RAM ProMaster vans may experience brake fluid leakage from a brake hose that could result in degraded brake performance. Chrysler determined the root cause of the concerned condition to be caused by an electric crowfoot assembly tool during the manufacturing process that caught and tore the brake hose as the tool was removed from the torque operation.

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

- On November 14, 2013, a ProMaster vehicle experienced a brake hose leak during a dynamometer rolls test at Saltillo Van Assembly plant (SVAP) prompting an immediate yard hold. Consequently, on November 15, Chrysler opened an investigation and found the leak was due to a tear in the brake hose.
- Saltillo Van Assembly Plant requested a problem resolution meeting on November 15, 2013 to address the yard hold that went into effect November 14, 2014.
- An inspection of 1958 vehicles in the yard found 30 vehicles with a potentially damaged brake hose.
- Suspect torn parts were shipped from SVAP to engineering on November 19, 2013 for bench testing. The bench testing of two hoses was completed on December 6, 2013, with both passing the hot pulse test.
- Investigation determined the brake hose damage resulting in potential leakage was caused during the vehicle build by an electric crowfoot assembly tool that caught and tore the brake hose as the tool was removed from the torque operation.
- The electric crowfoot tool has been used on front brake hose attachments since the start of production. The plant began using a similar electric crowfoot tool on rear brake hose attachments on October 3, 2013.
- The ProMaster brake hydraulic system is a diagonal split design, where a single brake hose leak may affect brake performance on two wheels (one front and the opposing rear).
- A leaking brake hose can result in degraded brake performance and increased stopping distance.
- The suspect period was established as July 4, 2013 to November 15, 2013 at SVAP.
- On January 15, 2014, a yard inspection process review was performed on a vehicle to ensure the SVAP yard inspection was robust.
- The scope of vehicles potentially affected by the electric crowfoot was updated on January 17, 2014.
- As of January 23, 2014, Chrysler is unaware of any accidents or injuries potentially related to this issue.
- On January 28, 2014, 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

N/A

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

Chrysler will conduct a voluntary safety recall to inspect and replace the brake hoses as necessary.

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 estimates it will notify dealers and owners in March 2014.

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

Chrysler will provide representative copies of the dealer and owner letters to NHTSA's Recall Management Division when available.

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

Chrysler has assigned recall number P03 to this action.

Sincerely,



Kristin J. Kolodge  
Product Investigations and Campaigns Senior Manager

cc: Frank Borris, NHTSA