



September 11, 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-288

Enclosed are representative copies of communications relating to the 2013 model year vehicles involved in the referenced recall. Chrysler notified dealers on August 23, 2013 and completed the owner notification mailing on September 3, 2013. The exact number of vehicles involved in the recall is 747 in the United States and zero 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 Kolodge".

Kristin J. Kolodge
Regulatory Affairs – Product Investigations & Campaigns

Enclosure: Dealer and Owner Letter for Recall N41

cc: F. Borris



CHRYSLER

August 2013

Dealer Service Instructions for:

Safety Recall N41 / NHTSA 13V-288

Track Bar-to-Frame Bolt

Models

2013 (DP) RAM 4500/5500 Cab Chassis Truck (4x4)

NOTE: This recall applies only to the above vehicles equipped with four wheel drive (sales code 5I4) built from January 22, 2013 through March 08, 2013 (MDH 012210 through 030808).

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 front suspension track bar-to-frame bolt on about 700 of the above vehicles may be the incorrect length. This could cause the bolt to break and/or fall out while driving, leading to a loss of directional control and possible crash without warning.

Repair

The track bar-to-frame bolt length must be inspected. Vehicles found with a track bar-to-frame bolt that is too short or missing must have the track bar-to-frame bolt replaced.

Parts Information

Part Number

06104302AA

06508827AA

Description

Bolt, Hex Flange Head

Nut and Retainer, Hex Flange Lock

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

A. Inspect Front Suspension Track Bar-to-Frame Bolt

1. Drive the truck onto a drive-on hoist.
2. Inspect the front suspension track bar-to-frame bolt (Figure 1):
 - If the front suspension track bar-to-frame bolt is missing, continue to **Section B. Install or Replace Track Bar-to-Frame Bolt.**
 - If the front suspension track bar-to-frame bolt has **three or more** threads protruding past the flag nut (see “GOOD” below), no further action is required. Lower the vehicle from the hoist and return the vehicle to the customer.
 - If the front suspension track bar-to-frame bolt has **less than** three threads protruding past the flag nut (see “BAD” below), continue to **Section B. Install or Replace Track Bar-to-Frame Bolt.**

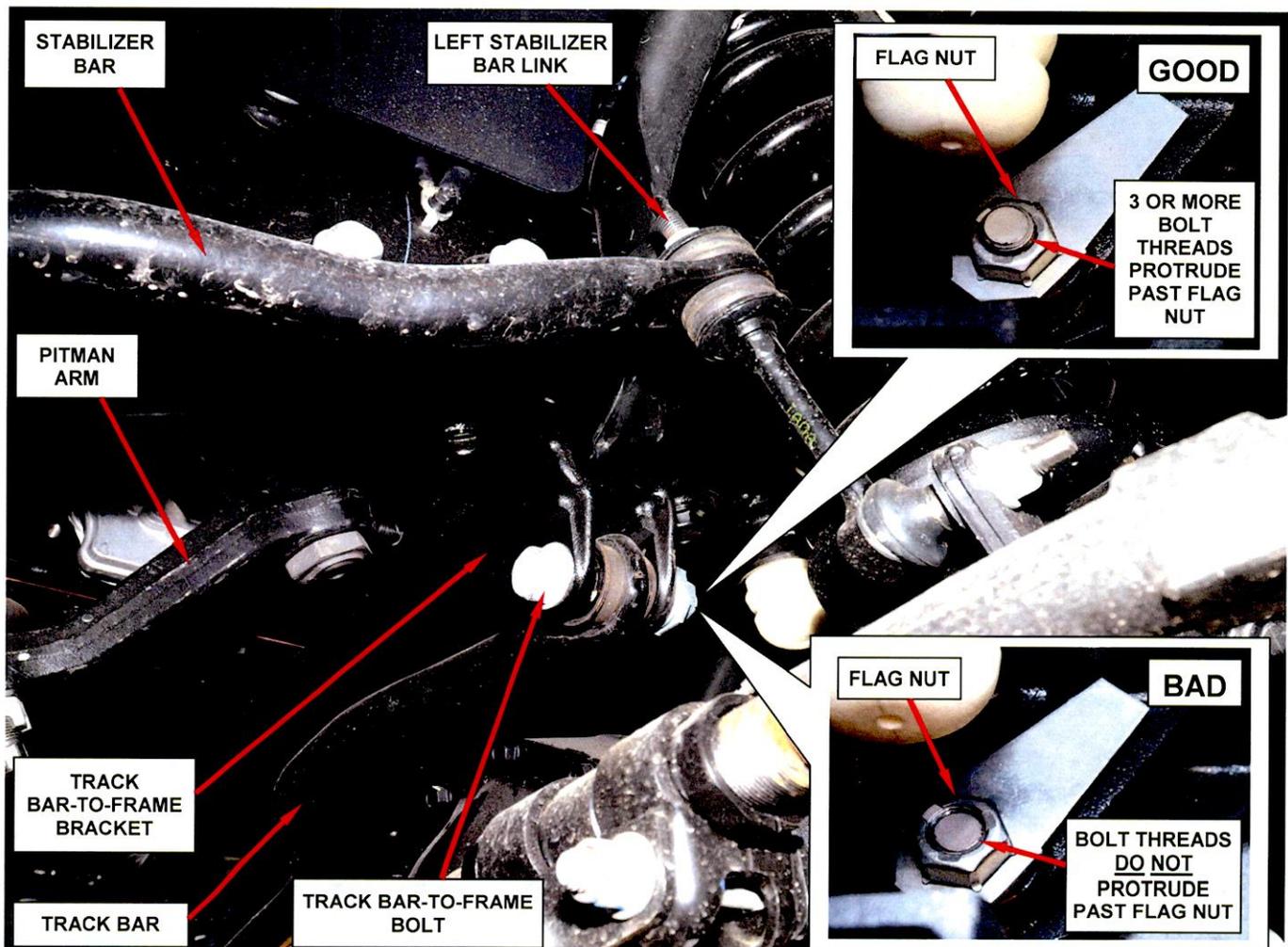


Figure 1 – Inspect Track Bar-to-Frame Bolt Length

Service Procedure**B. Install or Replace Track Bar-to-Frame Bolt.**

NOTE: The following procedure is required if the track bar-to-frame bolt require replacement per the inspection procedure in Section “A.”

1. For vehicles with a track bar-to-frame bolt missing, continue to Step 3.
2. Remove and discard the original track bar-to-frame bolt and nut.
3. Install the new track bar-to-frame bolt and nut. The bolt must be installed with the threaded end pointing toward the rear of the vehicle (Figure 2). Tighten the track bar-to-frame bolt to 273 ft. lbs. (370 N·m).

CAUTION: The full weight of the vehicle must be on the suspension before tightening the track bar-to-frame bolt.

4. Remove the vehicle from the hoist.

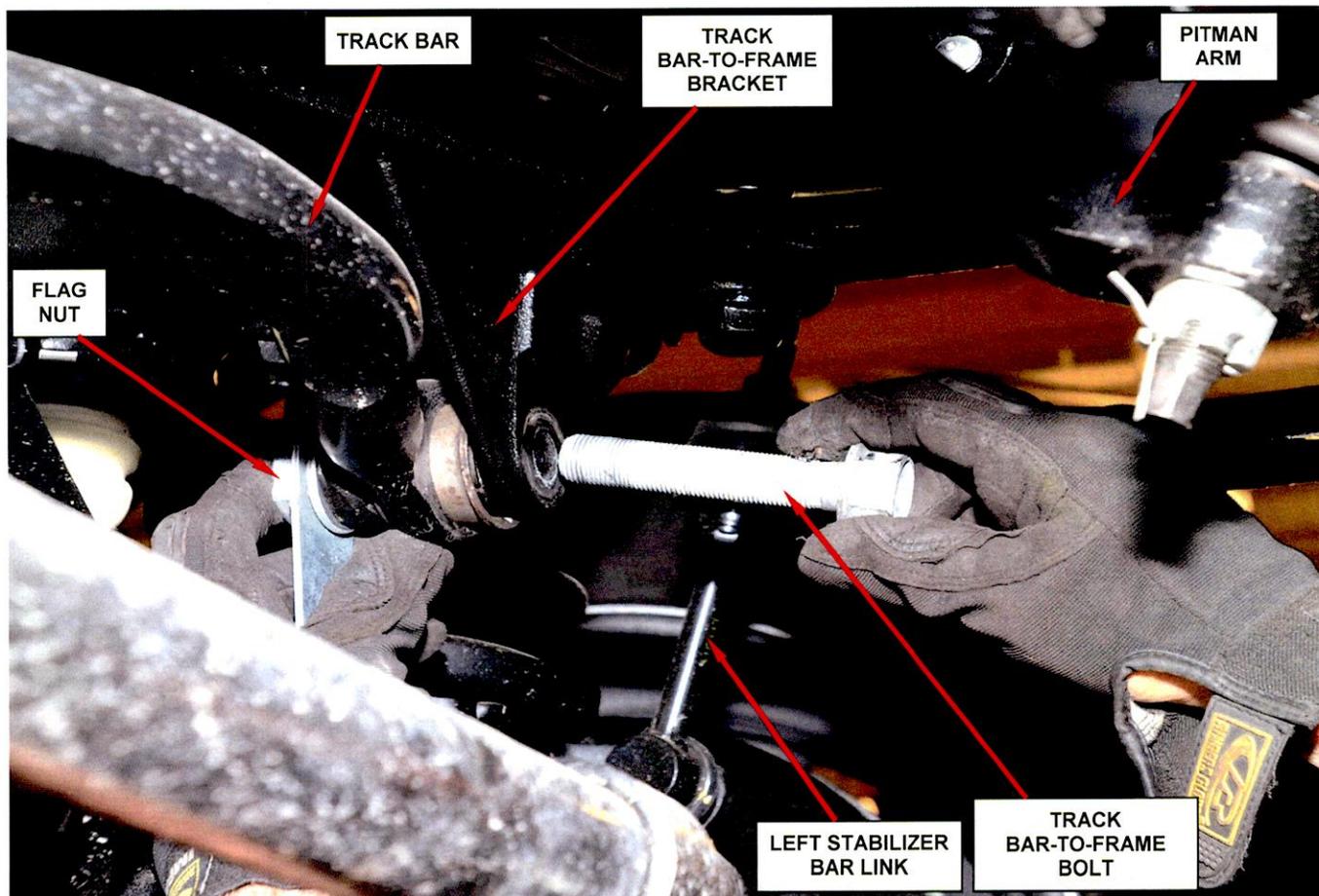


Figure 2 – Remove/Install Track Bar-to-Frame Bolt

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
Inspect track bar-to-frame bolt	02-N4-11-81	0.2 hours
Install or replace track bar-to-frame bolt and nut	02-N4-11-82	0.3 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.

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 N41 / NHTSA 13V-288
TRACK BAR-TO-FRAME BOLT

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 Ram 4500/5500 Cab Chassis trucks equipped with four wheel drive.**

The problem is... The front suspension track bar-to-frame bolt on your truck (VIN: xxxxxxxxxxxxxxxxx) may be the incorrect length. This could cause the bolt to break and/or fall out while driving, leading to a loss of directional control and possible crash without warning.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect, and replace if required, the front suspension track bar-to-frame bolt. 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 part for your vehicle or to order it 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 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 N41

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