



August 28, 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-122

Enclosed are representative copies of communications relating to the 2013 model year vehicles involved in the referenced recall. Chrysler notified dealers on May 24, 2013 and completed the owner notification mailing on August 15, 2013. The exact number of vehicles involved in the recall is 6,142 in the United States and 10 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 blue ink that reads "Kristin Kolodge".

Kristin J. Kolodge
Regulatory Affairs – Product Investigations & Campaigns

Enclosure: Dealer and Owner Letter for Recall N19

cc: F. Borris



August 2013

Dealer Service Instructions for:

Safety Recall N19 / NHTSA 13V-122 Engine Cover

Models

2013 (DJ) RAM Truck 2500 Pick Up

(D2) RAM Truck 3500 Pick Up

NOTE: This recall applies only to the above vehicles equipped with a 6.7L diesel engine (sales code ETK) built through February 22, 2013 (MDH 022222).

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 engine cover on about 6,100 of the above vehicles may experience a condition where it insulates the area on the passenger side of the engine. This could cause engine components under the engine cover to overheat and possibly cause an underhood fire.

Repair

The engine cover must be replaced.

Parts Information

<u>Part Number</u>	<u>Description</u>
CAA0N191AA	Engine Heat Shield Package

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Shield, Engine Heat
1	Bracket
1	Nut, Clip On
2	Bolt, Hex Flange Head
4	Bolt, Hex Flange Head

Each dealer to whom vehicles in the recall were assigned will receive enough Engine Heat Shield Packages to service about 5% of those vehicles.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Open the hood
2. Disconnect both negative battery cables at the batteries.
3. Remove and discard the engine cover push pins on the radiator fan shroud (Figure 1).
4. Remove and save the engine oil dipstick (Figure 1).
5. Remove the original engine cover from the engine (Figure 1).
6. Destroy and then discard the original engine cover.

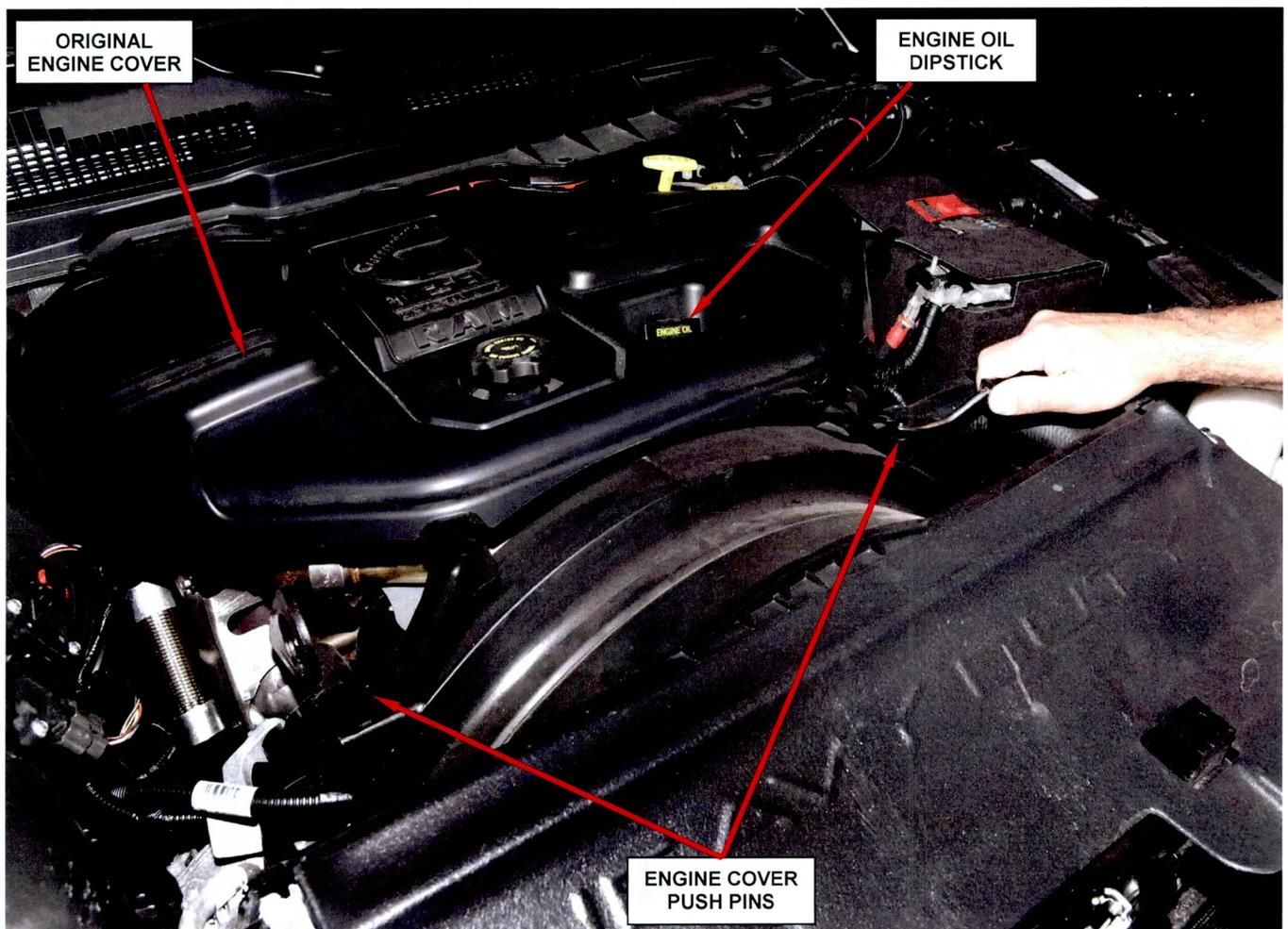


Figure 1 – Original Engine Cover

Service Procedure (Continued)

7. Disconnect the electrical connector at the right rear corner of the Closed Crankcase Ventilation (CCV) breather cover from the engine wiring harness (Figure 2).

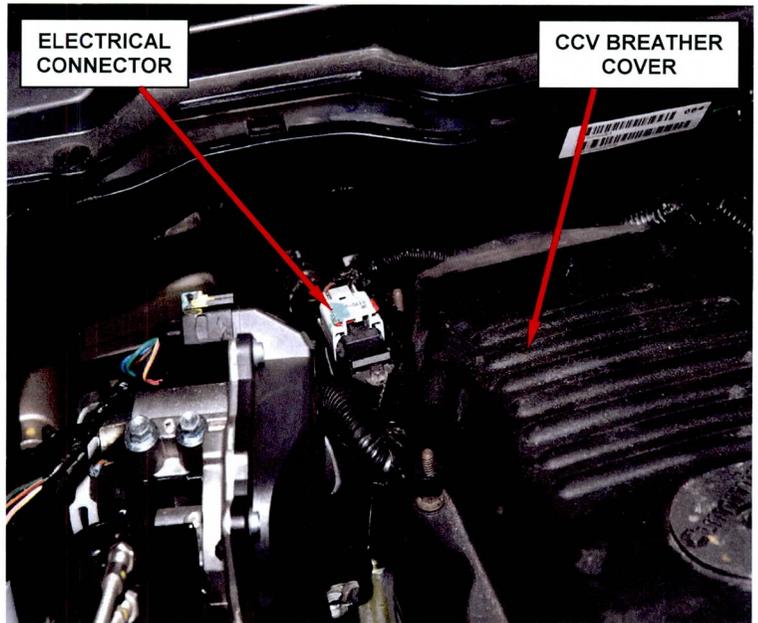


Figure 2 – Electrical Connector

8. Disconnect the CCV hose at the CCV breather cover (Figure 3).

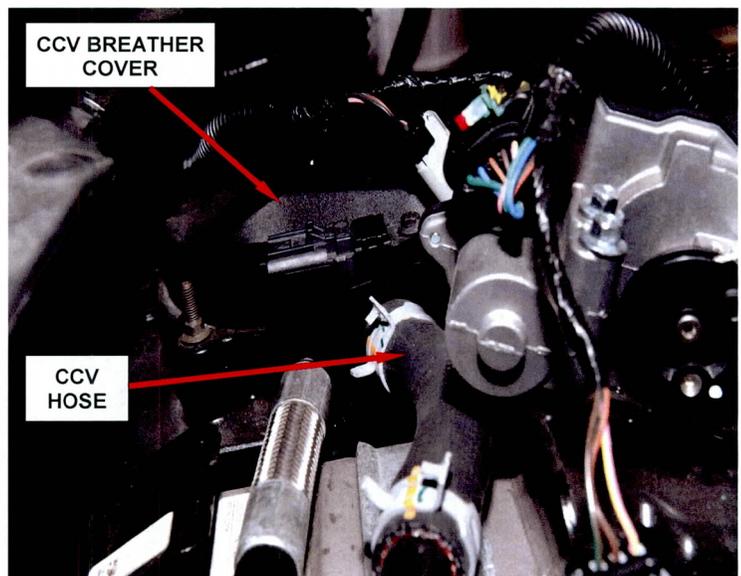


Figure 3 – CCV Hose

9. Remove and save the engine oil fill cap.

Service Procedure (Continued)

10. Remove and save the CCV breather cover bolts and then remove the CCV breather cover (Figure 4).

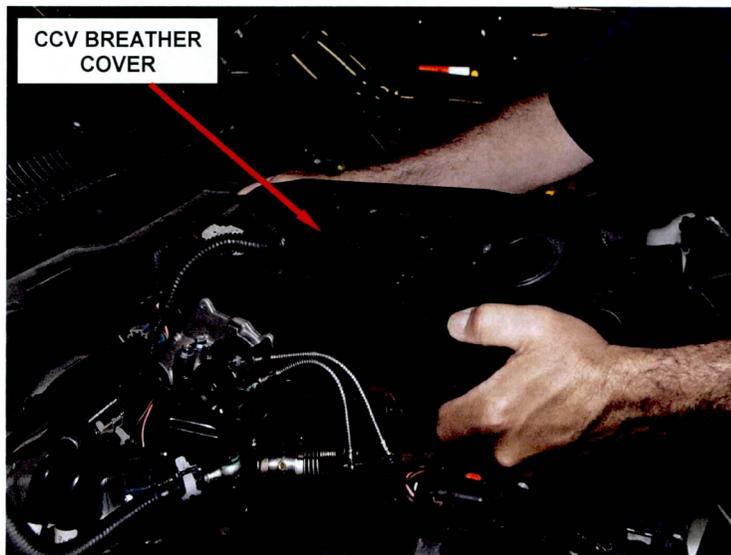


Figure 4 – CCV Breather Cover

11. Install the new engine cover support bracket (Figure 5). Tighten the two mounting bolts to 89 in. lbs. (10 N·m).

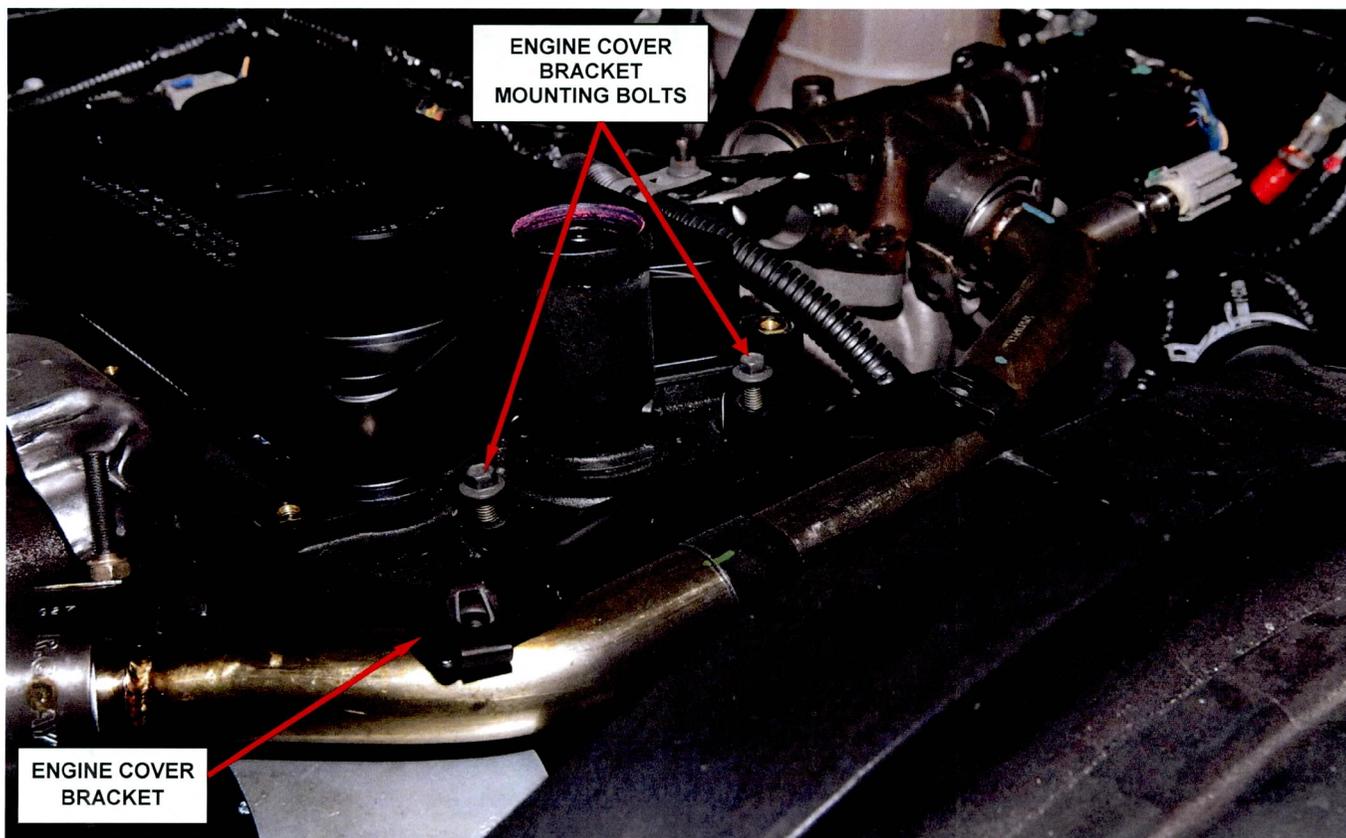


Figure 5 – Engine Cover Bracket

Service Procedure (Continued)

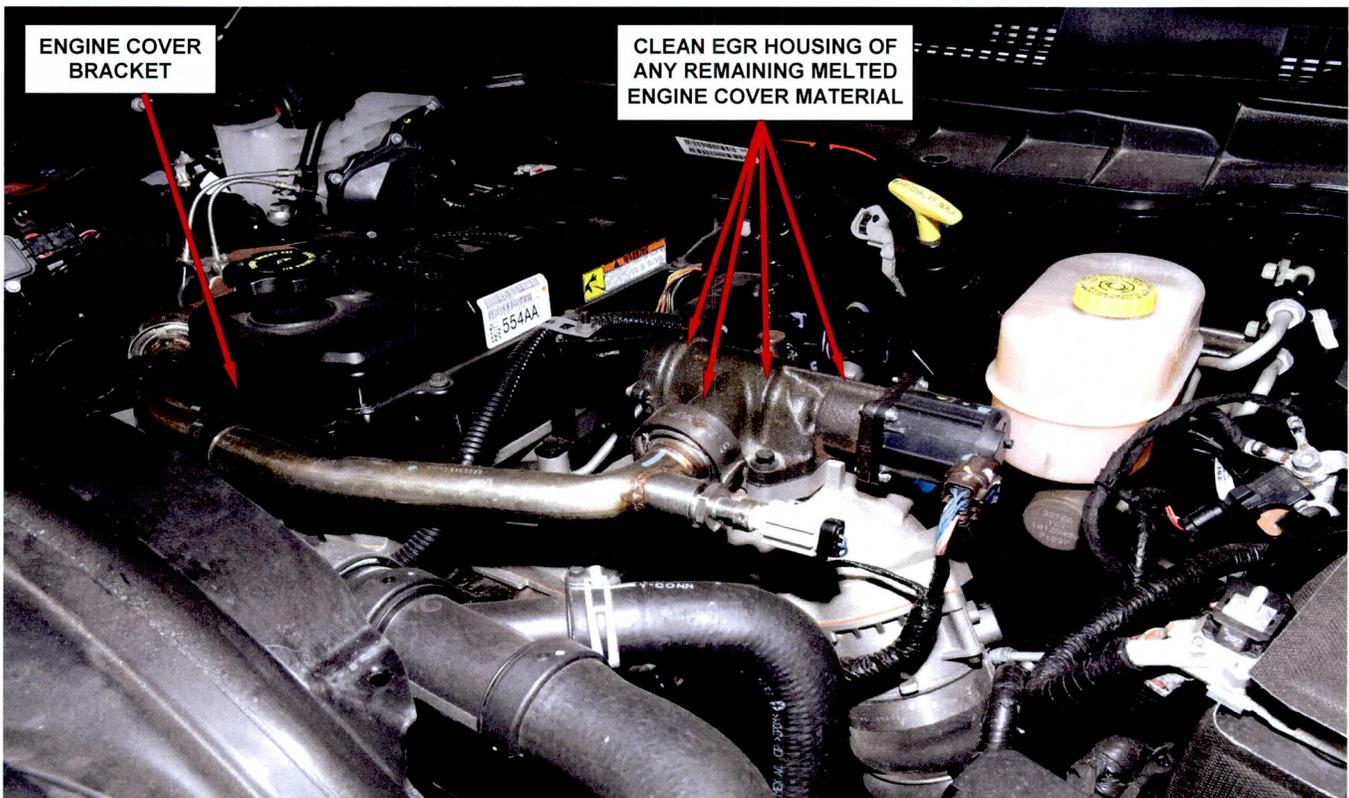


Figure 6 – Clean EGR Housing

12. Install the CCV breather cover. Tighten the bolts to 89 in. lbs. (10 N·m).
13. Install the engine oil fill cap.
14. Connect the CCV hose to the CCV breather cover.
15. Connect the electrical connector, located at the right rear corner of the CCV breather cover, to the engine wiring harness.
16. Clean any old melted original engine cover debris from the top of the Exhaust Gas Recirculation (EGR) valve housing (Figure 6).

Service Procedure (Continued)

17. Install the supplied “J” clip onto the EGR cooler bypass bracket (Figure 7).
18. Place the new engine cover into position (Figure 8). Tighten the four mounting bolts to 89 in. lbs. (10 N·m).
19. Install the engine oil dipstick.
20. Connect both negative battery cables to the batteries.
21. Close the hood and return the vehicle to the customer.

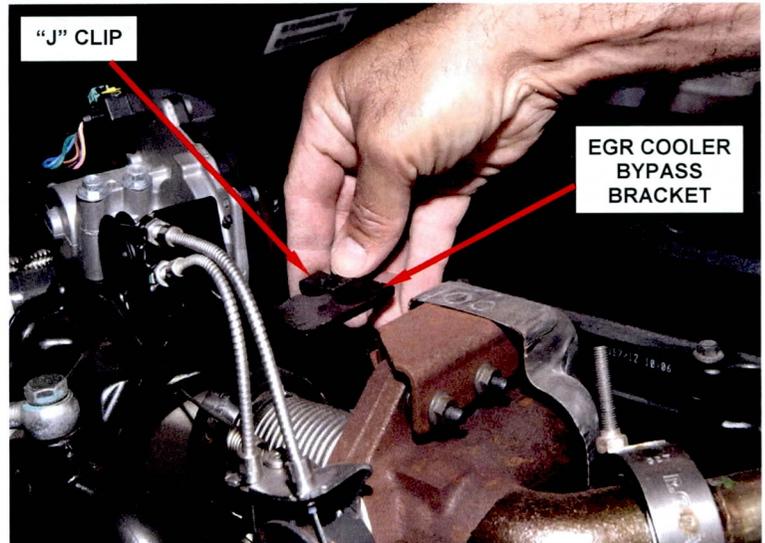


Figure 7 – Install “J” Clip

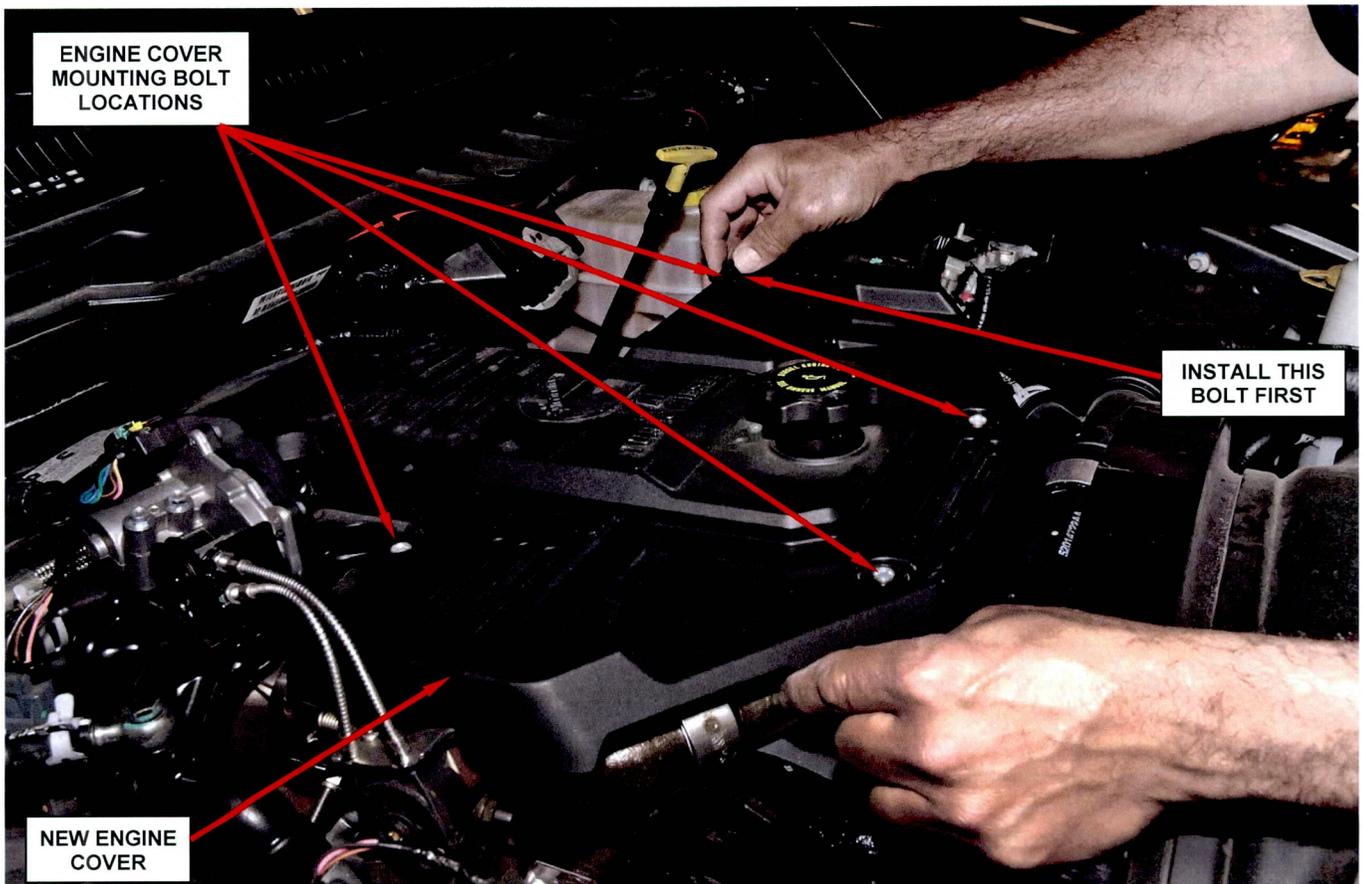


Figure 8 – Install New Engine Cover

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 the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Replace engine cover	09-N1-91-82	0.5 hours

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

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 N19 / NHTSA 13V-122
ENGINE COVER**

Dear: (Name)

This follow up notification letter 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 RAM trucks equipped with a Cummins Turbo Diesel engine.**

The problem is... The engine cover on your truck (VIN: xxxxxxxxxxxxxxxxxxxx) may experience a condition where it insulates the area on the passenger side of the engine. This could cause engine components under the engine cover to overheat and possibly cause an underhood fire.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the engine cover. 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. Ask the dealer to hold the parts for your vehicle or to order them before your 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.ramtrucks.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 N19

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