U.S. Department of Transportation

National Highway Traffic Safety Administration

ODI RESUME

OFFICE OF DEFECTS INVESTIGATION

NHTSA

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Investigation: RQ 15-003
Date Opened: 05/01/2015 **Date Closed:** 07/06/2016
Investigator: Evan Frings **Reviewer:** Scott Yon
Approver: Stephen Ridella
Subject: Post 14V-391 Headliner Fires

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Chrysler (FCA US LLC)
Products: 2011-2014 Jeep Grand Cherokee and Dodge Durango
Population: 661,888

Problem Description: A headliner fire may occur near either of the vehicle's sun visors due to an electrical shorting condition in the vanity lamp wiring.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	43	196	202**
Crashes/Fires:	43	196	202**
Injury Incidents:	8	2	10
Number of Injuries:	8	2	10
Fatality Incidents:	0	0	0

** Total eliminates duplicates received by ODI and manufacturer.

ACTION / SUMMARY INFORMATION

Action: Close this investigation, see NHTSA recall 15V-879.

Summary:

In response to this investigation, Fiat Chrysler Automobiles (FCA) is conducting a recall to address headliner fires that occur post 14V-391. On December 22, 2015 FCA notified the Office of Defects Investigation (ODI) of safety recall 15V-879 to remedy potential headliner fires occurring in 389,252 model year (MY) 2011-2013 Dodge Durango and Jeep Grand Cherokee vehicles manufactured from December 3, 2009 to September 1, 2012. Note this recall, which was scoped based on vehicle design level and field events, does not include all MY 2013 or any MY 2014 Durango and Grand Cherokee vehicles; ODI and FCA will continue to monitor the field experience for this population.

ODI opened this investigation based on allegations of fires occurring in the headliner area after the remedy for recall 14V-391 had been conducted. Recall 14V-391 involved MY 2011-2014 Jeep Grand Cherokee and Dodge Durango vehicles manufactured by FCA from January 5, 2010 to December 11, 2013. The recall was influenced by ODI investigation EA14-001.

During EA14-001, data provided by FCA indicated fires were caused by an electrical short in the vanity lamp wiring for either visor. Visors are mounted to the (metal) roof of the vehicle through the headliner with three screws. EA14-001 determined it was possible for the wiring to be pierced or abraded by one of the screws, or otherwise become electrically shorted either during initial vehicle assembly or subsequent headliner area repairs presenting a fire risk. Most of the fires occurred while the vehicle was being driven.

The 14V-391 remedy consisted of installing a plastic guide way on each visor to route wiring away from the attachment screws and prevent electrical shorting. Additionally abrasion resistant tape was installed in key areas to protect the wiring integrity. In order to install the guide, the headliner had to be lowered and the existing visor and headliner wiring rerouted, a somewhat complex procedure that required sufficient service technician care and

expertise. FCA modified the 14V-391 remedy multiple times to improve it.

ODI has identified a total of 43 NHTSA complaints across affected vehicles indicating a fire occurring after the vehicle had been remedied under 14V-391. FCA reported 159 additional unique complaints of post-remedy fires. The fire events primarily occurred while driving however a few reported fires starting after the vehicle was parked. Ten customers incurred injuries including minor burns and smoke inhalation, no crashes were reported.

According to FCA, the vehicles recalled under 15V-879 were manufactured with longer wiring connecting the visors to the main harness in the headliner. Field experience clearly shows these vehicles are experiencing more post 14V-391 fires, 189 out of 202 known incidents to date. Recall 15V-879 addresses any remaining risk of fire after the 14V-391 recall remedy is performed. The 15V-879 remedy installs new design level visor assemblies containing added wire sheathing, shortened wiring, revised wiring retainer and wiring loop relief. In addition, part of the metal structure (body in white) where the wiring is routed will be modified (removed) using a template to allow more clearance.

The recall action initiated by the vehicle manufacturer address the safety risks identified by the investigation. Accordingly, the investigation is closed.

The ODI reports cited above can be reviewed at SaferCar.gov under the following identification (ODI) numbers: 10640524, 10653417, 10684130, 10691520, 10692710, 10703058, 10705802, 10711836, 10715282, 10717265, 10717266, 10723677, 10726438, 10733003, 10733598, 10735042, 10743410, 10744097, 10745129, 10747609, 10748399, 10749633, 10749911, 10758770, 10760399, 10760763, 10761036, 10762046, 10762961, 10763142, 10766674, 10775346, 10778519, 10779346, 10784955, 10786487, 10786551, 10790699, 10791123, 10819138, 10837210, 10838433, 10870729