



July 30, 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-237

Enclosed are representative copies of communications relating to the 2013 model year vehicles involved in the referenced recall. Chrysler expects to notify dealers during the week of June 24, 2013 and to begin owner notification during the week of June 28, 2013. The exact number of manufactured vehicles in the recall is 17,411.

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

Sincerely,

A handwritten signature in cursive script that reads "Kristin Kolodge".

Kristin J. Kolodge
Regulatory Affairs – Product Investigations & Campaigns

Enclosure: Dealer and Owner Letter for Recall N35

cc: F. Borris



June 2013

Dealer Service Instructions for:

Safety Recall N35 / NHTSA 13V-237 Reprogram Body Control Module

Models

- 2013 (DS) RAM 1500 Series Pick Up Truck
- 2013 (DJ) RAM 2500 Series Pick Up Truck
- 2013 (D2) RAM 3500 Series Pick Up Truck

NOTE: This recall applies only to the above vehicles equipped with premium headlamps (sales code LAD or LAE) built at:

- Warren Truck Assembly Plant (“S” in the 11th VIN Position) built through March 04, 2013 (MDH 030423).
- Saltillo Truck Assembly Plant (“G” in the 11th VIN Position) built through February 26, 2013 (MDH 022623).

IMPORTANT: *Many of the vehicles within the above build period have already been inspected or repaired and, therefore, have been excluded from this recall.*

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 Body Control Module (BCM) on about 17,200 of the above vehicles may not give the double-flash cluster notification of a turn signal malfunction. As a result, these vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 108. – Lamps, Reflective Devices and Associated Equipment. Loss of turn signal function, without warning to the vehicle operator, could result in a crash.

Repair

The Body Control Module (BCM) must be reprogrammed (flashed).

Parts Information

No parts are required to perform this service procedure.

Special Tools

The following special tools are required to perform this repair:

- NPN TechCONNECT PC
- NPN wiTECH VCI Pod Kit
- NPN Laptop Computer
- NPN wiTECH Software

Service Procedure

NOTE: wiTECH must be used to perform this recall. This procedure must be performed with software release level 13.03 or higher. If the reprogramming flash for the BCM is aborted or interrupted, repeat the procedure.

Reprogram the BCM:

1. Open the hood. Install a battery charger and verify that the charging rate provides 13.0 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 wiTECH VCI pod to the vehicle data link connector located under the steering column.
3. Place the ignition in the “RUN” position.
4. Open the wiTECH Diagnostic application.
5. Starting at the “Select Tool” screen, select the row/tool for the wiPOD device you are using.
6. Enter your “User id” and “Password”, then select “OK”.
7. Select the “Next” tab at the bottom of the screen.
8. From the “Vehicle View” screen, click on the BCM icon.
9. From the “BCM View” screen select the “Flash” tab, compare the “Current ECU Flash Number” with the “New Part Number” listed on the “sort table”. If the “Current ECU Flash Number” is the same as the “New Part Number” continue to Step 17. If the part numbers are not the same, continue with Step 10.
10. With the cursor over the desired flash file, click the small green arrow button on the right side of the screen.
11. From the “ECU Flash” screen follow the wiTECH screen instructions to complete the flash.
12. Once the flash is complete click the “OK” button on the “ECU Flash” screen.

Service Procedure (Continued)

13. From the “**BCM View**” screen, compare the “**Current ECU Flash Number**” with the “**New Part Number**” listed on the “**sort table**”. If the “**Current ECU Flash Number**” is the same as the “**New Part Number**” the flash is complete. Continue with Step 14. If the part numbers are not the same, repeat Steps 8 through 12.
14. Select “**Vehicle View**” from the “**BCM View**” screen.
15. From the “**All DTC’s**” tab, select the “**Clear Stored DTC’s**” button.
16. Select “**OK**” from the pop-up text box.
17. Turn the ignition to the “**OFF**” position, remove the wiPOD and battery charger from the vehicle and then close the hood.

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
BCM Update Previously Performed	08-N3-51-81	0.2 hours
Reprogram BCM	08-N3-51-82	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.

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 N35 /NHTSA 13V-237
REPROGRAM BODY 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 some **2013 model year RAM trucks** fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 108 – Lamps, Reflective Devices and Associated Equipment.

The problem is... **The Body Control Module (BCM) on your truck (VIN: xxxxxxxxxxxxxxxxx) may not give the double-flash cluster notification of a turn signal malfunction. As a result, your vehicle fails to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 108 – Lamps, Reflective Devices and Associated Equipment. Loss of turn signal function, without warning to the vehicle operator, could result in a crash.**

What your dealer will do... **Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will reprogram the BCM. 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. Remember to 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.ramtrucks.com/ownersreg.

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Recall 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 noncompliance 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 N35

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