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By Recall Management Division at 12:34 pm, Aug 06, 2013

13V-344
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CHRYSLER

August 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	3500	2012	May 4, 2012 to August 7, 2012
RAM	4500/5500	2012	May 3, 2012 to August 7, 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:

AISIN World Corp of America
46501 Commerce Center Drive
Plymouth Township, MI 48170
Country of Origin: Japan
Telephone Number: (734) 453-5551

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

85 (estimated)

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

Unknown

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

Some 2012 RAM 3500, 4500, and 5500 vehicles equipped with an Aisin automatic transmission may experience loss of power transfer through the transmission due to snap ring ejection from one of the clutch drums. A combination of the low back up pressure for the machining fixture and the type of chuck change resulted in a tapered groove that was intended to hold the snap ring.

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

- On May 13, 2013, Chrysler started an internal investigation on this product as the result of a communication notice from the transmission supplier (Aisin).
- On March 5, 2012, the supplier made a process change to the station where the snap ring groove was machined. The purpose of this change was to commonize the process with the other products sharing the same machining station.
- On March 6, 2012, the supplier noticed a process issue causing an abnormal inner diameter and corrected it immediately, which limited the suspect period to a duration of 11.5 hours machining. Approximately two hours of the 11.5 hour suspect period of production were dedicated to Chrysler components.
- In October 2012, the supplier received returned transmissions from warranty repairs. Tear down review of returned parts revealed the groove taper angle of the forward primary clutch drum created a condition permitting snap ring ejection.
- Chrysler worked with the supplier from late May through July 2013 to obtain and confirm all detailed information including suspect VIN numbers.
- During this same period (late May through July 2013), Chrysler assessed the consequences of the snap ring being ejected from the transmission.
- Chrysler's investigation found that a total of 97 suspect transmissions were made during the suspect time period, potentially containing this condition. Analysis also found that one transmission was returned to the supplier due to non-conformance and five of the remaining 96 units built into vehicles had transmissions replaced in the field based on warranty claim information.

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- During its investigation, Chrysler identified no customer complaints, no field reports, eight warranty claims, and no legal claims reported through July 30, 2013 potentially related to this transmission snap ring groove issue. This equates to eight unique VINs.
- Chrysler is not aware of any accidents reported through July 30, 2013 potentially related to this transmission snap ring groove issue.
- On July 30, 2013, Chrysler decided, through the Vehicle Regulations Committee, to conduct a voluntary safety recall.

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 replace the transmission 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 September 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 N50 to this action.

Sincerely,



Kristin J. Kolodge

cc: Frank Borris, NHTSA