



October 25, 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-344

Enclosed are representative copies of communications relating to the 2012 model year vehicles involved in the referenced recall. Chrysler notified dealers on October 10, 2013 and completed the owner notification mailing on October 17, 2013. The exact number of vehicles involved in the recall is 85 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 N50

cc: F. Borris



October 2013

Dealer Service Instructions for:

## **Safety Recall N50 / NHTSA 13V-344 Transmission Snap Ring Groove**

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### **Models**

2012 (DD) RAM Truck (3500 Cab Chassis)

(DP) RAM Truck (4500/5500 Cab Chassis)

*NOTE: This recall applies only to the above vehicles equipped with an AS68RC automatic transmission (sales code DG3) built from May 03, 2012 through August 07, 2012 (MDH 050317 through 080721).*

**IMPORTANT:** Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery. Dealers should also perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

### **Subject**

The transmission forward primary clutch drum snap ring groove on about 85 of the above vehicles may have been incorrectly machined. An incorrectly machined transmission clutch drum snap ring groove could allow the snap ring to eject from the snap ring groove. The forward primary clutch will lose its function for gear engagement if the snap ring is ejected. This can result in a loss of motive power and could cause a crash under certain driving situations.

### **Repair**

The transmission assembly must be replaced.



**Service Procedure**

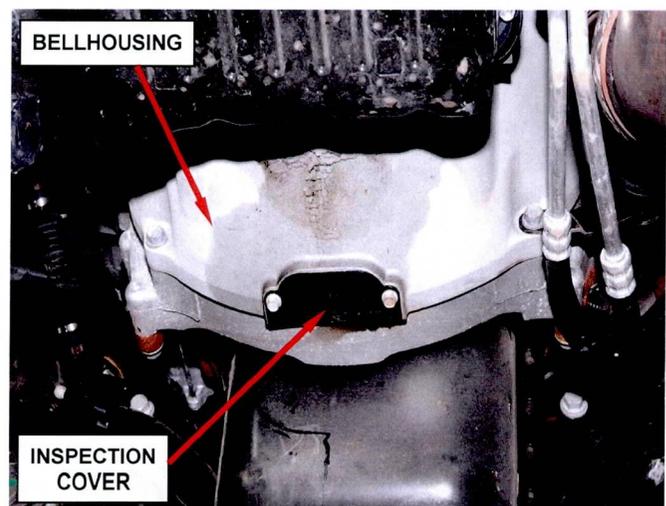
1. Open the hood.
2. Disconnect and isolate the negative battery cable from both batteries.
3. Remove and save the dipstick and dipstick tube extension.
4. Lift vehicle on an appropriate hoist.

**CAUTION:** If the vehicle is placed on a drive-on type hoist, apply the park brake and chock the rear wheels to prevent unintended vehicle movement.



**Figure 1 Alignment Marks**

5. Drain the transmission fluid from the transmission by removing the transmission oil pan drain plug. Install drain plug after drain is complete.
6. Place alignment marks on the rear propeller shaft at the companion flange for assembly alignment (Figure 1).
7. **For 4x4 vehicles only:** place alignment marks on the front propeller shaft at the transfer case companion flange and the front axle yoke for assembly alignment.
8. **For 4x4 vehicles only:** remove and save the front propeller shaft.
9. Disconnect the rear propeller shaft at the transfer case (4x4) or transmission (4x2).
10. Using a ratchet strap, secure the rear propeller shaft to the frame crossmember.
11. Remove and save the bellhousing inspection cover (Figure 2).

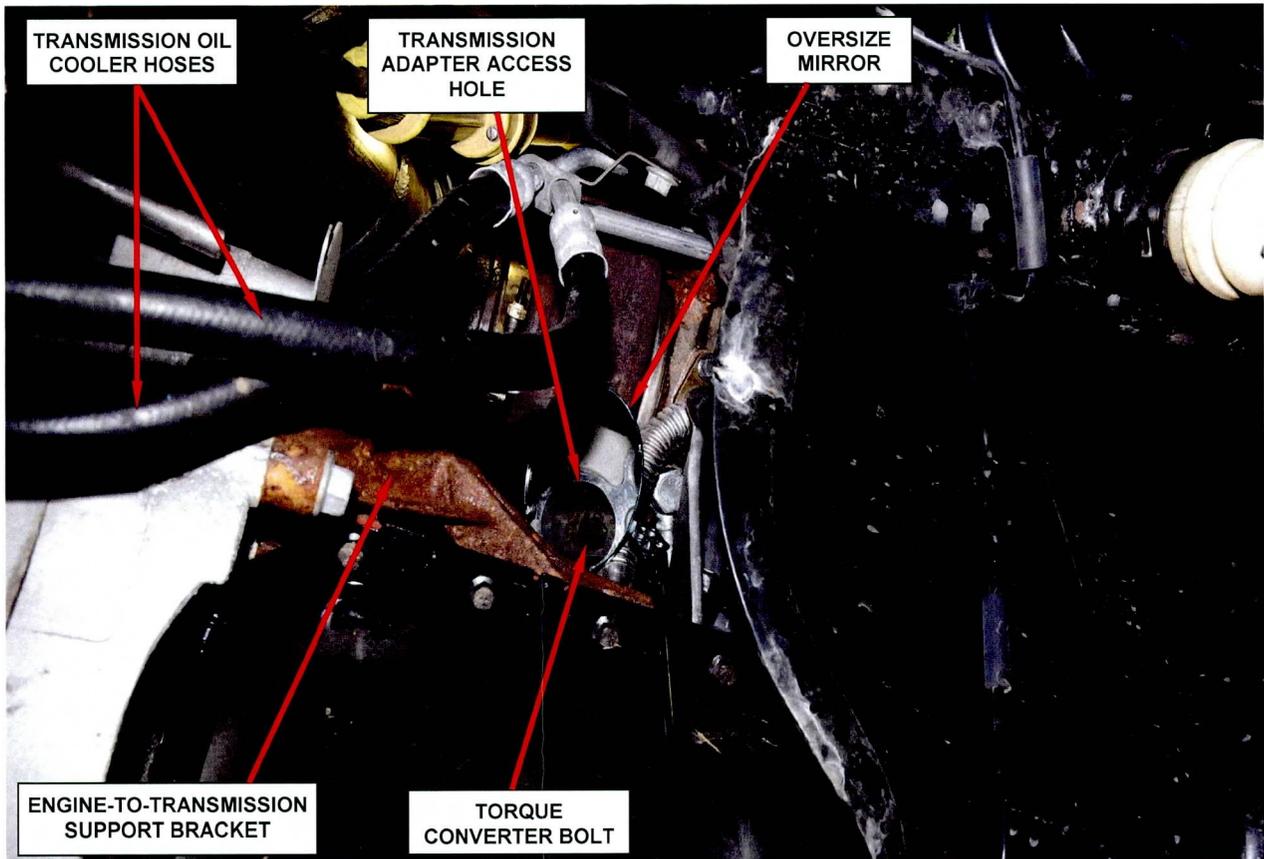


**Figure 2 – Bellhousing Inspection Cover**

**Service Procedure (Continued)**

12. Remove and save the exhaust bracket at the bellhousing.
13. Remove and save the barring tool access cover.
14. Remove and save the right side cast iron engine-to-transmission support bracket (Figure 3).
15. Remove and discard the six torque converter-to-drive plate bolts (Figure 3).

**NOTE: Use special Tool 7471B to bar the engine.**



**Figure 3 - Support Bracket and Torque Converter Bolt (right side of engine)**

**Service Procedure (Continued)**

16. Disconnect the gear shift cable from the transmission (Figure 4).

17. Place a jack stand under the transmission.

18. Remove and save the three transmission mount-to-transmission crossmember nuts.

19. Disconnect the cross vehicle electrical connector at the transmission crossmember.

20. **For 4x4 vehicles only:** Remove and save the transfer case skid plate.

21. Remove and save the transmission crossmember.

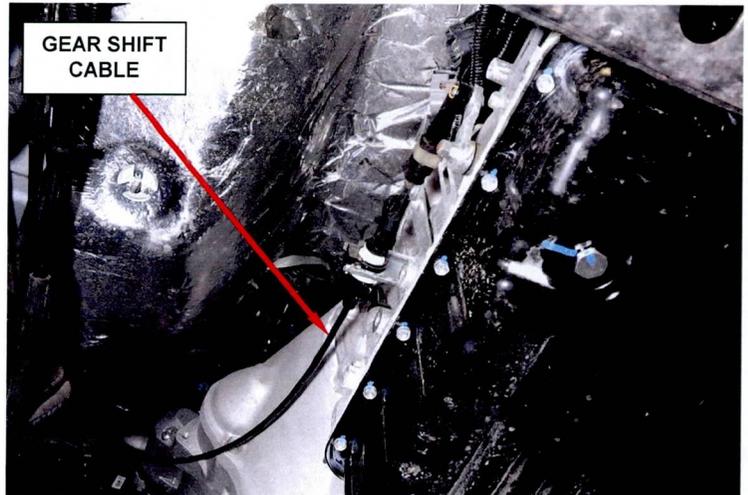
22. Remove and save the transmission mount (Figure 5).

23. **For 4x4 vehicles only:** disconnect the transfer case electrical connectors.

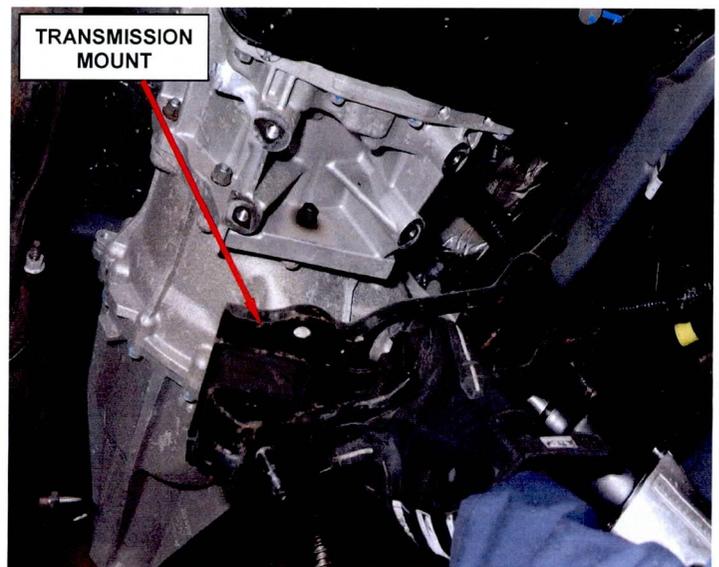
24. **For 4x4 vehicles only:** disconnect the transfer case vent hose.

25. **For 4x4 vehicles only:** remove and save the transfer case-to-transmission retaining nuts.

26. **For 4x4 vehicles only:** secure the transfer case to the transmission jack with straps or chains and then remove and save the transfer case from the vehicle.



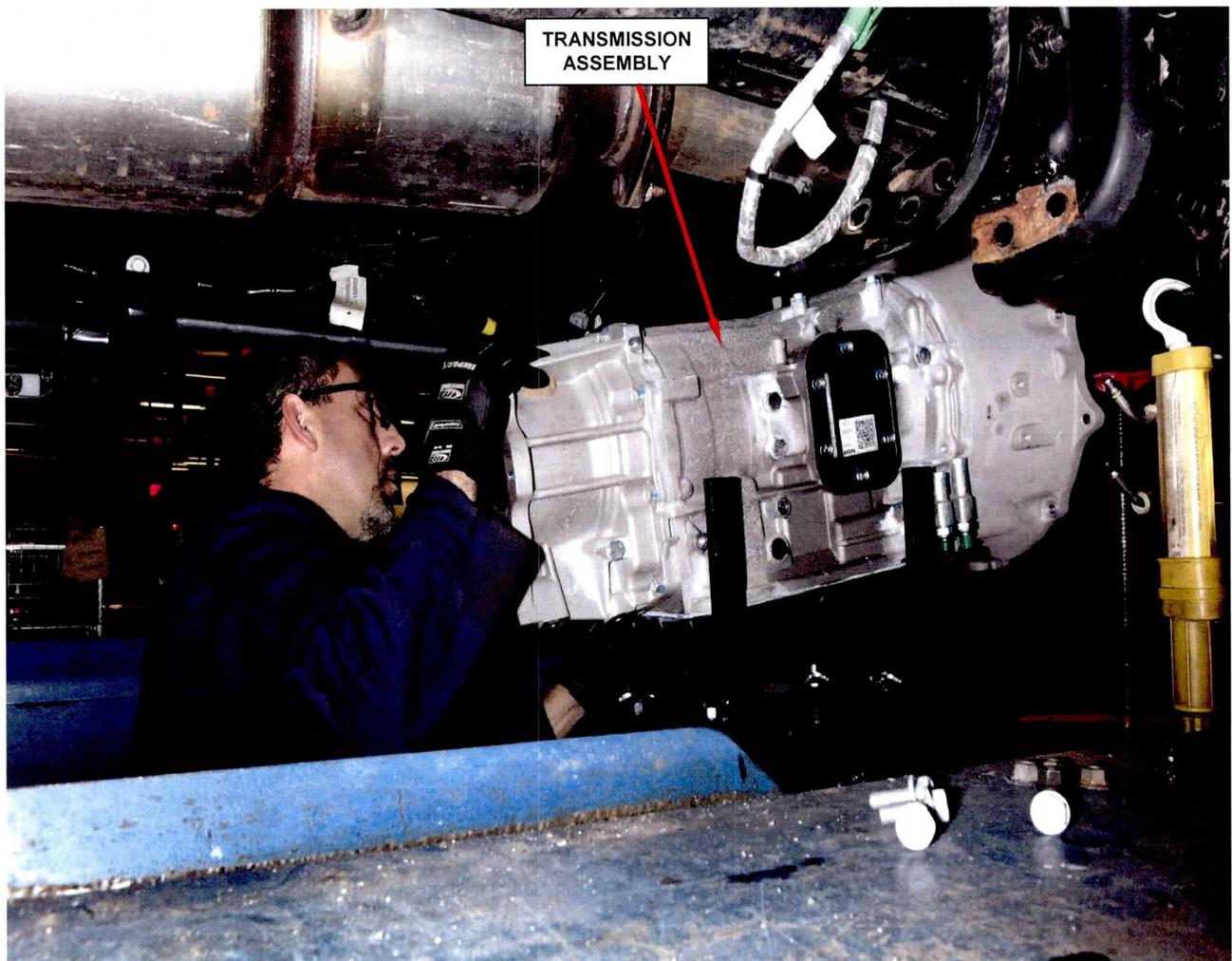
**Figure 4 – Gear Shift Cable (left side of transmission)**



**Figure 5 – Transmission Mount**

**Service Procedure (Continued)**

27. Disconnect all electrical connectors from the transmission.
28. Disconnect the transmission oil cooler tubes from the transmission.
29. Remove the jack stand from under the transmission and install an appropriate transmission jack.
30. Remove and save the bellhousing bolts.
31. Carefully remove the transmission assembly from the vehicle (Figure 6).



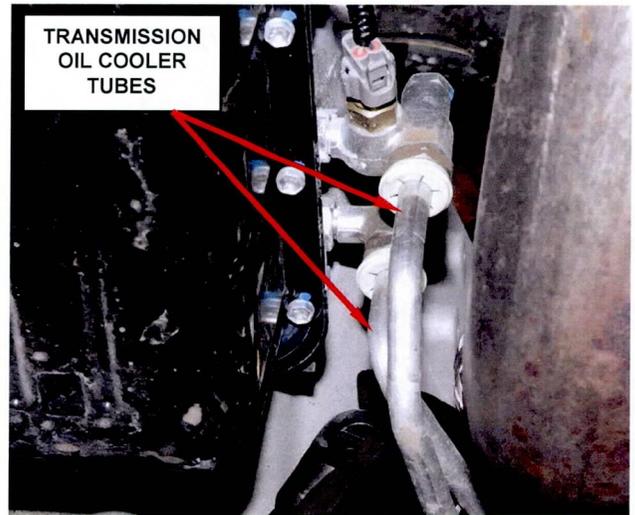
**Figure 6 – Remove Transmission Assembly**

**Service Procedure (Continued)**

32. Using an appropriate lifting device, remove the original transmission from the transmission jack.
33. Using an appropriate lifting device, place the new transmission onto the transmission jack.
34. Apply a small amount of high temperature grease onto the torque converter-to-engine crankshaft pilot hub.
35. Raise the transmission assembly into position.
36. Install the transmission bellhousing bolts. Tighten the bolts to 30 ft. lbs. (41 N·m)
37. Connect the transmission oil cooler tubes to the transmission (Figure 7).
38. Use the following procedure to install the new torque convert bolts:
  - a. Line up one of the torque converter lugs with the drive plate bolt hole.
  - b. Install the first torque converter bolt until the head of the bolt bottoms against the drive plate.
  - c. Loosen the torque converter bolt installed in the previous step ½ turn.
  - d. Bar the engine over to expose the next torque converter bolt hole in the drive plate.
  - e. Repeat Steps 38a. through 38d. until all six torque converter bolts are installed.

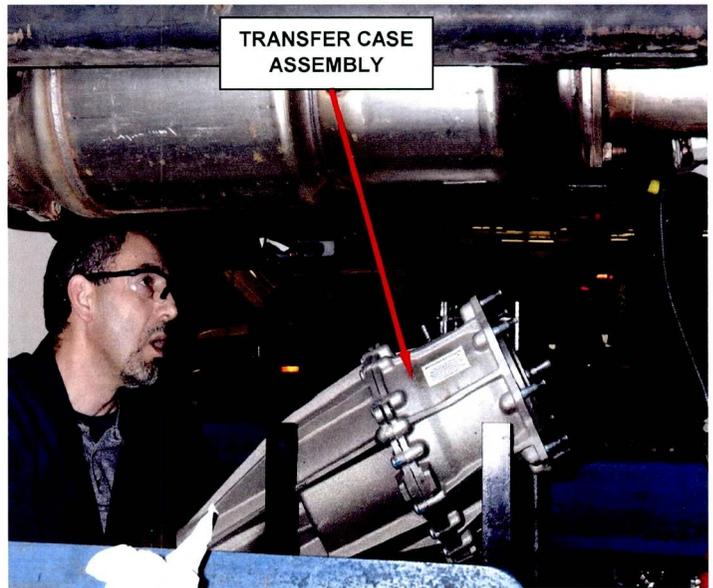
**CAUTION: Do not tighten any of the torque converter bolts until all six torque converter bolts are started.**

  - f. Tighten the six torque converter-to-drive plate bolts to 50 ft. lbs. (68 N·m).
  - g. Remove the barring tool from the engine.
39. Install the right side cast iron engine-to-transmission support bracket (Figure 3).

**Figure 7 – Transmission Oil Cooler Tubes**

**Service Procedure (Continued)**

40. Install the barring tool access cover. Tighten bolts to 89 in. lbs. (10 N·m).
41. Install the bellhousing inspection cover (Figure 2).
42. Connect all the transmission electrical connectors.
43. Connect the gear shift cable (Figure 4).
44. **For 4x4 vehicles only:** place the transfer case onto the transmission jack (Figure 8).

**Figure 8 – Install Transfer Case**

45. **For 4x4 vehicles only:** lift the transfer case into position and place the transfer case against the back of the transmission (Figure 8).
46. **For 4x4 vehicles only:** install the transfer case-to-transmission retaining nuts. Tighten the nuts to 30 ft. lbs. (41 N·m).
47. **For 4x4 vehicles only:** connect the transfer case vent hose.
48. **For 4x4 vehicles only:** Connect the transfer case electrical connectors.
49. Install the transmission mount (Figure 5). Tighten the bolts to 45 ft. lbs. (61 N·m).
50. Install the transmission crossmember.
51. **For 4x4 vehicles only:** Install transfer case skid plate.
52. Lower the transmission onto the crossmember and install the three mount-to-transmission crossmember nuts. Tighten the nuts to 45 ft. lbs. (61 N·m).
53. Connect the cross vehicle electrical connector at the transmission crossmember.
54. Install the rear propeller shaft. Tighten the transmission/transfer case companion flange-to-propeller shaft bolts to 65 ft. lbs. (88 N·m).

**CAUTION:** Be sure to align the marks made before removing the propeller shaft.

**Service Procedure (Continued)**

55. Install the front propeller shaft. Tighten the transfer case companion flange-to-propeller shaft bolts to 65 ft. lbs. (88 N·m). Tighten the axle flange-to-propeller shaft bolts to (DD models) 21 ft. lbs. (28 N·m) / (DP models) 55 ft. lbs. (75 N·m).

**CAUTION: Be sure to align the marks made before removing the propeller shaft.**

56. Lower the vehicle from the hoist.
57. Install the dipstick tube extension.
58. Connect the negative battery cables to the batteries.
59. Start the engine and allow the transmission to warm up to operating temperature.
60. Check the fluid level of the transmission. Follow the instructions printed on the dipstick.
61. Use the following procedure to perform the “Quick Learn” procedure:
- Connect the wiTECH VCI pod to the vehicle data link connector located to the right of the park brake pedal.
  - Place the ignition in the “**RUN**” position.
  - Open the wiTECH Diagnostic application.
  - Starting at the “Select Tool” screen, highlight the row/tool for the wiPOD device you are using. Then select “**Next**” at bottom right side of the screen.
  - Enter your “**User id**” and “**Password**”, then select “**Finish**” at the bottom of the screen.
  - From the “**Vehicle View**” screen, click on the TCM icon.
  - Select the “Misc. Functions” tab.
  - Highlight “**TCM Quick Learn**” and click the green arrow to start the process.
  - Follow the screen prompts to complete the Quick Learn process.
- NOTE: Some severe clunking and/or banging from the transmission during the Quick Learn process is normal. Also, engine RPM’s will increase to approximately 1500 RPM’s during the Quick Learn process.**
- Clear all Diagnostic Trouble Codes (DTC’s) after the Quick Learn process is complete and then remove the WiTECH scan tool from the vehicle.

**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 numbers and time allowances:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Replace transmission assembly	21-N5-01-82	3.4 hours

**Optional Equipment:**

Four Wheel Drive	21-N5-01-60	1.2 hours
Two or three piece rear propeller shaft	21-N5-01-61	0.2 hours
Transfer case skid plate	21-N5-01-62	0.2 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



**CHRYSLER**

**SAFETY RECALL N50 / NHTSA 13V-344  
TRANSMISSION SNAP RING GROOVE**

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 **2012 model year RAM 3500, 4500 and 5500 series cab chassis trucks.**

***The problem is...*** The transmission forward primary clutch drum snap ring groove on your truck (VIN: xxxxxxxxxxxxxxxxx) may have been incorrectly machined. An incorrectly machined transmission clutch drum snap ring groove could allow the snap ring to eject from the snap ring groove. The forward primary clutch will lose its function for gear engagement if the snap ring is ejected. This can result in a loss of motive power and could cause a crash under certain driving situations.

***What your dealer will do...*** Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the transmission assembly in your truck. The work will take about five hours 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.

***California residents...*** The State of California requires the completion of emission recall repairs prior to vehicle registration renewal. Your dealer will provide you with a Vehicle Emission Recall Proof of Correction Form after the recall service is performed. Be sure to save this form since the California Department of Motor Vehicles may require that you supply it as proof that the recall has been performed.

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](http://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 N50

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